

**MISSOURI STATE PARKS**

# Volunteer Handbook



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## Dear Missouri State Parks Volunteer,

Welcome to Missouri State Parks!

We value your dedication to serving our state park and historic site visitors.

Missouri is one of the few state park systems offering free entrance to all our 93 parks and historic sites, attracting more than 20 million visitors in 2024. We appreciate your efforts and passion in the preservation and interpretation of Missouri's outstanding natural and cultural resources, as well as your interest in providing a variety of recreational opportunities to our guests. Your generosity in sharing your time and talents allows us to significantly enhance our programs and stewardship efforts while providing outstanding customer service and safety.

Our goal is to make your time spent with us both rewarding and productive. Whether your length of volunteering spans hours or decades, we value your enthusiasm in sharing your unique abilities and interests and appreciate your eagerness to explore the resources and recreational opportunities in our state.

We encourage you to connect with our team and fellow volunteers, deepen your understanding of our resource management practices and share your experiences to help enhance our programs. While this handbook will introduce you to our department and explain some of our policies and procedures, it only serves as a reference guide. Missouri State Parks' team will provide training specific to your position as well. If you have questions or concerns about the volunteer program, please contact your supervisor or the Statewide Volunteer Coordinator.

Thank you again for your interest in volunteering with Missouri State Parks. We look forward to working with you!

Sincerely,



Laura Hendrickson  
Director, Missouri State Parks

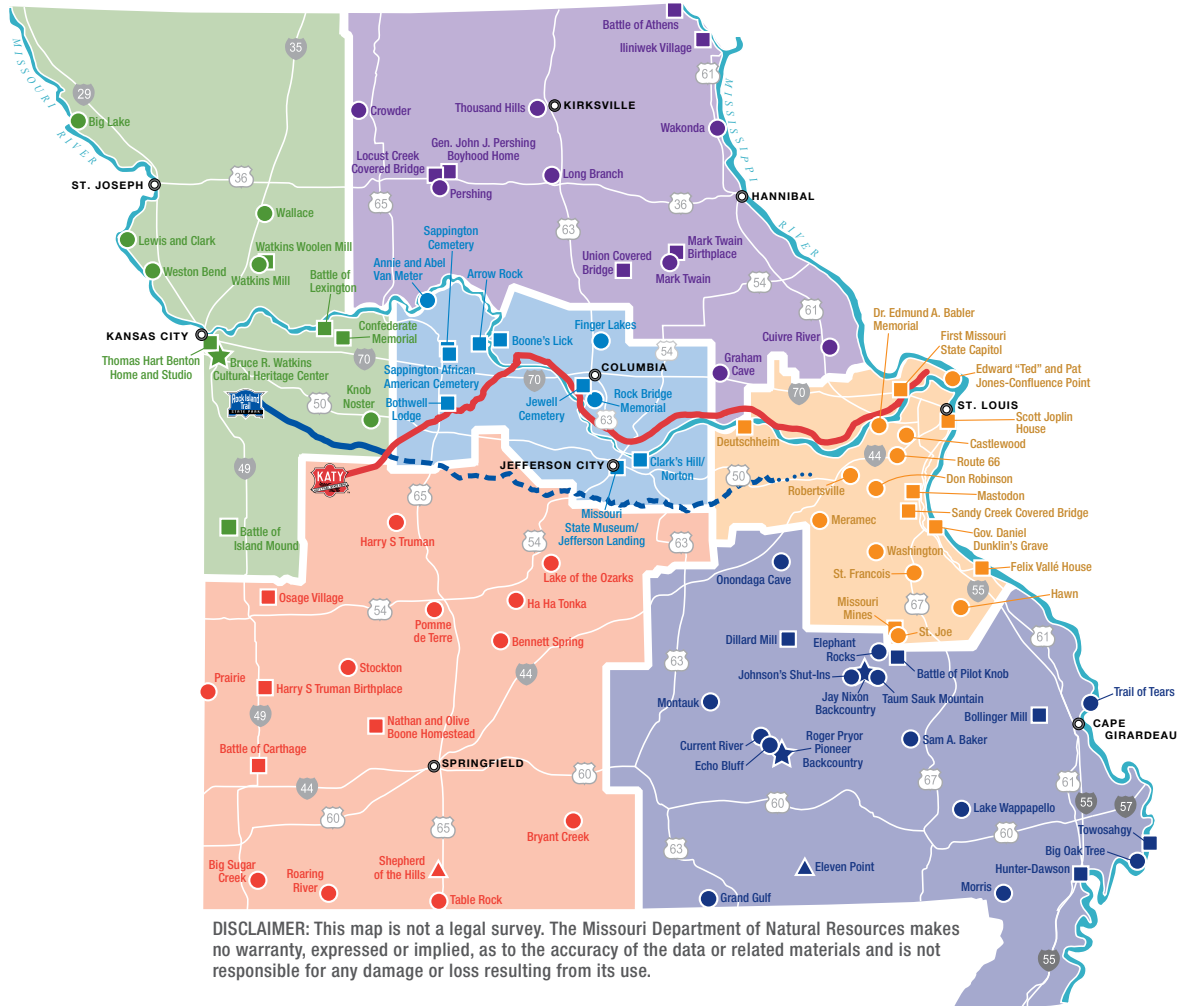


# MISSOURI STATE PARKS AND HISTORIC SITE MAP

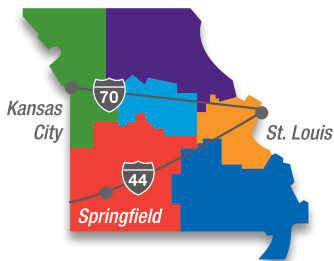


## STATE PARKS AND STATE HISTORIC SITES OPEN TO THE PUBLIC DURING THE ON-SEASON

*Properties at Eleven Point, Jay Nixon, Shepherd of the Hills and portions of Rock Island Trail State Park remain closed and are not open to the public.*



**DISCLAIMER:** This map is not a legal survey. The Missouri Department of Natural Resources makes no warranty, expressed or implied, as to the accuracy of the data or related materials and is not responsible for any damage or loss resulting from its use.



### LEGEND

- KANSAS CITY REGION
- LAKES REGION
- SOUTHEAST REGION
- CENTRAL REGION
- ST. LOUIS REGION
- NORTHEAST REGION
- CITY

- STATE PARK
- STATE HISTORIC SITE
- ★ BACKCOUNTRY AREA/CULTURAL CENTER
- ▲ LIMITED ACCESS
- KATY TRAIL SP
- ROCK ISLAND TRAIL SP (DEVELOPED)
- - - ROCK ISLAND TRAIL SP (UNDEVELOPED)
- ... .. ROCK ISLAND TRAIL SP (UNDEVELOPED RAIL WITH TRAIL)



## **Overview of the parks system and park structure**

Missouri State Parks (MSP) is a division of the Missouri Department of Natural Resources (MoDNR). The main responsibilities of MSP are the administration of the Missouri state park system and coordination of statewide programs in the areas of outdoor recreation and trails.

Missouri's state park system, which on multiple occasions has been ranked as one of the top four state park systems in the nation, contains 93 state parks and historic sites plus the trails at Roger Pryor Pioneer Backcountry. With more than 160,000 acres available to the public, the state park system has something to fit everyone's needs. The system includes homes of famous Missourians, Civil War battlefields and reminders of yesterday, such as gristmills and covered bridges. The state's most outstanding landscapes – deep forests, glades, prairies and blue streams and lakes – are preserved here for everyone's enjoyment.

To help visitors enjoy their stay, the system offers more than 2,000 structures, 3,500 campsites, 194 cabins, almost 2,000 picnic sites and more than 1,000 miles of trails. These trails include opportunities for hikers, backpackers, cyclists, off-road vehicle users and equestrians. The system boasts the longest developed rail-trail project in the nation—Katy Trail State Park.

The primary source of funding for the state park system is half of the dedicated constitutional tax of one-tenth of 1% Parks, Soils and Water Sales Tax, which provides about three-fourths of the division's budget for operation and development of state parks. Substantially, all additional funding comes from revenue generated in the state park system and some federal funds.

The Parks, Soils and Water Tax was created through a constitutional amendment and earmarked specifically for the state park system and efforts to stop soil erosion. The tax was first approved by voters in 1984, and has since been reapproved by voters four times in 1988, 1996, 2006 and 2016. At least two-thirds of voters approved the tax the last four times, showing how much Missouri voters support their state park system.

## **Missouri State Parks Mission**

The mission of the state park system is to preserve and interpret the state's most outstanding natural landscapes and cultural landmarks, and to provide outstanding recreational opportunities compatible with those resources.



## **Volunteers in Parks (VIP) Program Overview**

Volunteers in Parks (VIPs) provide invaluable assistance to Missouri State Parks on a wide variety of tasks and projects around the state. Volunteers assist people in visitor centers and contact stations. They help catalog historic items and documents, and they serve as natural history interpreters and tour guides. Some VIPs perform maintenance or light construction tasks or help with constructing or renovating trails. There is almost no limit to the types of work that volunteers can perform. The main requirement is a willingness to serve.

The VIP program is administered by the statewide Volunteer Coordinator. Contact information for the Volunteer Coordinator:

- Mailing Address: PO Box 176, Jefferson City, MO 65102-0176
- Phone: 573-751-7733
- Email: [dspvolunteercoordinator@dnr.mo.gov](mailto:dspvolunteercoordinator@dnr.mo.gov)

## **Volunteer Benefits**

Volunteering offers vital help to our parks, historic sites, visitors and even you, the volunteer. The right match can help you to find friends, connect with a community and learn new skills. Giving to others can also help protect your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated and provide a sense of purpose. Every hour you spend volunteering at a site has an impact on the visitor, resources and team. Many volunteers have direct contact with visitors, and can make their visit more enjoyable and help them make memories at a Missouri state park. Creating memories for our visitors takes the entire team, and volunteers are valuable members of our team.

## **Volunteer Recognition**

### **Masterpiece Award Program**

The Masterpiece Award program provides the opportunity for division representatives to nominate fellow team members, including volunteers, who deserve recognition for doing an outstanding job. Masterpiece awards are presented twice a year, for the periods of January through June and July through December. Both individuals and teams may be nominated, and nominations can be submitted throughout the year.





Masterpiece Award winners will receive a notification email from the division director and a framed certificate. The individual winner will receive one incentive of their choice from the list below. If a team is selected, they will receive a catered lunch with the division director.

- \$100 Missouri State Parks gift card
- Spend the day with the MSP Division Director
- Float, Hike, Bike or Fish
- One-night stay at the Table Rock SP full-service yurt (based on availability)
- Two-night stay at a Camper Cabin/Outpost Cabin operated by Missouri State Parks (based on availability)
  - Big Lake State Park
  - Johnson’s Shut-Ins State Park
  - Lake of the Ozarks State Park
  - Mark Twain State Park

### **Volunteer of the Month Program**

In addition to the Masterpiece Award program, a monthly volunteer recognition program gives the division the opportunity to nominate a volunteer to receive recognition for doing an exceptional job. Once selected, the volunteer will be contacted by the volunteer coordinator via email. A Volunteer of the Month recipient will receive a framed certificate and a Missouri state parks swag item.

### **Hours of Service Recognition**

Volunteers will receive recognition based on hours of service contributed. For example, volunteers who have completed 100 hours of service will receive a volunteer t-shirt that can be worn during continued service.

### **Youth Volunteer Patch Program**

Individuals and organized youth groups, such as Scouts, 4-H groups, and Future Farmers of America, now have the opportunity to assist with a variety of projects in a state park or historic site to earn patches. This program is open to anyone under the age of 18.

- Youth groups or individuals arrange a work day at a state park or historic site.
- Upon completion of the project, the youth volunteer will receive a Missouri State Parks Youth Volunteer patch.
- Each person can complete the program one time.

For a list of projects and facility locations, visit [Youth Volunteer Patch Program](#).



# EXPECTATIONS AND RESPONSIBILITIES OF A VOLUNTEER

Volunteers are viewed as valuable resources to this agency and its team. As such, your position comes with important expectations and responsibilities designed for you to represent MSP professionally in a safe and productive working environment. MSP volunteers shall agree to actively perform their duties to the best of their abilities and to remain committed to the goals and procedures of the agency.

## Volunteer Expectations

- A safe, courteous and harassment-free work environment.
- Support and effort by MSP representatives to make your experience satisfying and rewarding.
- Training and supervision appropriate to your position.
- Support from MSP team in resolving issues.

## Volunteer Responsibilities

- Observe all policies and safety procedures set forth by this handbook and MSP representatives.
- Will maintain all confidential information, such as visitor credit card information, and will not use or disclose confidential information obtained by reason of volunteer activities on behalf of MSP.
- Understand the commitments and duties of assignments before accepting them and fulfill them to the best of your abilities.
- While volunteering, stay within the duties of the project assignment and accept supervision.
- Be prompt and reliable in reporting for work. Notify your MSP contact as soon as possible if you are unable to work your scheduled shift(s).
- Keep an accurate record of the hours you worked on a project and report those hours in a timely manner directly in your online account or to MSP team.

# GENERAL INFORMATION

## Supervision

All volunteers will be supervised by a representative contact who is a MSP employee or a volunteer team leader, as appropriate. Representatives will provide guidance, direction and feedback to the volunteer regarding their assignment(s). All emergencies, safety concerns and/or assignment clarifications should be brought to the attention of your contact immediately.



## Training

MSP recognizes that the time taken to train volunteers is an important investment in the success of our volunteer program. A well-trained volunteer provides greater program efficiency and allows MSP teams to focus on other work priorities. Volunteers will receive the necessary training to perform their specific duties and will also be invited to periodic refresher trainings as necessary to make improvements to the program. Your training and orientation will provide you with knowledge of the history and mission of MSP, as well as equip you with the tools necessary to perform the functions of your assignment. Further training may be required for specific volunteer positions and will be coordinated with your contact.

## Volunteer Categories

**Temporary Volunteers:** Temporary volunteers are individuals who serve less than 100 hours annually. Typically these volunteers help at special events or with special projects once or twice a year. These volunteers are not covered by workers' compensation and are not allowed to drive state vehicles. Temporary volunteers may ride in state vehicles if necessary to conduct state business.

**Certified Volunteers:** These volunteers commit to a minimum of 100 volunteer hours annually or are engaged in assignments/volunteer duties that require them to be a certified volunteer. These volunteers are covered by workers' compensation, are authorized to drive state vehicles for division related duties and subject to rules and regulations, and to use state equipment and tools. Certified volunteers are subject to an annual criminal background check (CBC).



**Group Volunteers:** Group volunteering involves engaging in a volunteer activity as an organized group, such as a school or church group, Scout or other youth group, a corporation or business, or a not-for-profit entity. The volunteer group includes a leader who serves as the point of contact and is responsible for entering hours of service into the online system, BetterImpact. This person makes certain that each group member understands and abides by the rules that are outlined in the Group Volunteer Agreement and that each member signs the Group Volunteer Log Sheet prior to the start of service or logs the group volunteer hours in

BetterImpact. The group leader must be 18 or older and be authorized to enter the group volunteer information.

Teenagers working on Eagle Scout projects should not be enrolled as group volunteers. These teens should sign up as individual volunteers. Individuals who show up to volunteer for a special event must be signed up as individual volunteers as well and do not qualify as a group simply because they are working the same event.



**Youth Volunteers:** Volunteers under 18 years of age must have a signed waiver of liability by a parent or guardian. In general, volunteers under the age of 14 should be accompanied by an adult or guardian. MSP applies state and federal child labor laws to volunteer situations. Volunteers under 18 will not be permitted to operate power tools or other potentially hazardous equipment, drive state vehicles, boats, OHVs or ATVs, or work more than 40 hours in a week or more than eight hours in any 24-hour period.

## **Types of Volunteers**

**Campground Host:** Campground hosts serve as on-site ambassadors at MSP campgrounds. Hosts perform a variety of tasks and duties and serve as model campers: practicing good housekeeping and obeying all rules and regulations. Hosts live in their own recreational vehicle (RV), motor home or trailer on an assigned campsite that is provided in exchange for their service. Hosts generally serve 32 hours a week and must be physically capable of completing duties and willing to work varied hours and days during their volunteer commitment. Hosts only serve in a certified volunteer category. For more information about specific types of campground host activities, please refer to page 25.

**Interpretive Volunteer:** Interpretive volunteers assist in presenting interpretive programs that help visitors discover and understand the natural surroundings, or the cultural history of a park or site. The greatest need for interpreters is during the spring and summer. Volunteers in this capacity will undergo training from the MSP team. Interpretive volunteers can serve as certified volunteers or on a temporary basis.

**Maintenance Worker Volunteer:** Maintenance worker volunteers assist full-time staff in a wide range of both heavy and lightweight park maintenance activities. Duties include, but are not limited to, the following: installation and maintenance of water and sewer lines, semi-skilled electrical work, repairs to machinery such as internal combustion engines and HVAC systems, cleaning pit latrines, restrooms, showerhouses and picnic areas, and operating riding mowers, chainsaws and similar mechanical equipment. Other duties may include greeting the public and giving information concerning park and site rules and regulations. Maintenance worker volunteers are required to be certified volunteers.



**Natural Resource Aide Volunteer:** Natural resource aides provide assistance to full-time staff in the following areas: ecosystem restoration and preservation, endangered and exotic species control, Natural Area management, scientific research to monitor ecosystem quality, and prescribed burning and wildfire suppression. Natural resource aide volunteers can serve as certified volunteers or on a temporary basis.





**Park Aide Volunteer:** A park aide volunteer will assist full-time staff in the daily operations of a facility during the spring, summer and other high-use periods. Work may include providing information to the public, cleaning restrooms, mowing grass, and collecting litter. This can be done on a certified or temporary basis.

**Trail Worker Volunteer:** Trail workers assist park personnel in all aspects of trail construction and maintenance. This can be done individually or in small groups. Work may be done year-round, but fall and winter are the best times of the year. Trail worker volunteers can be either certified volunteers or temporary volunteers.

**Court-Appointed/Community Service Volunteers:** A court-appointed volunteer is an individual who is allowed to perform community service in lieu of and/or in addition to fines or incarceration. These volunteers are not covered by workers' compensation and are not allowed to drive vehicles but are subject to a CBC and review by the Missouri State Park Ranger Program and Director's Office to ensure that they are a good fit for the state park system.

### **Volunteer Status in the BetterImpact Online Program**

Missouri State Parks uses BetterImpact to sign up volunteers. BetterImpact is an online volunteer management software that helps to recruit, track and schedule volunteers. Volunteers sign up through the MyImpact online portal. The following definitions will assist with navigating the software.

**Applicant** - When a potential volunteer submits an application through the online volunteer software, MyImpact portal, they are in the **Applicant** status.

**In Process** - When the volunteer application is going through the CBC process, it may be moved to the **In-Process** status during this time for review.

**Accepted** - Once the CBC has been processed, reviewed and approved, the volunteer profile will be changed to **Accepted** Status. An Application Confirmation email is sent to the volunteer letting them know that their application was accepted and that a park representative will notify them of any volunteer opportunities.



**Inactive** – If the volunteer has not had any hours for a year, the volunteer may be moved to **Inactive** or **Archive** (see below) status.

**Archive** – If the volunteer has stopped volunteering at a facility for various reasons they may be moved to Archive status.

Important to note: Once a volunteer has been moved to a status, they are in that status until an Administrator or the volunteer themselves moves their name to a different status. Volunteers can change their own status to Applicant, Inactive or Archive, but not In-Process or Accepted.

Temporary & Group Applications will be reviewed, accepted and sent a confirmation email. Since no CBC or processing is involved, these applications are approved fairly quickly.

## **Volunteer Hours**

An accurate reporting of hours worked is not only a volunteer's job requirement and important in terms of recognitions, but supports the ongoing viability of the volunteer program. It helps us fully demonstrate the incredible impact that volunteers are making statewide and guarantees there is accurate data reported to the Missouri Legislature so that we can continue to maintain our current volunteer program resources and advocate for additional support.

As stated above as part of the basic job duties and responsibilities, volunteers are expected to track hours worked through the MSP online system. Hours should be submitted as soon as possible via the online portal at [myimpactpage.com](http://myimpactpage.com).

## **VOLUNTEER POLICIES**

Volunteers are expected to follow the same MoDNR and MSP policies as employees regarding conduct and ethics, anti-harassment, nondiscrimination, workplace violence prevention, alcohol, tobacco and drug-free workplace, and use of state vehicles.

### **Conduct and Ethics**

All volunteers will strive to work with ethics above question and conduct themselves reflecting the trust given by the people of Missouri to protect and preserve Missouri's natural, cultural and recreational resources.

The following actions are considered unprofessional and inappropriate for all employees and volunteers:

- The use of profanity, abusive or threatening language or slurs that may or may not be perceived as discriminatory.
- False or malicious gossip concerning visitors, employees, other volunteers and department or division management.
- Fighting, assaulting, threatening or intimidating other volunteers, employees, customers or other members of the public.



- Reporting for work in a physical or mental condition that is unsafe to the volunteer, others or physical property; renders one incapable of performing job responsibilities; or creates an unfavorable public image, including but not limited to intoxication and being under the influence of a controlled substance.
- Engaging in any form of sexual or other harassment, including but not limited to vulgar and inappropriate behavior, sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature; or engaging in discrimination or harassment based on an individual's sex, age, race, color, national origin, ancestry, religion, disability, genetic information, sexual orientation, pregnancy, military status or any other basis protected by federal, state or local law. Volunteers who violate this provision will be dismissed.
- Engaging in the promotion of religious, political or other personal beliefs while representing MoDNR, including wearing campaign items or promoting political positions while on duty.
- Sharing personally identifiable information (PII) of other volunteers, customers or other members of the public or otherwise sharing, disclosing—directly or indirectly—or disseminating confidential information obtained in the course of or by reason of your volunteer activities in any way. Examples of PII include Social Security numbers and credit card information.



## **Anti-Harassment/Nondiscrimination**

MoDNR is committed to providing a work environment in which all individuals are treated with respect and dignity. Volunteers have the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment and retaliation. Therefore, volunteers are expected to treat one another and all those with whom they come into contact during the course of business equitably and fairly regardless of age, ancestry, color, disability, genetic information, military/veteran status, national origin, pregnancy, race, religion or sex (including sexual orientation and gender identity).





Any volunteers who believe that they are being subjected to any form of harassment or discrimination should inform their facility supervisor or the Statewide Volunteer Coordinator or submit a discrimination complaint form that can be found at MoDNR External Complaint. A prompt investigation of all claims of harassment will be undertaken and appropriate action will be taken based upon the outcome.

Volunteers who engage in the following behaviors will be dismissed: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace sexually suggestive objects or pictures; other physical, verbal or visual conduct of a sexual nature; epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; disparaging jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their membership in a protected category.

### **Workplace Violence Prevention**

All individuals, including but not limited to employees, other volunteers, vendors and members of the public, are to be treated with respect, concern and courtesy at all times. Conduct that threatens or results in violence, intimidates, coerces or is otherwise harassing will not be tolerated. Department resources may not be used to threaten, intimidate or coerce anyone within or outside of the workplace. Indirect or direct threats of violence, incidents of actual violence, and suspicious individuals or activities must be reported as soon as possible to the facility supervisor or Volunteer Coordinator. Volunteers should not place themselves in peril, nor should they attempt to intercede during an incident between employees or other volunteers. Prompt action will be taken to address any team member determined to be responsible for conduct that is threatening, intimidating or harassing to others. Such action may include discipline, up to and including dismissal.

### **Alcohol, Tobacco and Drug-Free Workplace**

MoDNR strives to provide a safe and healthy environment for our employees, volunteers and customers that complies with the federal Drug-Free Workplace Act of 1988 (41 USC 8101 et al.). All department-leased, owned or operated facilities and vehicles used by department employees and volunteers are designated tobacco, alcohol and drug free.





Tobacco and marijuana use, such as cigarette, chewing tobacco, snuff, e-cigarettes, etc., is prohibited in all MoDNR leased, owned or operated facilities and vehicles used by volunteers including, but not limited to:

- Offices, including private offices and cubicles.
- Auditoriums, classrooms, libraries or conference rooms.
- Common areas including elevators, stairwells, lobbies, waiting rooms, copier rooms, mail rooms, reception areas, employee lounges, cafeterias, breakrooms, corridors and restrooms.
- Hazardous areas, including any location where there are flammable liquids, gases, vapors, and in locations where readily ignitable, combustible materials are collected.
- State park and historic site offices, regional offices, maintenance buildings and visitor centers.
- Areas used to enter or exit a building.

Exceptions to this policy include tobacco use in outdoor areas, unless in areas where it is specifically prohibited. All tobacco and marijuana products are to be disposed of properly in waste containers.

Being impaired by alcohol, controlled substances or marijuana in the workplace or while engaged in work duties is prohibited. This includes the wrongful or unlawful possession, manufacture, distribution, dispensing, or use of any alcoholic beverage, controlled substance or marijuana by any employee or volunteer of the department during the conduct of official business, in state-owned or leased facilities or property, or in the operation of state-owned or leased vehicles and equipment. Any employee or volunteer determined to be in violation of this policy is subject to disciplinary action, including dismissal, and, in certain circumstances, may be subject to prosecution under state and federal law.



### **Service at the Discretion of the Organization**

MSP accepts the service of volunteers with the understanding that such service is at the sole discretion of the organization. MSP may, at any time and for any reason, decide to terminate a volunteer's relationship with MSP or make changes in the nature of the volunteer's assignment. See 253.067.7 RSMo



## **Criminal Background Check**

Volunteers may be subject to a criminal background check (CBC) that includes open records for convictions, arrests, sex offender registry and pending charges to help keep our patrons, visitors, team members and fellow volunteers safe. An application may be denied on the basis of the results of this CBC or for inconsistencies between the application and the CBC results. The CBC expires one year after the approval date.

If you wish to continue to volunteer with MSP, you will need to renew your application by following the steps in appendix E: FAQ's.

## **Safety**

It is the policy of MSP to provide and maintain safe work areas, work methods, equipment, materials and practices for volunteers. Volunteers are asked to consider their own safety and that of those around them at all times. Your supervisor will inform you of all safety procedures relevant to your volunteer job. If you will be operating vehicles, power tools, heavy equipment or other specialized equipment, your supervisor will evaluate you on the equipment operation before you begin, regardless of your previous experience. For specific opportunities, you may be asked to attend a separate safety orientation and/or additional safety meetings. Disregarding safety procedures is cause for dismissal.

MSP strives to protect your health and safety and enhance the quality of your service to MSP visitors. Working in natural and historic environments presents unique challenges, but we are committed to your health and safety in the workplace. In case of serious accident or injury, immediately call your local emergency number and notify a supervisor. Only provide first aid based on your training. Personal Protective Equipment (PPE) protects you from the risk of injury by creating a barrier against workplace hazards. PPE is not a substitute for appropriate planning and good work practices but should be used with these controls to provide the safety and health of volunteers. When required, your supervisor will provide you with PPE that you will use and maintain. Prior to using PPE, you will be trained on the hazards and proper use of PPE. Additional information will be provided by your supervisor during your orientation/training regarding specific PPE requirements, usage and monitoring. Safety mechanisms and guards are installed on many tools and equipment to prevent hands, arms or any part of your body or clothing from making contact with equipment with moving parts. If you find any missing or disabled guards or safety mechanisms, do not use the equipment and contact your supervisor immediately. Additional information will be provided by your supervisor during your orientation regarding safety mechanisms and guards.



## **Accidents**

A volunteer involved in an accident of any kind while working for MSP must notify their supervisor or the Safety and Wellness Program Director by phone (573-751-8360 or 573-680-1859) or in person immediately, or at least within 24 hours of the incident. This includes accidents involving serious injury, death or the potential for criminal charges to be filed against the volunteer. MSP team members will provide the necessary documentation and, if applicable, insurance forms for the volunteer to fill out.

Certified volunteers are covered under workers' compensation for the duration of their volunteer time "while on the clock". To avoid unnecessary delays or denials, you should notify a supervisor immediately in writing if injured while volunteering. Certified volunteers are covered for the approved medical care of a work-related injury, but must follow the process laid out by the MoDNR's Workers' Compensation Policy and Procedures in order to obtain workers'-compensation-paid medical expenses. In order to avoid unnecessary delays or denials, unless it is an emergency situation, the certified volunteer shall not seek aid without informing the department and going to an authorized medical provider. If it is an emergency, the certified volunteer shall seek initial treatment at the nearest hospital emergency room or medical clinic and notify their supervisor as soon as possible. You must notify the hospital or clinic that the injury is a workers' compensation injury, and give them the name, address and telephone number of the MoDNR.

## **Open-Carry**

**General Policy** – Members of the public are authorized to carry a handgun in accordance with Missouri state law in the areas that are generally accessible to the public except in state and federal buildings. State buildings accessible to the public where weapons are prohibited include state park and historic site offices, museums, visitor centers and regional offices. Volunteers will not take actions to discourage members of the public from the lawful carrying of handguns in the areas that are generally accessible to the public where open carry is allowed.

**On-Duty Prohibition for Volunteer Open Carry** – On-duty volunteers shall not openly carry handguns either on department premises or while on-duty for the department.

**Prohibition Relating to Department Clothing and Weapon** – A volunteer, whether on- or off-duty, shall not wear any clothing, identification card or other items identifying the volunteer as a department volunteer while openly carrying a handgun.

Campground Hosts are permitted to openly carry handguns during their off-duty hours. If a host is openly carrying during off-duty hours, they:

- Must fully abide by the uniform prohibition in the open carry policy above and cannot have on any item that represents them as a park volunteer, including hats, vests, etc.
- Must turn their host sign to off-duty, if applicable.
- Cannot use any vehicle or equipment that is MSP property or that displays a MSP logo or insignia.





- Cannot be in the park with the intent of engaging with the public. Hosts may answer a question if approached, but should not approach members of the public while openly carrying. If responding to a question requires the host to engage in on-duty responsibilities (i.e., restocking toilet paper, assisting with campsite needs, etc.), then the host must inform the visitor that they are off-duty and direct them to park representatives or other hosts. Alternatively, if the host decides to engage in on-duty activities, they should choose to inform the visitor that the issue will be taken care of and then proceed to conceal or place the handgun in a secure location (ex., in the glovebox of their locked personal vehicle) and fulfill the request.

## OTHER IMPORTANT INFORMATION

### Equipment Use

MSP volunteers shall not use any MSP property (including equipment or vehicles) for unauthorized purposes. All volunteers shall be responsible for the safe, efficient, proper and effective use, as well as the security of property assigned. All items shall be promptly returned upon request or at the end of service. No volunteer shall abuse, damage or steal MSP property. Such actions are grounds for dismissal.

Individuals who wish to use their personal equipment for volunteer work may be allowed to do so, with the approval of their facility supervisor. However, MSP does not cover personally owned equipment against theft, damage or other losses. Be sure your property is protected under your own private insurance coverage.



### Personal Protective Equipment (PPE)

As part of your volunteer duties, you will be given the necessary personal protective equipment (PPE) for the job that you are performing. If you are not given the PPE that you think you need to do your job safely, please let your facility volunteer supervisor know.

### Approved MSP Motorized Vehicle Use

Driving records are checked for any volunteer who drives a state vehicle as part of their volunteer service. Volunteers must be in possession of a valid driver's license. If your driving history shows unacceptable driving behavior, you will not be allowed to operate a state vehicle and may be offered another assignment. Authorization to operate a MSP vehicle may be revoked at any time and for any reason by MSP representatives.



State vehicles may only be used for official state business. Before operating any state vehicle, be sure you are familiar with the controls and safety features and that the vehicle is in good working order. Drivers must drive responsibly at all times and follow all traffic regulations, including posted speed limits. Anyone riding in or operating a state vehicle must wear a seatbelt at all times. People who are not team members or authorized volunteers cannot ride in state vehicles. Smoking and use of tobacco are not allowed in state vehicles. All drivers must abide by the Siddens Bening Hands Free Law, Section 304.822, RSMo, which states that drivers may not use, physically support, or hold an electronic communication device unless using a hands-free feature. This prohibition applies to phone calls, checking voice messages, texting, use of the internet, emailing or otherwise interacting on a cell phone. Volunteers are personally responsible for any fee, ticket or traffic violation obtained while driving a state vehicle.

## **Personal Vehicle Use**

Volunteers utilizing their own vehicles do so “at their own risk” and will be personally liable for any damages or personal injury to self or others in the case of an accident while on state business.

## **Dress Code/Uniform**

While volunteering for MSP, you represent the facility and the State in a number of ways. Maintaining an appropriate and approachable appearance at all times while representing the division and facility is important to our overall success. Volunteers must abide by the following dress codes:

- No clothing or accessories with slang or obscenities.
- Clothing must completely cover the body from collarbone to mid-thigh at minimum.  
Tank tops are acceptable within reason.
- Shorts must come down to fingertips or longer.
- Closed-toe shoes are strongly encouraged.

## **T-shirts**

When you reach 100 hours of volunteer service a year, you will be eligible for a Volunteer T-shirt. Let your volunteer supervisor know when you have reached this goal.

If another type of shirt is needed to do your volunteer job, talk to your volunteer supervisor.

## **Personal Beliefs**

While representing MSP volunteers should not promote their religious, political or other personal beliefs. Consistent with agency policy, volunteers may not wear campaign items or promote political or personal beliefs when on duty. If you disclose your affiliation as a volunteer of MSP on social media when expressing an opinion, you must state that your views do not represent those of MSP.



## **Media**

As a volunteer, please remember that you are representing MSP and do so in a professional manner. Volunteers should politely and respectfully direct all media personnel and inquiries to full-time MSP team members or to the MoDNR's Office of Communications. You may only provide basic information, such as park hours, program details, special activities or your specific volunteer duties. If you disagree with management policies or park regulations, please discuss them with MSP representatives – not park visitors, members of the public, the media or on social media. In the event of an emergency, never release incident information, details, names or personal information. Always refer these inquiries to MSP team members or the MoDNR's Office of Communications.

## **Social Media**

Any posts that volunteers make to social media websites (Facebook, Instagram, Twitter (X), etc.) must not disclose information that is confidential or sensitive in nature. Volunteers shall refrain from posting information about facility emergencies, search and rescue operations, disciplinary actions, health issues, financial information, complaints or other information that refers to the facility or MSP.

## **Separation from Volunteer Position**

Most volunteer opportunities are for a defined time period, and volunteers are asked to honor that time commitment. However, volunteers may resign at any time for any reason. If a volunteer asks to resign their position, they will be marked either "Archive" or "Inactive" in the volunteer management software so they will no longer be contacted by MSP for new volunteer opportunities.

Volunteers allow the agency to undertake many projects for the benefit of park resources and the public that it could not otherwise pursue. However, participation in the MSP Volunteer Program is a privilege and not a right. Volunteers who do not adhere to the rules and procedures of the agency or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.



# MSP Facility Directory

mostateparks.com  
Missouri State Parks  
PO Box 176  
Jefferson City, MO 65102

## **MSP Central Office**

Jefferson City Office ..... 800-334-6946

## **Missouri State Parks and Historic Sites**

Arrow Rock State Historic Site .....	660-837-3330
Dr. Edmund A. Babler Memorial State Park .....	636-458-3813
Sam A. Baker State Park .....	573-856-4411
Battle of Athens State Historic Site .....	660-877-3871
Battle of Lexington State Historic Site .....	660-259-4654
Battle of Pilot Knob State Historic Site .....	573-546-3454
Bennett Spring State Park.....	417-532-4338
Thomas Hart Benton Home and Studio State Historic Site .....	816-831-5722
Big Lake State Park .....	660-771-6341
Big Oak Tree State Park.....	573-649-3149
Bollinger Mill State Historic Site.....	573-243-4591
Nathan and Olive Boone Homestead State Historic Site .....	417-751-3266
Bothwell Lodge State Historic Site.....	660-827-0510
Bryant Creek State Park.....	417-334-4704
Castlewood State Park.....	636-227-4433
Confederate Memorial State Historic Site .....	660-584-2853
Edward “Ted” and Pat Jones-Confluence Point State Park.....	636-899-1135
Crowder State Park.....	660-359-6473
Cuivre River State Park .....	636-528-7247
Current River State Park .....	573-858-3015
Deutschheim State Historic Site.....	573-486-2200
Dillard Mill State Historic Site .....	573-244-3120
Don Robinson State Park.....	636-257-3788
Echo Bluff State Park .....	573-751-5211
Finger Lakes State Park .....	573-443-5315
First Missouri State Capitol State Historic Site.....	636-940-3322
Graham Cave State Park.....	573-564-3476
Grand Gulf State Park .....	417-264-7600
Ha Ha Tonka State Park .....	573-346-2986





Hawn State Park .....	573-883-3603
Hunter-Dawson State Historic Site.....	573-748-5340
Johnson's Shut-Ins State Park .....	573-546-2450
Scott Joplin House State Historic Site .....	314-340-5790
Knob Noster State Park.....	660-563-2463
Lake of the Ozarks State Park.....	573-348-2694
Lake Wappapello State Park .....	573-297-3232
Lewis & Clark State Park .....	816-579-5564
Long Branch State Park .....	660-773-5229
Mastodon State Historic Site .....	636-464-2976
Meramec State Park.....	573-468-6072
Missouri Mines State Historic Site .....	573-431-6226
Missouri State Museum.....	573-751-2854
Montauk State Park.....	573-548-2201
Onondaga Cave State Park .....	573-245-6576
General John J. Pershing Boyhood Home State Historic Site .....	660-963-2525
Pershing State Park .....	660-963-2299
Pomme de Terre State Park.....	417-852-4291
Prairie State Park.....	417-843-6711
Roaring River State Park .....	417-847-2539
Robertsville State Park .....	636-257-3788
Rock Bridge Memorial State Park.....	573-449-7402
Route 66 State Park .....	636-938-7198
St. Francois State Park .....	573-358-2173
St. Joe State Park.....	573-431-1069
Stockton State Park .....	417-276-4259
Table Rock State Park.....	417-334-4704
Thousand Hills State Park .....	660-665-6995
Trail of Tears State Park.....	573-290-5284
Truman Birthplace State Historic Site .....	417-682-2279
Harry S Truman State Park .....	660-438-7711
Mark Twain Birthplace State Historic Site and State Park.....	573-565-3440
Felix Valle House State Historic Site .....	573-883-7102
Annie and Abel Van Meter State Park .....	660-886-7537
Wakonda State Park.....	573-655-2280
Wallace State Park .....	816-632-3745
Washington State Park.....	636-586-5768
Watkins Woolen Mill State Park and State Historic Site .....	816-580-3387
Weston Bend State Park.....	816-640-5443





# What is a Campground Host?

Campground Hosts volunteer as representatives and stewards of Missouri State Parks, providing operational support to the park or historic site and information to the visiting public. Due to the varying size, structure and needs of individual state parks and historic sites, specific host duties vary from facility to facility. However, all hosts are expected to provide excellent customer service to visitors, support the department in day-to-day operations and act as additional eyes and ears in the facility. In exchange for volunteer service, hosts are provided with an RV site during the tenure of the host placement.



**To fully understand host duties, expectations, amenities and policies of the park, hosts are expected to carefully review the volunteer opportunity posting and talk directly with the host coordinator at the park prior to accepting an assignment.**

## **Duties and Responsibilities**

Hosts supplement park representatives in the operations of the park. All hosts are responsible for greeting the visiting public and providing information on the park facilities, resources, park rules and attractions. Most host opportunities also include: registering reserved campers, selling firewood, performing light maintenance work around the park, checking restrooms for cleanliness and supplies, patrolling campground loops and cleaning out fire pits.

Further, as representatives of MoDNR, all hosts are expected to:

- Respond to visitor inquiries in a courteous and thoughtful manner.
- Maintain a model campsite, keeping the area clean and orderly at all times.
- Wear their volunteer ID badge while on duty.
- Be available during scheduled duty hours.
- Comply with all park regulations and safety guidelines. Missouri Secretary of State: Code of State Regulations (mo.gov)
- Log volunteer hours in the MyImpact/BetterImpact system.

Specific duties and responsibilities will vary to meet the current needs of the park and to match the skills and interests of the host and may include providing interpretive programming, fee collection or maintenance work.



## **Limitations of Duties**

Hosts may provide non-law enforcement information about park rules to campers, i.e., letting a camper know that gathering firewood is not allowed or informing them of the requirement to keep pets on a leash. **Hosts shall never perform law enforcement duties** and should not engage with a visitor who is agitated or approach a camper more than once about the same rule. Any violations, illegal activity or emergencies observed by hosts or visitors should be reported using the appropriate method of communication (contacting park management, the park ranger, calling 911 or calling nonemergency police number). Appropriate methods of communication at your park will be reviewed with you during your host orientation.



Hosts shall not use park equipment without first receiving proper training and sign-off. Parks may have limitations on whether volunteers are permitted to use specific types of equipment. See Appendix C: Safety Standards and Emergency Procedures for additional information.

Furthermore, hosts shall not perform tasks that appear harmful or hazardous. If hosts are uncomfortable with a task or job duty or feel they have not received sufficient training, they should talk with their host supervisor prior to performing

the task. If a host is uncomfortable raising a concern with their volunteer supervisor, they should contact the park superintendent, regional director or statewide volunteer coordinator.

## **Requirements**

### **Eligibility**

Hosts must be a minimum of 18 years old. Hosts are required to pass an annual nationwide criminal background check (CBC). Co-residents living with the host who are 18 or over are also required to pass an annual CBC. Hosts must meet the requirements of the host position they apply to and must have skills and experiences that qualify them for the position. Individual facilities may have additional eligibility requirements based on the volunteer opening.



## **Application and Selection Process**

Each park manages its own application and selection process. Available opportunities are posted to the MSP website volunteer page at this link <https://mostateparks.com/page/59189/campground-host-openings>. Each opportunity includes the contact information of the host coordinator for the position. Call or email if you need additional information prior to applying. Once you find an opportunity(ies) of interest, apply to the opening(s) via the online system.

Potential hosts should include applicable work/volunteer experience and reference information on the application. Hosts and co-residents (18+) must give authorization for a CBC during the online application process. The park host coordinator or a designated park team member uses the following process to select hosts that best match the park's openings:

- Reviews applicant's background and qualifications submitted via the online application.
- Verifies that applicant has passed the CBC.
- Conducts an interview with the applicant to discuss availability, interests, skills and experience (this is also an excellent opportunity for potential hosts to ask questions and learn more about the park and position).
- Completes reference checks.

Prior to accepting a placement, make sure that you fully understand the job functions, basic schedule and park policies.

## **Hours and Scheduling**

The minimum number of hours required per site for the host position is 32 hours per week. These hours can be split between hosts if you are a part of a host couple. In exchange for these hours, the normal fees for the host campsite with full hook-ups are waived. The park host coordinator provides a schedule for each host. Host placements may include weekend, holiday and early morning or evening hours. There is no expectation that hosts work above the required hours; if extra hours are desired, then hosts should coordinate additional tasks with the host coordinator and log all hours served. Talk with the host coordinator to receive additional information about hour requirements and schedules at the park before accepting the assignment.

Due to the location of host sites and the nature of the position, hosts should expect to receive questions from visitors whether on or off duty. When off duty, hosts are still expected to engage with the public in a positive, friendly and helpful manner and to notify park representatives of any issues in the park. If the host campsite has an off-duty sign, hosts should post the sign during their off-duty hours. Hosts must inform their supervisor if they cannot be available as scheduled due to illness or other reasons.



## **Logging Hours**

MSP recognizes that most volunteers do not donate their time and energy for recognition, but because they have a strong desire to give back to the state parks system. However, an accurate reporting of hours is not only a host job requirement but also supports the ongoing viability of the volunteer program. It helps to fully demonstrate the amazing impact that hosts and other volunteers are making statewide and guarantees there is accurate data to report to the Missouri legislature so that Missouri State Parks can continue to maintain current volunteer program resources and advocate for additional support.

As part of basic job duties, hosts are expected to track hours through their MyImpact/BetterImpact account. Hours should be submitted as soon as possible via the online website or app.

## **Length of Stay**

Host assignments are temporary and do not establish a host as a semi-permanent or permanent resident of the park, or create an expectation of future hosting assignments. Park host opportunities vary in length depending on the park needs. Hosts are expected to serve a minimum of one month. A park may require a longer minimum based on the training requirements of the opening and needs of the park (this information will be included in the opportunity posting). Hosts may serve a maximum of six consecutive months at a park. The host placement may be extended with approval from the Regional Director.

Hosts shall give the park as much notice as possible when shortening or cancelling a placement.

## **Host Site**

In exchange for service, hosts are provided with an assigned campsite and hookups at no cost. Hosts are generally assigned a site where they are clearly visible to the public and where they can provide the best service in relation to their assigned duties. Sites will be clearly marked as camp host sites.

## **Amenities**

Host sites have water and electrical hookups and most furnish sewer hookups. Hosts will be enrolled in the Customer Rewards program in the reservation system in order to receive benefits for service. For each month of service, the host couple will receive 10,000 points through the Customer Rewards program on their reservation system account. These points can be used in accordance with the Customer Rewards program toward payment for items such as; camping nights, park-run lodging, merchandise for sale by parks, recreation rentals or the state park online store. Reward points are valid for a two year period from the date points are issued. Reward points are non-transferable, but reservations and purchases can be made under the campground host household and occupants for the campsite can be a different name than the account holder. Access to laundry facilities, Wi-Fi availability and other amenities vary from park to park. Talk with the park host coordinator about specific amenities prior to accepting a placement.



## **Expense Reimbursement**

Campground hosts, may receive funding by way of an expense report for mileage from their home to the park or from the state border, if out of state. While on their hosting duties, the volunteer may receive mileage reimbursement to check their home, go to a doctor appointment or pick up supplies. Reimbursement requests must not exceed \$200 per month per host individual/couple. At this time, not all parks offer expense reimbursements. Please clarify with your host park prior to hosting if this is a determining factor to your decision to volunteer.

## **Occupancy**

Host site occupancy cannot exceed the maximum occupancy of the assigned site. If hosts will have additional adults (18+) residing with them during any part of their host tenure, they must receive prior approval from the park host coordinator. Additional adults residing with the host may be subject to a CBC. Hosts must have reliable transportation to move their RV/trailer and must be able to move their RV/trailer at any time for work, scheduling or emergency purposes. Park hosts may not use the park address as their residency address when applying to or updating their driver's license or other government-issued identification.

## **Hosts with minor children**

Hosts with guardianship of minor children may have their children reside with them at their host site during their host tenure.

Children may volunteer alongside their parent/guardian with the following limitations:

- Children's volunteer hours will not count toward the park host requirements, but should be logged under their own name (for college applications, etc.).
- Parents must sign a Volunteer Activity Consent & Parental Approval Form for every child who will participate in volunteer activities.
- Children 14 and under must have a guardian/parent with them at all times when volunteering and may not operate any equipment.
- Children 17 and under may not drive or use any heavy equipment (including but not limited to chainsaws, state vehicles, UTVs, power-driven woodworking machines) or participate in any activity that may be deemed hazardous (roofing, etc.) in accordance with child labor laws.
- Children 16 and 17 may be approved to use light motor-driven equipment (lawn mowers, weed eaters, etc.) once they have received all necessary training.
- Children are expected to comply with all park rules and regulations and safety requirements.





## **Pets**

House pets are permitted, but the number and type must be reasonable relative to site specific considerations and in all cases remain subject to Parks approval. Hosts must abide by all park regulations related to leash/restraint requirements and restricted areas, and consistent with 10 CSR 90-2.020 to manage pets so they do not create a nuisance or unreasonably disturb or annoy others. No dog pens, portable fences or similar facilities for pets are allowed outside of the RV or personal vehicle on the host campsite. Hosts will be liable for any damages to state property resulting from their pets. Pets must be controlled at all times and hosts should be mindful of how pets may impact the visitor experience. If pets are deemed hostile or aggressive, hosts may be asked to leave their host position. Hosts must have proof of current rabies vaccinations for any cats or dogs accompanying them while residing in the park. These records must be ready for inspection upon orientation to the park and readily available if requested by park representatives.

## **Host Site Condition**

Hosts are considered model campers for park visitors and must maintain a clean and organized campsite. Campers and vehicles cannot be cleaned on park property due to greywater runoff. The host cannot make any alterations or repairs to their site without receiving prior written approval from the superintendent. No personal gardens or bird feeders are allowed at the park host campsite. No signage or flags may be posted in the ground or affixed to trees, campsite posts or lantern posts at the host site. Hosts must remain mindful that while on duty, the host campsite is a space for carrying out official duties and as such represents MoDNR, and should be maintained in a professional and appropriate manner consistent with expectations for all employees and volunteers, including, without limitation, that it is considered unprofessional for employees and volunteers to engage in promotion of religious, political or other personal beliefs while representing MoDNR, including wearing campaign items or promoting political positions while on duty or anytime wearing an official insignia of MoDNR. Do not create conditions at the host site that would not be tolerated at other campsites as disorderly, an unreasonable disturbance or amount to nuisance. (10 CSR 90-2.020(9)). Hosts must remove all personal property when vacating the site.

## **Orientation and Training**

To be effective, hosts must be knowledgeable of park facilities, programs and attractions. Hosts receive an initial orientation and ongoing training.

## **Orientation**

The host supervisor will provide hosts with a tour and introduction to the park. Hosts should read all materials provided by the park, tour the park independently and ask questions to become knowledgeable of the park. Hosts should become familiar with the area around the park, including local attractions and nearby grocery and shopping areas, so they can better answer visitor questions. Hosts will be introduced to park team members and other volunteers, and will receive a list of contact information.



Hosts may receive the following materials as part of their orientation packet:

- Park Specific Host Manual.
- General park map and brochure.
- Park specific brochure, including trail map, interpretive programming schedule, and park rules and regulations.
- Park organizational chart and contact information.
- Current fee sheet with camping/cabin cost information.
- Area resources list.
- After hours and emergency protocol.

Talk with the park host coordinator if you have questions or need additional information. See Appendix B: Park Arrival and Departure List.

## **Training**

Hosts will receive a job description or job duty list. Hosts are trained by the park host coordinator or their job supervisor regarding the specifics of their job duties. Safety training and sign-off is required before hosts begin using equipment. Experienced hosts may have received training at a previous park location, but will receive a review of specialized fiscal or equipment training. Depending on job duties, hosts may receive training in: customer service, cleaning procedures, opening and closing procedures, use of park radios, logging volunteer hours, cash handling/fiscal procedures and/or standard operating procedures (SOPs) for vehicles and equipment.

## **Termination**

MSP or the host may terminate the host placement at any time for any reason not prohibited by law. Potential reasons for termination by the park may include: violation of state or federal laws, violation of department policies, noncompliance with park rules and regulations, unwillingness or inability of host to perform duties or be a positive representative of the park, failure to fulfill hours of service commitment or sudden unavailability of the site or position due to maintenance or mechanical issues or acts of nature.

There are times when the park hosts and park/employees are not a good fit and therefore the hosts may not be asked to return to that particular park. Depending on the nature and severity of the cause of termination, a host may lose their eligibility to volunteer with MSP. If termination of an individual host results in the loss of eligibility to volunteer with MSP in the future, the termination applies to a host couple and to all adults residing in the host's camping unit.



## Uniforms

Hosts will be provided with uniform items (safety vests, blue volunteer shirts, ID badge, etc.) to clearly identify them as volunteers. Safety vests provided by the park are Missouri State Parks property and must be returned to the issuing park at the end of the host's service at that park. Hosts may keep blue volunteer shirts and ID badges for future host assignments.



# Thank you for your service to Missouri State Parks!



**MISSOURI**  
DEPARTMENT OF  
NATURAL RESOURCES

PO Box 176  
Jefferson City MO 65102  
[mostateparks.com](http://mostateparks.com)



# **Appendix A: Park Host Job Classifications**

## **Campground Host:**

- Register campers into the online camping registration system, sell firewood, post vacancy cards and incoming reservation tags and collect camping fees.
- Assist campers in locating vacant campsites.
- Greet park visitors in a professional, courteous manner and disseminate information about park facilities and regulations when requested.
- Pick up trash and clean out fire rings.
- Monitor the grounds, showerhouse(s) and restrooms for cleanliness while making rounds.
- Notify park personnel if campground rules are being violated.

## **Handy Host:**

- Clean showerhouse(s), restrooms, fire pits and empty trash.
- Mow, weed eat and use a blower in the campground.
- Assist park personnel with repair projects at facility.

## **Office Host:**

- Provide park information to all visitors who come to the office.
- Sell souvenir or other resale items, watercraft rentals items and ORV permits. Collect fees if appropriate.
- Restock office handouts when needed.
- Open and close park office. Clean park office.
- Answer phone calls when needed.
- Check shelter reservations.

## **Interpretive Host:**

- Meet and greet park visitors, including school and civic groups and the general public; assist with answering visitor questions and giving out information.
- Help keep the nature center lobby and exhibits clean and keep brochures and displays organized.
- Assist interpreter with programs and other duties as possible.
- Check trails and make minor repairs.



## Appendix B: Park Arrival and Departure Checklist

Each hosting experience is a new and exciting learning and serving experience. Use this checklist to get acquainted with your park and the hosting experience. Even if you are a host returning to the same park, this checklist is a great tool to guarantee you have the most updated information.

### Prior to your start date:

- Thoroughly review the Missouri State Parks Volunteer Manual.
- Talk with park's host coordinator to fully understand host duties, expectations, amenities and policies of the park.
- Communicate immediately with the park host coordinator if your availability changes.

### When you arrive:

Receive and review the following materials (talk with your coordinator if you don't receive something on this list):

- Park-specific Host Manual, if park has one.
- Park maps and brochure.
- Interpretive Programming Schedule and park interpretive guide/materials, if park has one.
- Park specific rules and regulations.
- Park organizational chart and contact information.
- Current fee sheet with camping/cabin cost information.
- Info on after-hours protocol and emergency protocol, including emergency contact numbers.
- Missouri State Parks Guide.
- Area resources list.

Receive a park tour with a team member, including introduction to personnel and other volunteers.

Take a park tour on your own. Get to know the resources and layout of the park both in the day and nighttime. The better you know the park, the better you can explain it to others.

Tour the local area. Get to know the area resources and attractions. The better you know the area, the better you can explain it to others.

Receive uniform items and keys.



## **Ongoing:**

Provide excellent customer service to park visitors. When you don't know an answer, find someone who does.

Complete assigned tasks and adhere to assigned schedule.

Abide by host policies and procedures, park rules and regulations, federal, state and local laws and park safety guidelines. Ask if you have questions.

Receive ongoing training on equipment or tasks related to your job duty.

Maintain a clean host site.

Log volunteer service hours.

Serve, learn, live and have a great time volunteering at the park!

## **When you leave:**

Clean your campsite.

Return any items that were checked out to you (vests, keys, etc.).

Receive and give feedback about your hosting experience.

Head to your next adventure!



# Appendix C: Safety Standards and Emergency Procedures

*Always Plan Ahead AND Know and Express Your Limitations*

## 1. Know Your Limit:

- a. Sprains and strains, as well as slips, trips and falls, are the most common workplace injuries at MSP. You will earn respect, better health and productivity for following this guidance:
  - i. Do you know how to **properly and safely** lift, hold and carry whatever you are working with or will be working with? Always ask for a demonstration.
  - ii. Have you learned how to lift, hold and carry?
  - iii. Have you asked for help to lift, hold and carry?
  - iv. Have you informed your supervisor of any limitations you have that might impact your ability to perform certain duties?

## 2. Respect Your Gear:

- a. Do you know the right tools for the job you are about to perform? Do you know how to **properly and safely** use them?
- b. Do you know what the right vehicle is for the job you are about to perform? Do you know how to **properly and safely** use it?
- c. Do you know how to **properly and safely** clean and maintain these tools?
- d. Do you know how to **properly and safely** clean and maintain these vehicles?
- e. Did you return the right tool to the right place?
- f. Did you return the right vehicle to the right place?
- g. Is everything secure? Safely stowed? Not within range of anything hazardous or dangerous? Look up, down and all around to make sure. Ask for help if unsure.



### 3. Keep an Eye on Safety:

- a. **Plan ahead:** what is your route and destination? When will you arrive and return? Does your supervisor know? How will others reach you if you have not checked in regularly? Use radios (are they charged up?); do not rely on cell phones only.
- b. Are you wearing protective head, eye, ear, snake boots and other body gear?
- c. Where is the first aid kit? What will you do if you get injured?
- d. Assess potential hazards: know the terrain – do you have a map?  
Compass? Flashlight? GPS?
- e. Do you have enough water and food?
- f. Do you know of other sources of water at or near your route or destination?

### 4. Are You Good to Go?

- a. Have you inspected your vehicle? Are the fluids and tire pressure good? Are lights, brakes and horn working properly? Is the key in a secure place so you won't lose it?
- b. Have you inspected your gear? Are blades sheathed?  
Is the gear secured so it will not fly off?
- c. Will you be located in an area where cell phone or radio communications are possible?  
Make sure to have properly functioning communications equipment with adequate battery charge and reception.
- d. If you will be in a remote location, consider traveling and working with another person.



## Appendix D: Know Before You Go: Personal Safety

*Safety is the responsibility of all employees and volunteers*

### **Risk Management**

Hosts are expected to comply with all MSP safety standards and guidelines. The MSP Safety and Wellness Program is committed to preventing death, injury and illness of employees, volunteers and the visiting public through accountability, commitment and training by providing the necessary skills, abilities and knowledge to prevent personal injuries and damage to or loss of state property. Activities that violate accepted safety standards are prohibited and may be grounds for immediate termination.

Initial and ongoing training is mandatory to help guarantee that hosts are familiar with safe work practices. Specialized training must be completed and records maintained for hosts using motorized vehicles or specialized equipment, such as chainsaws.

Basic safety protocol that hosts are expected to follow:

- Receive training. Prior to using equipment, hosts must learn the standard operating procedures (SOP) for that equipment and demonstrate proficiency in use of equipment. Designated representatives will review the SOP with hosts and provide training on appropriate use and required personal protective equipment (PPE) when operating the equipment.
- Always use necessary PPE. The park will provide necessary PPE to hosts (i.e., gloves, protective glasses, etc.). If hosts are unsure of what PPE an assignment requires, they should talk with park representatives. If hosts do not follow SOP and PPE protocol, they may be prohibited from future use of equipment and will receive disciplinary action, up to and including termination.
- Be smart and be aware. Hosts shall become informed of environmental hazards (i.e., wildlife, extreme weather, falling trees, etc.) and any current restrictions (i.e., burn bans, closed trails, etc.). If hosts see an unsafe or hazardous condition, they should notify a team member immediately.
- Ask when unsure. If hosts believe they need re-training or additional training, are unsure of a rule or regulation, feel like a job task is outside of their capabilities or have a question about safety, they should talk with their supervisor.
- Take care of yourself. Hosts should be prepared for weather conditions, stay well hydrated, use sunscreen and bug spray, and rest when needed.
- Know the plan. Hosts should read and become familiar with each park's Emergency Plan.

Parks will provide information on park-specific emergency procedures, emergency phone numbers and after hours protocol. Appendix D: Park Arrival and Departure Checklist.



## **Environmental Hazards**

Each park and each season comes with unique environmental hazards. Hosts will receive information on hazards specific to their park environment (i.e., excessive poison ivy, falling trees, flood zones, etc.) and should monitor environmental conditions carefully. Heat and weather emergencies are environmental hazards that impact all parks and are reviewed below – talk with park representatives to receive additional information about these and other environmental hazards.

### **Heat related illness or emergencies**

The best defense against heat-related illness or emergency is prevention. Hosts should stay well hydrated and should encourage visitors to drink water and carry sufficient water during recreation activities. During high heat seasons, hosts should restrict outdoor tasks to cooler morning or evening hours and should cease work immediately if they are feeling overheated.

### **Weather emergencies or natural disasters**

If a state park ranger or park superintendent perceives a potential threat to life and/or property, the host must comply with all orders, including immediate evacuation.

### **Accidents and Injuries**

If a host witnesses or is informed of a visitor, volunteer or staff injury:

- For serious or life-threatening injuries or illnesses, call 911 first. Once emergency services have been notified, contact the park ranger or park team.
- For minor injuries or accidents, contact the park ranger on duty or the park office. If no one is present, hosts should collect the who (including contact information or involved parties), what, when, why and where of an accident or injury, so if follow-up is needed an accurate incident report can be completed.

Hosts involved in a serious or life-threatening accident themselves should call 911 and inform park representatives as soon as reasonably possible after receiving care. For minor injuries, hosts should notify a park team member and seek necessary care. It is very important that hosts notify a park representative as soon as possible so that an incident report can be completed.

If an injury or accident occurred because of an environmental hazard or equipment issue, hosts should notify park representatives immediately and monitor or mark the area/equipment, if possible, to reduce risk of additional injury. An incident report for all injuries and accidents will need to be completed.

If hosts are involved in an equipment or structural accident that does not cause injury, they should halt work and notify park representatives immediately. Equipment should be inspected prior to re-use. For vehicle accidents, hosts should contact their supervisor or park ranger.



## Appendix E: Frequently-Asked Questions

### How do I log hours in MyImpact/BetterImpact?

- Enter your User ID and Password and click the “Login” button. If you are a volunteer at another park, you can go to that park by selecting it in the space below the Login button before you login.
- From the next screen, click the green “HOURS” box in the row of boxes near the top of the screen below the brown box that says “LOG HOURS”.
- On the next screen, there will be a row of green colored buttons. The Recent button will be selected by default. Change the default by clicking on the Active button.
- Below these buttons will be a scroll box that says “Please select an activity”. Use this scroll box to select the activity that you want to record your time.
  - a. Note: The list that drops down from this box has “Categories” in bold type and the Activities are in regular type. Some Categories have only one Activity and others have more Activities.
  - b. For example: If you are working as a Campground Host, you are on Site #1 and you want to record time for the month of January, Campground Host is the category and will be in bold type. Select “Site #1, January 2022” in regular type to record your time for that activity.
- Enter your hours/minutes in the boxes provided.
- Click the “SAVE” or “SAVE AND LOG ANOTHER” button to record your hours.
- Once you have saved your hours, you can “Logout” or enter more time by selecting the “New” button.

### How do I renew/update my application in MyImpact/BetterImpact?

- Log into your account and then go to My Profile (right hand side of the screen).
- Click on the drop down arrow and first select Contact Information.  
Update information as needed.
- Select Additional Info tab. You may have to pick from a list of the parks that you host at but it shouldn’t matter since it is the same information in the system no matter what park you pick.
- If you are a returning volunteer, you will want to update the date in the following questions:  
If you are a returning volunteer, what year are you applying for?
- Once you are done with completing/updating the information, click Save at the bottom.





## **How do I apply to additional parks?**

- Log into your account
- From the Home tab, click on the Search for Opportunities under the Public Opportunities header on the right hand side of the screen.
- From the Park/Site list on the left, select the park that you are interested in submitting your application.
- In the next window, either select one of the Activities or click on the Fill in an application button.
- Your current application that is in the system will populate, please update the information, read any necessary information and click Save or Submit at the bottom of the page.

## **Customer Rewards Points**

- Volunteer hours must be entered by the 8th of the following month that the hours were worked (i.e. volunteered in October 2023, enter hours into Better Impact by November, 8, 2023).
- Central Office staff will be applying 10,000 points (per host site) to your Customer Rewards Program account for each full month of host service. A full month of service hours is considered to be approximately 128 hours.
- The reward points will be awarded to your reservation account by the 15th of the following month that your volunteer hours were worked.
- Your park staff or a reservation representative will be able to assist you with getting signed up for a Rewards number if you are not yet signed up for that program.
- If a host works a partial month (the first few weeks of the month or the latter part of the month), 4,000 points (per host site) will be applied to your Customer Rewards Program account.

