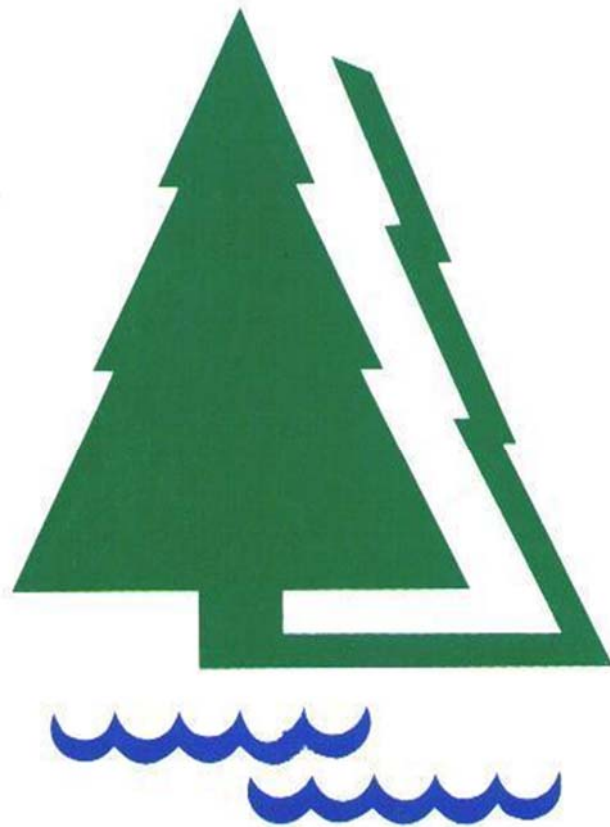


HOST HANDBOOK

2023



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5925 Wagon Wheel Lane
Lakeside, AZ 85929
www.rrmofa.com

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Section 1 - Host Welcome

Welcome from Wade Heuett, President and Founder of RRMofA

I personally wish to welcome you to Recreation Resource Management of America Inc. otherwise known as RRMofA. We are proud to have you as a member of our family. It is my hope that as part of the RRMofA team, you will share in my personal commitment to protecting and preserving the beautiful natural resources we manage, while providing high quality recreational experiences to the public!

Our management team is dedicated to providing employees a work environment that features safety, dignity and respect. Those lofty goals are accomplished through dedication to our mission, clear communication, ethical integrity and teamwork. These company standards have set the standard for excellence throughout the industry.

Recreation Resource Management of America Inc. is based in Lakeside, Arizona and was founded in 1989. As an approved concessionaire, RRMofA has successfully been awarded Special Use Permits with Federal, State, County and City agencies in Arizona, Colorado, Idaho, Montana and New Mexico since 1990.

Please accept my sincere thanks for your dedication and commitment to public service and to the RRMofA team.

Sincerely,
Wade Heuett

About RRMofA

RRMofA, is a family owned and operated business. Owners, Wade and Julie Heuett, along with Office Manager and daughter, Trisha Spear, are available to RRMofA staff on a 24-hour basis. They are familiar with all aspects of our business operation and will answer questions regarding any situation. Along with the Permit Manager they are the primary conduits of communication and information with all United States Forest Service (USFS) Ranger Districts.

The Heuetts are Arizona natives and have called Lakeside home for over 30 years. Wade has over 40 years of recreation experience working for Arizona State Parks, the Town of Pine-top, Lakeside Parks and Recreation Department, and currently as a long-time recreation service provider for the USFS.

Contact Information

Corporate Office: 928-537-8888 FAX: 928-537-8380

www.rrmofa.com

Wade Heuett: President and CEO
Julie Heuett: Corporate/Treasurer
Trisha Spear: Corporate Administrator
Wally DeWitt: IT/Front Office
Tom Zadick: Permits Manager

Employee Training

Employee Training is a vital component of RRMofA's management philosophy. RRMofA takes every opportunity to provide on-site & hands-on training whenever possible. In addition this manual is designed to provide the information needed for you to be a successful RRMofA camp host.

- RRMofA offers several training workshops:
 - good hosts orientation training,
 - field site specific training,
 - specialty training.
- Workshops will include safety, customer service, maintaining and cleaning campgrounds, instructions on daily and weekly logs, fees, policies, and code of conduct. Locations will be announced.
- RRMofA invites the United States Forest Service (USFS), County Sheriff and Fish and Game officials to participate in orientation and workshop sessions which will provide information and training to employees.

About This Handbook

Please take the time to read through this manual. Understanding your responsibilities and RRMofA expectations for service and procedures benefits both guests and employees alike. Also, refer to the table of contents and index often to find detailed information and instructions. Feel free to provide feedback regarding grammar, organization, spelling and share any ideas for improving both content and delivery.

RRMofA manages approximately 200 employees, working in 200+ campgrounds over six permitted areas: Arizona, Show Low Lake, Colorado, Idaho, Montana and New Mexico. Not every permit is the same as the others in regard to permit details, form usage, staffing, fees and various other details. In this document we have made every effort when applicable, to note differences among the permitted areas.

Section 2 - Host Duties

For Health and Safety reasons, you may choose to practice Social Distancing or wearing a mask when in close contact with our guests.

What is a Campground Host?

Campground hosts are the face of the campground. They are greeter, registrar and maintainer of order, grounds and facilities. Hosts offer information and explain rules and regulations. They answer questions on local attractions, activities, and local services such as gas stations, stores, restaurants, and medical facilities. By their presence, campground hosts enhance safety by helping to minimize fire danger and vandalism assuring future generations the opportunity to enjoy our beautiful campgrounds. Host's satisfaction comes from providing a personal touch and interface for guest's positive experience and the preservation of our natural resources provide by the United States Forest Service.

Note: Hosts are a guest's first impression and the face of the company. A professional appearance exemplified by respectable personal grooming and a tidy uniform helps to create a positive campground environment. This first contact moment is a great time to inform guests about the campground rules, quiet hours, fire danger, weather and wildlife sightings.

There are four primary host responsibilities:

- 1. Check-in/Registration of Guests*
- 2. Maintenance of campsites, restrooms, grounds and equipment*
- 3. Record keeping*
- 4. Enforcing campground rules*

Check-in/Registration of Guests

This process involves collection of fees and issuance of every guest's parking tag and site receipt. All vital information is recorded on a Campground Ledger sheet (a two-part carbonless form).

What information is recorded on the Ledger?

- Date** – enter today's date.
- Name** – enter visitor's name and senior discount number if applicable.
- Site #** – enter the site number where the visitor is staying.
- Dates of Stay** – enter the in-date and out-date of the visitor.
- Nights** – subtract the in-date from the out-date and enter the total nights stayed.

6. **Per Day Fee** – enter the campsite fee. If the guest has a reservation enter “R” in the amount.
7. **Sub-Total** – multiply the nights stayed by the fee of the campsite and enter the sub-total amount. If the guest has a reservation enter “R” in the amount.
8. **50% Discount** – enter an x if the visitor is eligible for a discount. Discounts are given to those possessing a valid Interagency Pass. The pass # should be entered in the name column.
9. **Total Fees** – enter the total campsite fee paid. There are lots of variables in determining this number. See the Determination of Fees section on the next page for details.
10. **Receipt Number** – enter the parking tag/receipt number given to the visitor. See Explanation of Receipts below.
11. **Number in Group** – Only 8 guests are allowed per site. Multiply the number of persons by how many nights they are staying and enter that number under the appropriate camp unit - trailer (trl), tent or auto.
12. **Vehicle License** - Enter the license number of the vehicle. This will assist law enforcement attempts to locate suspicious people or for emergency messages.

Explanation of Receipts

Parking Tags are numbered camp receipts (some vary in color). The purpose of these is to verify the status of each vehicle and campsite in the campground. The receipts have two parts. The upper part of the tag is to be marked on the back with the site number and the out-date, and hung in the registered vehicle, numbers facing out and rules in. The bottom part is also marked with site number and the out-date and hung on the site post. Instruct the guest to hang the tags as described above. Every vehicle that enters the campground for day use or camping must be registered and logged in on the campground ledger.

Comment Cards Comment cards should be provided to guests to allow them the opportunity to provide feedback on their stay.

Day Use Tags Day use permits are used in sites and locations that have approved day use fees. They are sold by hosts and in contact stations. Day use customers are provided a day use parking tag. On the back of the day use tag, write the date the pass was sold using a permanent marker. Day use receipts are only good for one day.

Annual Day Use Permits are to be honored at day use locations company wide. These passes are sold at selected locations and through Corporate Office. An application is filled out with the individual's information and an Annual Pass is provided for that individual and immediate family. Only they will be eligible to use the pass. Annual Day Use Passes are non-transferrable. These passes are generally administered either by the area manager, through the corporate office, or selected campgrounds.

Determination of Fees varies by location. Below is for Colorado – Arizona, Show Low, Idaho, Montana and New Mexico may vary slightly. Check with Permit Manager for those unit fees.

Camp Unit Fees If the guest has a reservation enter “R” in the total fee column, otherwise, fees are based on a camp unit which consists of elements determined by what you sleep in, drive and/or pull. A single camp unit could consist of a single element or up to three elements.

<u>Sleep in</u>	<u>Drive</u>	<u>Pull</u>
Motorhome/Camper Van	Car	Boat trailer
Truck w/ Slide-in Camper	Motorcycles (2)	ATV/utility trailer
5 th Wheel	Truck	Vehicle trailer
Towable Camper	Van	
Tent (2)		

Beyond the basic camp unit, a fee will be charged. For example, a vehicle sharing a camp site and residing in the camp unit already registered, will be allowed at an additional cost.

Extra Unit Fees

- Car and Tent 50% of full rate
 - Car and Towable Camper Full Rate
 - Motorhome/Camper Van Full Rate
 - Truck w/Slide-in Camper Full Rate
1. Tents hooking up to electric service will be charged appropriate electric fee.
 2. Extra units not able to fit on site will be required to purchase an additional site at full rate or be placed in an overflow parking area if provided.
 3. Extra vehicles utilizing overflow parking areas will be charged a fee.

Reservations (making, canceling, no-shows, extra vehicles)

Reservations can be made by guests online at www.Recreation.Gov. Campgrounds which allow reservations will receive Daily Arrival Reports (DARS) that Recreation.Gov sends to the area manager. DARS have guest information, site numbers, number of persons in party, cancellations, and dates of stay.

1. Hosts are required to write the name of the guest and the in-date/out-date information on a “RESERVATION PLACARD” using a dry erase marker and place the placard on the site post.
2. When registering guests, reservations should be entered on the Ledger and a parking tag should be filled out just like for any guest. The only difference with reservations is that hosts will enter an “R” for reservations, in any fee columns.

3. Campgrounds which allow reservations have open date windows before and after the reservation season and can be rented out on a first come first serve basis during those dates. See Appendix C for specific dates. (Updated each year)
4. Guest arriving with reservations may have a 2nd camp unit joining them on their site. This is allowed providing the number of guests does not exceed the 8-person limit and there is adequate room on the site. Many guests believe that since they have already paid for their campsite through Recreation.Gov, any extra camp unit is paid for. This is NOT the case. Recreation.Gov does not collect for the 2nd unit. This is explained to guests when making the reservation, both through the call center and the website. It is also stated on the guest's confirmation letter.

Refunds (regardless of situation)

Generally, refunds are allowed within 30 minutes from the time the guest enters the recreation site. The guest will be given a full refund upon returning to the Hosts responsible for registration. Refunds are also authorized for guest who leave before 2:00 pm and who already paid for the next day or following days. After 2:00 pm, the guest forfeits that day's refund and is only eligible for the subsequent day(s). Refunds that are requested from the guest outside of these examples will be referred to your Manager for authorization. Secure tear-off portion of guest receipt. Fill out company request for refund form and staple receipt to form. Give to Manager with end of the week paperwork. Please use discretion when dealing with refund situations. When involved in a marginal or questionable situation feel free to provide a refund. It is not worth the cost of a camping fee for a guest to harbor negative feelings toward RRMofA or the USFS.

Cash refunds are generally issued for family or personal emergencies, sickness, car breakdowns, forest closures, etc. We participate in the USFS NO HASSLE POLICY, as it pertains to refunds. You will find information and an example on how to process cash refunds at the bottom of your Ledger. Refunds for guests paying with cash will be handled at the Hosts level. The original receipt (Hang Tag) will be needed to make the refund. Write the amount you are refunding the guest on the receipt and have the guest sign next to the amount refunded. The receipt will then be included in the revenue recap and daily ledger and turned in with you weekly paperwork to your Manager.

Fee Envelope Refunds by users of Self-Pay fee envelopes generally are not allowed. In the event there is a request for a refund, refer to the following procedures.

Reservation Refunds will not be given at the field level. This is because reservations are through another Vendor.

Miscellaneous Fees

Firewood, showers, and ice are not included on the Ledger and collected funds are kept in separate envelopes from campground fees.

Firewood Fees Please refer to your fee schedule regarding the cost per bag. Campgrounds selling bagged firewood will be issued an inventoried number of bags by the Manager.

Firewood sales will be kept separate from camping sales. Sales will be entered on the Weekly Recap sheet and submitted with your weekly deposit.

Ice Fees Some campgrounds are authorized to sell ice. Please refer to your specific fee schedule regarding cost per bag for your area. Each campground selling bagged ice will be issued an inventory of bags by your Manager. Ice sales will be kept separate from camping and wood sales. Sales will then be entered on the Weekly Recap sheets and submitted with your weekly deposit.

Shower Fees Shower fees are included in the price of campsite fees at some campgrounds. An un-registered guest will be charged a fee to take a shower. Please refer to the fee schedule for appropriate fee to charge. Shower fees will be kept separate from firewood, camping, and ice fees. Fees will then be entered on the Weekly Recap sheet and submitted with your weekly deposit.

Collection of Fees

Collection times may vary depending on guest activity. It is a smoother process if a host can collect fees in the hours between 3pm and 7pm, this gives the camper time to set up and the host time to ensure the campground is full for the evening. At times guest will arrive late and attempt to leave early morning without paying the appropriate fees. Sometimes this may be unavoidable. However, we can prosecute and file charges with local law enforcement if a description of the vehicle and a license plate number can be obtained.

Cash Funds collected should be placed in a separate envelope (one for “camping” and another for “firewood” etc.) and not in your pockets to avoid the impression that you are “pocketing” fees. In addition, it is best to start each day with only the bank in your collection envelope to avoid displaying large amounts of cash. Starting funds, or “bank”, will vary from \$20 to \$100 which will allow hosts to make change as they begin collecting fees. Your Manager will provide each host the needed funds and supplies to begin the check-in/registration process. At the end of each week hosts will turn in funds collected, minus their bank, to their Manager for deposit. This bank fund will be turned into Manager at the end of the season or at any time you leave your position with RRMofA. Bank funds are not to be used to make any purchases, personal loans, or check cashing.

Checks are to be made out to RRMofA. No two-party checks are accepted and all checks require four bits of information. This information should be on top of check in a plus pattern:

Campground Name	Host Initials
Guest Phone #	Photo ID #*

*Photo ID - NEVER ask for driver’s license as this can only be done by Law Enforcement Officers. Most of the time a driver’s license will be given to you by guest, however we accept any photo ID.

Fee Envelopes are used in sites and locations that are not staffed on a full-time basis. This may be in small campgrounds, distant campgrounds or during “off peak” times of the season when visitation is lower. Maintenance standards includes keeping the fee envelope box stocked with plenty of envelopes. Don’t overload the box with envelopes. Just place enough envelopes in the box to cover until your next visit. This reduces waste and vandalism from the public. Be aware of your inventory and don’t run out before your next order.

Maintenance of Restrooms and Grounds/Equipment

A recreation site that is clean and well maintained is easier to keep in that condition, since guests are more cooperative when they are pleased with clean facilities. This also deters vandalism. One of the target areas for vandalism is property that tends to be derelict, incomplete, or badly kept. Mowing, weed eating, trimming small branches, sweeping/blowing off paths, replacing bulbs, and reporting of needed repairs as needed are part of host duties.

Supplies and Tools

Ash can	Mop/Bucket
Bleach/pine sol cleaner	Office supplies
Broom/Dustpan	Paper Towels
Daily, weekly and monthly report sheets	Rake
Gas/oil	Shovel
Gloves, work, rubber and/or disposable	Toilet Paper
Golf cart/mule or truck	Toilet Brush
Lawn mower	Trash can liners
Mask	Weedeater
	Window cleaner

Maintenance of Restrooms

RRMofA has adapted the Center for Disease Control (CDC) guidelines for disinfecting public restrooms. Cleaning should be done 2-3 times through the day. Stocking toilet paper, cleaning and disinfecting restrooms is a host responsibility and a USFS mandate. It is not always an easy task to maintain, especially during peak season. The time of each cleaning is to be entered on the log kept on the restroom doors.

1. **Wear gloves.** For disposable gloves discard them after each cleaning. For reusable gloves, make sure they are dedicated only for cleaning and disinfecting. Always wash hands after removing gloves. Wear a mask during cleaning. Make sure the restroom is well vented when cleaning.
2. **Remove trash bags**/sanitary bags.
3. **Clean toilets.**
4. **Refill toilet paper** products.

5. **Disinfect all contact surfaces** with a bleach solution, which consist of four teaspoons of bleach per quart bottle of water. Spay all contact surfaces and let set for one minute before wiping down. Remember to disinfect handrails, doorknobs, toilet seats, showers and sinks - anywhere the public would touch.
6. **Mop floor.**
7. **Fill in Restroom Cleaning Log.**

Maintenance of Grounds & Equipment

Sites should be prepared for the next occupant. This includes picking up trash, blowing off campsites, raking, and cleaning fire pits.

1. **Pick up all litter** around campground, and under picnic tables. Wipe down picnic tables with a clean wet rag, or scrub brush. Rake area if needed. Tent area should be raked and cleaned of trash, etc.
2. **Fire Rings** - When coals are cool, rings should be cleaned of ashes with a shovel, ashes should be placed in metal ash cans and taken to the dumpster and emptied. All extra wood should be removed from around or in fire ring.
3. **Weed Eating/Mowing** - When possible, mow areas around campground both for appearance and fire protection. Especially around fire pits, buildings, dumpsters, signposts, and propane tanks. Weed-eat all sites under and around picnic tables, rocks, tree stumps and site-posts. This will ensure guests from tripping, falling, or driving over objects. Wear protective gear at all times and never use power tools in the rain. Your safety and the safety of our guests is our main concern.
4. **Site Posts** periodically require straightening because of wind, snow drifts, or vandalism. This is an opportunity to inspect the post for decay or rotting at the base. Make sure the number is secure and the clip is secure.
5. **Water Spigots** must have a back-flow regulator. In between guests, check these brass fittings to make sure they are not missing or unsecured.
6. **Electrical Boxes** should be checked between guests for any obvious damage.
7. **Vehicles and motorized equipment.** Maintenance on a golf cart/mule, truck, blower, edger, etc. will range from adding oil and gas to reporting or requesting needed supplies and/or repairs.
8. **Dumpsters** will be emptied weekly. Lids should always be secured after every use to prevent animals from disturbing the contents. Also, pick up any stray trash in the vicinity.

Record Keeping

It is a host's responsibility to keep an accurate account of guests who enter and stay in our campgrounds. It is also a host's responsibility to record all monies from fees and keep them safe from theft. You will be given a bank bag to keep monies in. Store this bank bag locked in your camper.

Hosts will be given a calculator. At the end of the day host will add up all monies collected and record guest information for input on your daily Ledgers. At the end of the week host will then transfer everything to a Weekly Recap sheet, including all miscellaneous fees for firewood, ice, showers, etc. Both Ledger and Recap sheet should match up with money collected.

Enforcement of Campground Rules

Rules are in place to keep guests safe and provide guidance for acceptable behavior assuring the well-being of all guests during their stay.



WELCOME TO YOUR NATIONAL FOREST CAMPGROUND

This campground is operated and maintained under US Forest Service permit by Recreation Resource Management of America. In order to ensure a safe and enjoyable campground experience,



PLEASE OBSERVE THE FOLLOWING RULES AND REGULATIONS

1. **Check – In** (reservation sites) 2pm **Check – out** (all sites) 1pm)
2. **Recreation Use Passes** - All vehicles must display valid recreation use passes during visit. Check with RRMofA personnel on fee schedules and payment procedures. **To Reserve a Campsite call 877-444-6777 / www.recreation.gov**
3. **All Campers & Visitors** – must stop at fee entrance stations, host sites, or other directed locations to obtain recreation use passes. Day use visitors must vacate sites by 8pm unless other arrangements are obtained with RRM of A staff.
4. **Trash Disposal & Receptacles** – Please use campground dumpsters to dispose of camp trash. Do not leave trash in fire rings or toilet buildings. Please contain and secure trash on site from birds and animals.
5. **Fire Rings** – Please keep fires in fire rings. Wood brought in must be cut into 30 inch logs to fit into fire ring with no wood extending past edges of ring. It is best to split logs in half. Keep campfires low and manageable. Large fires or bonfires are prohibited. Remember green wood does not burn.
6. **Water Faucets & Hydrants** – Please do not attach water hoses to hydrants or faucets not designed to fill RV units. Please refer to water filling stations to fill holding tanks. Fill RV or containers as quickly as possible and shut off water. Do not remove anti siphon flow devices from hydrants. Remember – “No Washing” at hydrants.
7. **Bears & Predators** – Bears and other predators in the area are drawn to potential food sources. Please dispose of all trash and food scraps as soon as possible from your campsite. Secure all your food and beverages in vehicles or storage boxes. Do not store food in tents used for sleeping.

FOR YOUR SAFETY PLEASE OBSERVE ALL POSTED BEAR NOTIFICATIONS AND INFORMATION PRESENTED BY USFS AND RRMofA STAFF

8. **Pets** – All pets must be leashed at all times. Maximum leash length is 6 feet. Please restrain nuisance barking pets from disturbing other campers. Please be responsible and clean up after your pet. Pets (except medical assistant animals) are not allowed in buildings or shower buildings.
9. **Quiet Hours** – Quiet hours are from 10pm to 6am. Generators, radios, loud music, televisions etc. are restricted from use between these hours. Be considerate of other campers by avoiding unusual noisy activities that may annoy neighbors.
10. **Vandalism & Resource Damage** - Please do not vandalize, paint or mark up signs, tables or toilet facilities. Campground trees are very fragile. Please do not attach nails or spikes to trees. Do not cut, carve or throw axes at trees. Please stay on roads and spurs, off road travel is prohibited.
11. **OHV & Vehicle Use** – Off highway vehicles or OHV, motor vehicles and other all-terrain vehicles must comply with all State and Federal statutes for operation on public lands. Please obey speed limits (10mph) or as posted. Please observe pedestrian traffic and children at play. Driving or parking off road and spurs is not permitted.

12. **Firearms & Fireworks** – Firearms, BB guns, sling shots, or other throwing devices are prohibited in USFS recreation areas. Fireworks, sparklers, or other explosive devices are prohibited in National Forests.
13. **Gray Water & Sewage Disposal** – Do not dump gray water or sewage onto ground. Deposit sewage and wastewater in approved waste disposal facilities.
14. **Campfires** - Campfires are restricted to fire rings and grills only. No ground rock fire rings permitted. Be sure all campfires are “**dead out**” when unattended or leaving. Observe all campfire restrictions and red flag conditions.
15. **Occupancy & Stay Limits** – Unless otherwise posted occupancy per site is 8 persons. Period of stay is 7 or 14 days and is posted on bulletin board.

Please Note:

All regulations are USFS CFR (Code of Federal Regulations) provisions and are subject to tickets and/or fines. A summary of USFS CFR rules and regulations are posted on campground bulletin boards.

Recreation Resource Management of America Inc. operates this facility under special Use permit from the USDA Forest Service. The provisional policy of prohibiting discrimination based on race, color, national origin, sex, religion, or disability. Any person who believes he or she has been discriminated against in any USDA related activity should immediately contact the Secretary of Agriculture Washington DC 20250

Section 3 - Code of Conduct

Employees of RRMofA are expected to represent the company in a professional manner. That professionalism includes well-maintained facilities and grounds managed by knowledgeable, informed and well-trained staff.

High standards for professional conduct and actions are keys to providing the public with a positive camping experience. The goal of RRMofA is to meet the high standards of care and service that the public expects and deserves when visiting any USFS campground. The expectations for all employees are outlined below:

1. Professional and timely completion of all duties assigned.
2. Respectful treatment of all guests and co-workers by assuming people’s best intentions.
3. Attention to professional appearance exemplified by good personal grooming habits and a tidy uniform.
4. Create a positive work and camp environment by avoiding negative remarks or rumors.
5. Bullying, harassment or intimidation of any kind (social, sexual, racial, etc.) by anyone, employee or guest, at any level, is unacceptable. Such behavior may be grounds for an employee’s dismissal (even when off-duty) or a guest’s expulsion.
6. Use all equipment assigned to you safely and responsibly.
7. Report all incidents, accidents and injuries immediately to your Manager.
8. Theft or pilfering of funds or property belonging to the company, employees, or guests is prohibited and may be grounds for immediate dismissal as well as potential legal action.

9. Employees are prohibited from displaying any political or religious affiliation signs, banners, flags, paraphernalia or other related materials. This applies to bulletin boards, walls, campers, trucks, golf carts, wood cages, dumpsters, etc. Displaying the American Flag and State Flags are permissible if the size and method of display meets RRMofA approval.
10. Smoking is prohibited during any and all contact with the public and while using any RRMofA vehicle, including golf carts or mules.
11. The use of RRMofA telephone lines is limited to RRMofA business. No personal or long-distance calls are allowed.

Chain of Command

Structurally the RRMofA chain of command is simple:

Corporate Officers
Permit Manager
Area Manager
Maintenance Technician
Campground Host

All employees will follow proper chain of command procedures established for their positions. This will ensure that communication and resolution of issues is handled efficiently and effectively. When individuals “break the chain” or “level jump” it can create confusion, resentment and require backtracking that makes unnecessary work for all involved. Host personnel will report to their area manager, who reports to the permit manager, who reports to the corporate officers. Only the permit manager and corporate officers have authority to contact USFS permit administrators or other USFS personnel. All other RRMofA employees will consult with their direct area manager and follow established chain of command procedures.

Working Conditions

RRMofA is committed to creating working conditions that respect an individual employee’s safety, comfort and general well-being. Since hosts reside on site, they are available to the public and RRMofA staff on a 24-hour basis.

As a part of your employment agreement:

You Are Entitled To At Least One Day Off Per Week

Days off will be arranged with your direct area manager. You must make arrangements for coverage with another employee or your area manager if you leave your campground for a prolonged time i.e. days off. Also, days off should fall on weekdays and not weekends, since weekends are the busiest times.

You Will Be Provided A Campsite

RRMofA has recognized the importance of providing our campground hosts with the best site that a campground can accommodate. This helps make the job more appealing and the host's stay more pleasurable. It also increases the likelihood a host will return year after year. This is extremely beneficial to RRMofA, the USFS, and the public.

Be aware, not all host sites have hook-ups for electric, water and sewer. Should a site lack those amenities, RRMofA will work with hosts to provide alternatives to provide the lacking services from electrical, to fresh water, to black water disposal. You will need to check with your area manager for approval in your assigned campground.

RRMofA employees will occupy a designated campsite provided for their use at no cost to the employee. As is the case with all campground facilities, employees are expected to keep their site organized, uncluttered and neat in appearance.

Sites will be inspected routinely by area managers to ensure standards are followed. The permit manager will conduct periodic checks, with deficiencies brought to the attention of the area managers.

Carts, cleaning supplies, buckets, rakes, shovels, and other tools will be stored and well organized, away from public view if applicable and possible.

You Will Be Paid

The pay period for salaried non-management personnel begins on the first day of the month. Persons hired during the month will be prorated from the actual day of employment for the remainder of the month. All positions have direct deposit to their bank accounts or we can provide direct deposit pay cards. We do not issue paper checks.

You Will Be Provided A Uniform

You are required to wear an RRMofA approved uniform while on duty at all times. The purpose of wearing a uniform is to identify you to the USFS and the public as being a RRMofA employee. Uniforms signify a professional image while commanding a sense of authority.

RRMofA will supply you with certain uniform items for you to complete your tasks. There are several types of uniform apparel provided. Uniforms will be issued to individuals as appropriate to the employee's assigned areas and working conditions. The number and type of uniforms issued to each employee may vary. Individuals are responsible for the cleaning, care and maintenance of all uniform items. Non-RRMofA patches, pins, hats, t-shirts, etc. are prohibited. Additional apparel is available for sale through the corporate office. Do not wear any RRMofA uniform apparel in stores or establishments if purchasing or consuming alcohol.

Personnel Policies

Employment Policy

As with every business there must be guidelines and rules. Although the lifestyle of RRMofA's employees could best be described as casual, this does not imply the expectations are less than any other professional organization. Failure to follow these policies, and other established parameters, could result in disciplinary actions imposed and may range from verbal warnings to immediate dismissal.

Affirmative Action

Federal and state laws prohibit discrimination in employment based on an individual's race, color, religion, sex, age, national origin, handicap or veteran status. The work environment at Recreation Resource Management of America recognizes the individual dignity of each employee and provides equal opportunity in all aspects of employment, including recruitment, hiring, training, compensation, transfer, promotion and all other conditions and privileges of employment.

The company will employ all personnel required to service the provisional needs of the company. RRMofA is an equal opportunity employer and will meet all Federal and State labor laws, regulations, and USDA policies regarding wage requirements and non-discrimination clauses. RRMofA will honor all provisions of services to the public and the equal Employment Opportunity Act, the Civil Rights Act of 1964 and the Americans Disability Act.

Workers' Compensation Insurance

This program is required by law to provide an employee injured at work with prompt medical benefits and reasonable income protection. RRMofA's liability for occupational injury, occupational disease or death is limited to that provided under the Workers' Compensation Laws and/or Company regulations. Expenses over those allowed by law, or as outlined by Workers' Compensation Boards, are paid by the employee

Employees injured at work must immediately report the injury to their area managers in order to be eligible for Workers' Compensation benefits. An insurance form must be filled out and accompany the employee to the hospital or emergency service. An incident report will be completed and submitted to the corporate office immediately following an injury.

Employment Application Process

RRMofA has a comprehensive employment program that is structured to reduce personnel problems and achieve the desired work force to implement our operations in the permits we serve. RRMofA takes great pride in recruiting and training our employees. We have been fortunate enough to retain above average and dedicated people who are very familiar with company policies and procedures. A good portion of our employees are retired individuals

who feel they still have something more to contribute to life and it shows in their performance.

RRMofA complies with all State and Federal labor and employment laws, the Davis-Bacon Act, and provides Workers' Compensation Insurance for our employees. RRMofA pays full Federal and State employment taxes on all personnel. RRMofA abides by all applicable laws pertaining to equal opportunity, civil rights, fair labor standards, minimum wage requirements, OSHA regulations, ADA, and immigration laws regarding non-citizens.

Employment Hiring Process

The applications are processed in our corporate office with staff handling initial contact. The applications are then given to Area or Permit Managers to solicit, interview, evaluate and select applicants based on work experience, conduct and other company requirements. In most cases, RRMofA will conduct phone interviews with possible applicants, with some cases requiring a face-to-face interview. Applicants will be given an overview of position specifics, wage information, duty requirements, and brief expectations of employment requirements.

Orientations and training discussions will detail specific duties once on site. Employees will be given a position description and agreement to be signed and returned to the corporate office. This agreement can be nullified by either party at any time.

Outside Employment

Before you engage in any employment outside your normal scheduled hours of work, you must notify your area manager of the nature and extent of such employment. The corporate office will have the final word regarding approval or denial of outside employment. Employees should avoid any outside employment that would be considered a conflict of interest. No RRMofA property or equipment should be used in outside employment.

Drugs

The RRMofA Corporate Policy is a simple one with regard to non-prescription drugs. It is Zero Tolerance. Possessing, dispensing, or using a narcotic, barbiturate, mood-altering, tranquilizing, or hallucinogenic drug, either on or off duty, except in accordance with medical authorization is prohibited and grounds for immediate dismissal. Use of prescription drugs that reduce employee effectiveness/performance or mood will be coordinated with your area manager. Any substantiated public complaint about an employee will result in immediate termination.

Alcohol

The possession or drinking of any intoxicants while on duty or while wearing the RRMofA uniform is prohibited. Any employee reporting for work intoxicated will be disciplined and/or terminated from employment. Employees will not purchase alcohol while in uniform. Employees will not frequent bars or other establishments for the purpose of consumption while in uniform.

Discrimination & Harassment (social, sexual, racial, etc.)

The basic definition of harassment is generally accepted as any behavior, comment, joke, or body language that is found to be offensive. RRMofA expects all employees to act in a professional manner at all times. Management will immediately investigate reports of such actions regarding RRMofA employees. If a violation is documented disciplinary action will be taken. Employees are expected to respect gender and act accordingly.

Loyalty to Workplace

All employees will be expected to provide a sense of loyalty in connection to their employment with RRMofA. Any concerns over operations or employee conduct will be reported to your area manager or corporate officers. Complaints, concerns or special privileges will not be discussed with USFS personnel. Privileged company information will not be discussed with RRMofA competitors, media, public or any other non-affiliation of RRMofA without authorization from corporate officers.

Signage & Information Posting Standards

Signs are a very important component for communicating information and gaining voluntary compliance. Generally, it will be the Managers and/or Maintenance Techs who will install, maintain and refurbish the signs required by RRMofA. Sign posting procedures are to be strictly adhered to.

RRMofA does not allow soliciting, advertising, or other postings on our managed bulletin boards and we do not allow hand-made signs. That said, we recognize that there are times when circumstances warrant the use of temporary signs. These perishable signs must be approved by your area manager and present a professional image. In such cases, a computer-generated sign will usually suffice. These computer-generated signs are printed on heavy card stock paper and laminated to protect from weather. They generally only last one season and are replaced when faded.

Pet Policy

All employees with pets must obey the USFS rules and regulations concerning pets in campgrounds. All pets will be restrained at all times while at your site and in the campground. You will be responsible for cleaning up after your pet at all times. Excessive barking dogs will not be tolerated. Small dog runs or fencing is permissible. Pets are not permitted in RRMofA golf carts, vehicles, contact stations or public restrooms.

Knives

Pocket knives may not exceed 5” when closed. Folding knives worn on a belt must be in a leather or Velcro case not exceeding 5” in length. Sheath, hunting knives, or any type of fixed blade knife exceeding 5” in length will not be worn. Leatherman tools are permissible.

Firearms

No firearms, concealed or unconcealed will be permitted to be worn while on duty or in a RRMofA uniform. Firearms will not be permitted in RRMofA vehicles. Firearms are not permitted to be worn while on any residential site provided by RRMofA.

Host Privileges

RRMofA encourages all personnel to experience the diversity of campgrounds and day use areas we manage. Camping and facility use of other recreational areas may be used by active RRMofA employees at no cost. Site usage will be based on availability. RRMofA staff should allow and encourage visiting RRMofA employees. Managers will reserve the right to verify employment with the corporate office prior to facility use.

Immediate family members may camp on your site if it will safely accommodate their camp area. They may camp at no cost up to the campground stay limit provision. They will not be permitted to lay hoses or cords for permanent hookup. Non-immediate family members i.e., cousins, uncles, aunts, or friends of the family are not permitted for free and must pay the associated cost of the campground or the facility.

Performance Evaluations

1. Performance evaluation is on-going and falls into three categories. Observational, anecdotal and documentation. The substance has to do with actions and attitude. Area managers will evaluate employees at the end of each season or sooner if discrepancies are found affecting the operation of the campground facilities. Evaluations will reflect if employees are recommended for return for the next season. Evaluations assist the company in achieving its goals by better utilizing the full capabilities of each employee.
2. Evaluations assist in employee consideration for promotions, pay increases, transfers, reassignments, layoffs, reemployment and disciplinary actions.
3. Evaluations assist employees with general insight of specific work-related problems, and to evaluate long-range interests and objectives.
4. Evaluations enable area managers to recognize certain capabilities and potentials, be aware of emerging interests and objectives, to further employee's development and progress.

Employee Training

During initial training sessions and throughout employment, management will continuously review the performance standards and best practice procedures with employees. The overall goal is to provide a clear understanding of work expectations leading to strengthening the employee's skills and encouraging a solid working relationship between the area manager and each employee. Implementation of this policy will include:

1. Assisting each employee to perform work more effectively and efficiently.
2. Strengthening employee understanding and adherence to company policy.

3. Providing a forum for sharing experiences and answering questions.

Disciplinary Measures

Upper management will have authority to recommend disciplinary actions after an investigation of any employee-related or customer complaint. The following is the recommended procedure for such an investigation:

1. The corporate officer will attempt to contact complainant and any witnesses to a particular incident.
2. The corporate officer or area manager will contact the employee and discuss the complaint and circumstances. If the employee is on duty, arrangements will be made for a proper time to discuss the matter privately.
3. The complaint will be researched, documented by incident reports, law enforcement reports if necessary, witness statements or other documentation to ascertain the nature of the complaint.
4. If an RRMofA employee is at fault, the corporate officer and the manager will decide on the appropriate course of disciplinary action. This decision may include counseling, retraining, and documentation to be placed in an employee file.

If RRMofA receives repeated complaints on any one employee, the corporate officer will evaluate the employee, past performance, any mitigating circumstances and make one of the following three determinations:

1. **Warning:** On the issuance of a written warning the employee will be required to make immediate improvements without any more complaints.
2. **Transfer and Retraining:** It may be determined an employee is better suited in another job description, position or has had a personality conflict with an area manager. Rather than face dismissal the corporate officer may transfer and/or schedule retraining of the employee.
3. **Termination:** As a result of disciplinary action, it may be deemed necessary to terminate an employee due to performance issues and/or customer complaint issues. The employee will be counseled and given the reason for dismissal. There are three general methods of dissolving the employee/employer relationship:
 1. Mutual Agreement – whereby the employee and RRMofA have agreed on the length of employment i.e., (May 1st – Sept 30th).
 2. Emergency or Health Issues – whereby the employee must leave due to unforeseen health or emergency issues.
 3. Two Week Notice – for whatever reasons the employee wishes to leave and gives RRMofA the customary two weeks' notice.
 4. Immediate Dismissal – as a result of a disciplinary review it is deemed necessary to immediately terminate an employee due to a performance and/or a customer complaint issue(s).

Any termination action will require involvement of the corporate officer or owner.

No terminations will be made without approval.

Section 4 - Safety & Emergency Management

Safety Introduction

It is RRMofA's policy to provide and maintain safe and healthy conditions for every employee and guest. While safety focuses on the preventative side of life in our campgrounds, emergency management focuses on the reactionary side of life when law enforcement, fire and/or medical professionals are needed to address a situation.

RRMofA complies with all State and Federal applicable workplace safety and health requirements and maintains occupational safety and health standards that equal or exceed the best practices in the industry. Safety will take precedence in all aspects of employment practices. The following basic safety rules have been developed to protect both employees and guests. Accidents can happen, but remember, safety is everyone's responsibility.

RRMofA will complete the following:

1. Make safety inspections on all sites and facilities before opening.
2. Complete a Campground Condition Report on all campgrounds and facilities.
3. Management will train/direct employees on safety practices on performing duties and operating equipment.
4. Will conduct evaluations on water and waste systems and perform required State testing.
5. Will conduct Hazard Tree inspections and will act to correct safety hazards.
6. Will perform general cleaning duties of all facilities and grounds prior to opening and closing.
7. Remove hazardous objects from trees, grounds, tables, etc.

During the company's preseason inspections RRMofA will remove nails, ropes, spikes, wire and other hazardous objects from trees and grounds when found. Sites will be raked to remove broken glass and other foreign objects. Tent stakes, fishing line, rocks, and other tripping hazards will be removed from the immediate vicinity of the campsites.

Safety hazards identified during preseason documented inspections will be mitigated and removed during our spring clean-up procedures. Sites/walkways, roads etc., will be cleared of tripping hazards, unstable walking surfaces and damage to facilities.

RRMofA will work with the USFS identifying those areas exhibiting large amounts of slash or cuttings done by USFS or USFS contractors, timber sales or other factors effecting campground conditions.

Safety Concerns

Collisions

Lack of attention can lead to vehicle related accidents and collisions. Be aware of guests backing trailers and speeding.

Slips, Trips and Falls

Slips, tripping, and falls are a major concern for all pedestrian traffic. Always be aware of situations that could cause falling and mitigate these safety concerns whenever encountered.

Personal Injury

Personal injury can be avoided by managing the risks. Be aware of your environment and look for possible hazards that induce cuts, burns, and other personal injury. Be aware of the proper methods of lifting, bending, and other physical activities to reduce possible sprains and injuries to back, legs ankles, shoulders, etc. Always use proper lifting techniques and don't hesitate to ask for assistance.

Pets

Pets must always be on a leash and owners are responsible for being aware, at all times, of pet behavior and control.

Wildlife

Wildlife interaction with humans can be a safety concern. Always observe animal precaution policies and provide the public with information. **Be Bear Aware.** *"A fed bear is a dead bear!"* Keep food, coolers, and cooking equipment hidden in a locked hard-sided vehicle. Clean fish away from campsites. Store food properly. Take refuse immediately to the bear-resistant dumpsters. Secure dumpsters properly after use. Report bear activity to the USFS immediately and share activity with guests.

Geographical/Forest Health

Forest and geographical health issues may pose safety concerns, i.e. hazard and broken limbs, weather conditions, adverse vegetation, floods, fires, allergies, etc. Inspect grounds routinely for possible environmental hazards and report them to your Manager. Safe practices on the part of every employee must be a part of everyday operations.

Hazardous Trees/Reporting

RRMofA will perform annual routine Hazard Tree inspections to reduce possible hazardous conditions. Whenever possible, hazardous trees identified by RRMofA will be approved by the USFS before scheduled removal. All sites and facilities within 200 feet of hazardous trees will be closed until trees are removed.

Equipment Safety

RRMofA will provide protection equipment such as safety glasses, chemical resistant gloves, work gloves, hearing protection, protective masks, etc. Employees must wear appropriate protection, clothing, work boots, gloves, etc., when performing maintenance tasks.

Hazardous Material

All flammable liquids i.e., gasoline, paint thinner and propane must be in designated and approved safety containers. Flammable liquids should be stored in controlled, designated areas such as a well-ventilated storage cabinet or room.

Hand/Power Tools

Always use the right tool for the right job. Do not use tools with split, broken, or loose handles. Always clean and inspect power tools after each use. Maintain oil and gasoline levels. Make sure all nuts and bolts are tightly on. Use the proper fuel mixture in 2 cycle engines i.e. golf carts, and weed eaters.

Gates

All entrances and service gates at or near recreation sites are to be secured safely when opened or closed. If they are not, there is a danger that they may swing into traffic areas and cause accidents or injury.

These rules need to be followed not only for your safety but the safety of our guests. Any infractions against the rules could terminate your employment with RRMofA.

Vehicle Safety

Should it be necessary for you to drive a company vehicle, you will be required to be an approved driver. The approval process includes review of your motor vehicle record. If your record shows serious violations, you will be prohibited from becoming an approved driver.

Driving Company Vehicles

You are expected to observe all traffic laws, use your seat belt, drive your vehicle only on Company authorized business, and not drive if you are in a mental or physical condition that impairs your driving judgment or ability.

1. Drive defensively and be prepared to compensate for unpredictable actions of other less skillful drivers.
2. Never drive when you are fatigued, not fully alert, or when you are physically ill, deficient, or have severe emotional problems.
3. Obey all traffic laws, signs, and signals.
4. Observe the legal speed limits or use a lower speed if dictated.
5. Always yield the right of way when required.
6. Avoid distractions like texting, eating etc. while operating a motor vehicle.
7. Smoking is prohibited in any RRMofA vehicle.
8. Never abuse or hot rod any vehicle.
9. If you are involved in an accident, contact your supervisor immediately.
10. No persons who are not employed by RRMofA are permitted in a company owned vehicle.
11. Members of driver's family or friends will not be permitted in a company owned vehicle unless authorized.
12. Parking tickets or tickets for other traffic violations received while operating a company vehicle are the personal responsibility of the employee cited.
13. Always inspect your vehicle or equipment before daily use.
14. Company vehicles will not be used for personal use.
15. Pets are not allowed in company vehicles.

Emergency Management

You are likely not a doctor, policeman or fireman, but as a host you are charged with keeping guests safe and assessing the best path forward in dealing with emergency situations including the need for professional assistance.



Calling for Emergency Assistance

1. Remain calm and use a clear voice.
2. Give receiving party or dispatcher your name, location, type of emergency, and phone number you are calling from.

3. Provide as much information as you have available: who, what, where, when, etc.
4. Do not hang up until receiving party has received, confirmed your information, and dismisses you.
5. If possible, station someone near the phone to answer callbacks or if further assistance is required.
6. Write down all that you can, names etc.
7. Report the emergency to your manager.

Law Enforcement

RRMofA does not function as a law enforcement agency. Nor does RRMofA have law enforcement powers, but we do have a responsibility in aiding the process for resolving problems and dealing with law enforcement issues.

Situations can and do occur in the operation of recreational areas, which will result in complaints or infractions. It is our goal and responsibility to be "Good Hosts", to educate and inform guests of rules and regulations.

In achieving these goals employees will observe the following criteria:

Roles and Responsibilities

In responding to violations of federal, state, and local laws, ordinances, and regulations, RRMofA staff have the same authority as any private citizen and will report violations of these laws and regulations to the appropriate law enforcement authorities.

Under the conditions of the special use permit, RRMofA may establish certain restrictions on conduct or implement rules of use. For instance, the company may implement the rule of use that limits the number of vehicles per campground site, establishes a limit on the length of stay, or prohibits washing food at a water hydrant. These rules of use are most generally USFS rules of use.

Guest conduct that violates our rules may also violate federal, state, or local laws. When such violations occur, RRMofA staff will report them to the appropriate law enforcement authority.

For example, violation of company rules and regulations (below) may also constitute a disturbance of the peace in violation of state law, or disorderly conduct in violation of Forest Service regulations at 36 CFR 261.4

RRMofA Rule : Loud and Disorderly Conduct: *Disorderly conduct is prohibited within campgrounds and recreation areas. Persons shall not disturb the peace and tranquility of an area, make unreasonably loud noises, violate the posted quiet hours, engage in threatening or violent behavior, use provocative language or gestures toward others, play amplified music or recklessly display or discharge a firearm or other such weapon. Quiet hours are to be observed from 10:00 pm to 6:00 am, unless otherwise posted.*

Again, the role of RRMofA employees is formal public information of the infraction. Do not be offended if the person you have given this information to disregards your attempt at gaining compliance.

State and Local Law Enforcement

RRMofA has established rules of use that are purposefully similar to existing laws and ordinances which means that state and local law enforcement agencies generally are able to take enforcement action on violations.

US Forest Service

The USFS retains all of its authorities and responsibilities for enforcing federal laws and regulations related to administration of National Forest lands. The role and responsibilities of the Forest Service do not change simply because the Forest Service has issued a special use permit to a concessionaire. Forest Service personnel should continue to enforce all federal laws and regulations related to the administration of USFS lands within concessionaire-operated campgrounds.

Methods of Public Rule and Regulation Education

Since RRMofA is charged with the task of education and information of certain rules and regulations within our permit areas, we have given our managers the responsibility to know what the rules are and also to set the standard for the manner in which they are conveyed. It is very important for employees to understand that RRMofA is not a public law enforcement agency and we do not wish to portray the company as such.

All Law Enforcement actions requiring Supervisor or other Authority involvement will require an Incident Report be filled out.

The company's education approach is structured to use education and information to gain voluntary compliance from guests. Our approach must assume that guests do not intentionally break the rules but are likely not aware of the rules. Any guest incidents that escalate to a need for a higher level of enforcement authority will be referred to the appropriate enforcement agency as soon as it should become necessary.

Law Enforcement Classifications

Law enforcement emergencies are divided into two classes. The response and procedures will vary depending on which classification you encounter.

Class I – Enforcement Emergency Situation

- Dog off leash
- Fire restriction violation
- Noisy during quiet hours
- Discharging BB gun
- Excessive speed in campground
- Distributing handbills, advertisements, etc.
- Littering

- Other minor infractions

Class II – Enforcement Emergency Situation

- Discharging of firearms
- Assault
- Lost child
- Theft
- Defacing property

- Serious injury
- Vehicle accident with injury
- Other serious infractions or emergencies

Response

In all Class I situations RRMofA staff should attempt to resolve the problems at the local level. Use “*good judgment*” to evaluate at which level you respond. Sometimes a Class I problem must remain unresolved until RRMofA management staff can respond. ***It is not our desire to contact USFS personnel or Sheriffs’ Departments to resolve Class I situations unless recommended or initiated by your supervisor.***

Law Enforcement Class I

1. Inform the guest of the infraction and advise them of what must be done to comply. This will generally solve most problems.
2. If you do not gain compliance, you may inform the guest of your intent to get a supervisor involved which may result in eviction.
3. If you still do not gain compliance and need further action: notify your supervisor.
4. Remember in Class I situations time is on your side. The guest, in most cases, is not going to go anywhere and your supervisor will be able to respond to the problem.
5. Be aware that in some cases the guest will try to play you between/against your supervisor. Be sure of your facts and your demeanor in handling the situation. In some cases, a supervisor may side with the guest. This is no reflection on you or your abilities.

Law Enforcement Class II

1. Always attempt to contact your supervisor first. If your supervisor is unavailable, and you deem it necessary, then contact the appropriate authority, i.e., Sheriff’s Office, or USFS Law Enforcement Officer.
2. Do not get involved in this class of situation unless you feel very confident that your actions or comments can change the course of events for the better.
3. Remember at all times to act in a courteous and professional manner.
4. **DO NOT** allow yourself to become engaged in a confrontational situation.

Medical Emergencies

Medical emergencies can occur at any moment. Since RRMofA employees are available 24 hours per day persons who are in need of medical attention will naturally come to the host site for assistance. RRMofA assumes no responsibility for persons rendering aid, however, we do have an obligation to do what we can during these situations. **DO NOT perform first-aid or first responder procedures unless you are trained in those procedures.**

Medical Roles and Responsibilities

It is RRMofA's role to provide for those in need of medical attention. No employee is required to give First Aid. Any medical assistance rendered by company employees is strictly voluntary. All persons rendering aid are covered under the Good Samaritan Act. All medical involvement situations that employees experience will require an Incident Report to be filled out and returned to your supervisor.

Medical Classifications

Medical emergencies are divided into two classes. The response and procedures will vary depending on which classification you encounter.

Medical Class I – Emergency Situations

- Non-life threatening situations
- Scrapes, bumps, bruises
- Non-life-threatening insect bites, bee and wasp stings
- Minor cuts
- Imbedded fishhooks (other than in an eye)
- Sprained limbs, knees or ankles
- Poison ivy, oak, or other toxic plant
- Sun, fire, lantern, stove burns
- Other minor medical situations

Medical Class II – Emergency Situations

- Life threatening
- Deep cuts from axes or knives
- Gunshot wounds
- Vehicle / ATV accidents
- Compound fractures, broken legs, arms, neck
- Imbedded objects in body, eyes, or head
- Drowning, lightning strikes, other respiratory problems
- Life threatening insect, snake and/or animal bites
- Head injuries, concussions
- Heart attacks, strokes
- Other serious injuries or emergencies

Medical Response

In all Class I situations RRMofA staff should attempt to resolve the problems at the local level. Use "***good judgment***" to evaluate at which level you should respond. Sometimes Class I problems must remain unresolved until RRMofA management staff can respond.

It is not our desire to contact USFS personnel, Sheriffs' Departments, Fire Departments or Medical Response services to resolve Class I situations unless recommended or initiated by your supervisor and or at public request.

Medical Class I

1. Inform the guest of the nearest medical facility and advise them how to get there. This will generally solve most problems.
2. If the situation involves a minor or child, locate the parents or guardians as soon as possible and turn the situation over to them.
3. Let guests know of any over-the-counter remedies that may alleviate minor pain or discomfort. Do not administer any products or First Aid that you are not familiar with. Notify your supervisor.
4. Remember in Class I situations time is on your side. The guest, in most cases, will seek medical attention on their own accord.
5. Be aware that in some cases the guest will try to downplay the incident as minor. Be sure you report all situations to your supervisor and fill out an Incident Report with as much information as you have.

Medical Class II

1. If there is an immediate threat to life call 911 or radio for immediate trained assistance. Then notify your supervisor.
2. Control the situation and seek assistance from others in the area. Only render aid if you are trained to do so. Do not surpass your training level.
3. Always attempt to contact your supervisor first. If your supervisor is unavailable, and you deem it necessary, then contact the appropriate authority, i.e., Sheriff's Office, or USFS Law Enforcement Officer.
4. When reporting or phoning in any medical emergency try to provide a concise description of the nature of the emergency, the age, sex and any known medical history (such as medications they may be taking, etc.) and any first aid that has been rendered along with location of the incident.
5. Stay on the line and take direction from the dispatcher, do not hang up until directed to do so.
6. Again, do not get involved in this class of situation (other than calling for help) unless you feel very confident that your actions or comments can change the course of events for the better.
7. Assist medical professionals if directed.
8. Record your involvement and the incident on an Incident Report Form as soon as possible and turn it into your supervisor.
9. All medical emergencies require the completion of an Incident Report.

Fire Emergencies

RRMofA's upper management personnel have extensive fire suppression credentials. Several of these employees have certifications in **Wildland Fire Suppression**. In order to comply with USFS safety and security standards, RRMofA will incorporate the following into a Fire Management Plan for employees. This plan addresses the following:

Roles and Responsibilities

RRMofA accepts the role and responsibility to inform the public of fire related issues within the campground. It is also our responsibility to inspect sites, clean fire pits, remove combustible materials and to monitor or extinguish unattended fires.

Procedures and Notification of Proper Authorities

RRMofA employees will be directed after hours to call the local 911 emergency in case of an unmanageable fire. Employees will be directed to notify RRMofA corporate office and/or RRMofA key corporate personnel after office hours. This notification will be immediate.

USFS Permit Administrator or designated representative will be notified immediately during office hours. After hours USFS/Fire Dispatch Center will be notified.

Fire Equipment & Storage at Site

RRMofA provides a tool cache box at selected and hosted campgrounds. These tools are not used for everyday duties. The box will be of sound construction, painted red, marked “For Fire Use Only” in 4” white letters on the front and lid of the box. The top will be hinged with a hasp in a manner that the box can be secured and able to keep contents dry. All tools shall be serviceable and in good working condition. In addition to maintenance tools the box will contain such fire prevention tools:

1. One #2 shovel (long handle)
2. A McLeod tool (or rakehoe) is a two-sided blade — one a rake with coarse tines, one a flat sharpened hoe — on a long, wooden handle
3. Two 5-gallon buckets
4. One 1A-10BC fire extinguisher (5 pound)

In addition, certain maintenance vehicles assigned to this permit will be provided the following:

1. One shovel (long handle)
2. One 1A-10BC fire extinguisher
3. A 50-gallon tank, pump, and 50’ 5/8 hose

Fire Evacuation Plans and Maps

RRMofA will provide personnel with campground evacuation plans and maps. This evacuation plan can be posted to the public. In case of a natural disaster, RRMofA will incorporate the USFS evacuation plans, policy, and regulations.

Fire Prevention

Additional actions and precautions will be taken as noted below:

1. At the beginning of each season, RRMofA will instruct staff on the proper and safe use of fire tools.
2. Do not allow any fire outside of a commercially approved fire pit or available stove or grill owned by the public.
3. Inform guests that it is against the law to leave a fire without completely extinguishing it.
4. Guests will be instructed: fires in fire rings must be maintained at a reasonable level and wood is not to extend past the edges of the ring.
5. Do not allow guests to burn brush or debris outside designated fire rings except with written approval from the District Ranger.
6. Take immediate and all reasonable action to prevent and suppress uncontrolled or unattended fires within the designated and authorized area of campgrounds.
7. In extreme fire periods designated by USFS, RRMofA, shall honor and attempt camper volunteer compliance with fire bans.
8. Inform guests of “No Fireworks” policy and staff will post “No Fireworks” signs beginning one week before the July 4th holiday. Signs will be removed within 2 weeks after the holiday.

9. Report any escaped fire requiring suppression within one hour of discovery to the USFS Permit Administrator as applicable.
10. Maintain fire ring vegetation setbacks of 4' within the permitted area as directed by the USFS provisions.
11. RRMofA will fully cooperate with direction from USFS during fire emergencies and permit USFS and agents of USFS full and unobstructed use of water facilities in the permitted areas.
12. RRMofA will perform routine safety inspections of electrical services, extension cords or other wiring that could cause structural fires.

Fire Emergencies

1. In the event of a fire that poses an immediate threat to the area, notify the USFS or local fire department immediately. Then notify your supervisor.
2. When reporting a fire describe the size, type of fire, wind conditions and any hazards that may contribute to its force.
3. Evaluate the threat and if you have the means, are physically able and have proper training, attempt to contain the fire. After several minutes evaluate the threat again.
4. Use whatever is at your disposal to fight the fire: water, dirt, fire extinguisher etc.
5. If the fire is beyond your control start evacuating the guests from the area.
6. Wait for emergency personnel and obey their direction.
7. All fire emergencies require the completion of an Incident Report.
8. Never put yourself or others in danger during any emergency response. When in doubt always wait for professional assistance.

Emergency Contact Directory

Area managers will provide an emergency contact directory as it pertains to your area for each staffed facility. This directory is provided to the employees as an emergency list of numbers to call for assistance. Please observe chain of command procedures when making calls from this list.

Employees are encouraged to familiarize themselves with this directory.

Host Emergency Numbers

Corporate Office: 928-537-8888 | Fax: 928-537-8380
Owners: Wade & Julie Heuett
Managers/Employee Only Line: 928-532-8889
www.Recreation.gov | 877-444-6777

PERMIT/CONTACT NUMBERS

ARIZONA

Permit Manager: Tom Zadick..... 928-242-9682
Hoyer Campground..... 928-735-7313
Springerville Ranger District 928-333-4372/928-333-4417
Forest Supervisor 928-333-4301
Water Issues: Harry Thomas 928-333-6209
Department of Public Safety..... Flagstaff: 928-368-3600 Phoenix: 602-223-2000
Arizona Game and Fish 928-367-4281
Show Low Lake Campground..... 928-537-4126

COLORADO

Cement Creek Campground..... 970-349-6348
Cobbett Campground 970-856-4500
Island Lake Campground..... 970-856-4086
Jumbo Campground..... 970-268-5579
Matterhorn Campground 970-369-0166
Williams Creek Campground 970-944-6006
Lake City Sheriff 970-944-2291
Gunnison County Sheriff..... 970-641-1113
Delta County Sheriff..... 970-874-2000
San Miguel Sheriff 970-728-1911
Montrose Fire Dispatch 970-249-1010
Delta Ranger District..... 970-874-6668 / 970-874-6812

IDAHO

Permit Manager: John Cole 928-371-1554
Mormon Bend Campground..... 208-838-2707
Mountain View Campground..... 208-774-2459
Pettit Lake Campground 208-774-2455

IDAHO cont.

Stanley Ranger District..... 208-774-3000 Fax: 208-774-3003
Senior/Permit Administrator
Blaine County Sheriff 208-788-5564
Custer County Sheriff 719-783-2270
Ketchum Ranger District 208-622-0090
St. Luke’s Hospital/Ketchum 208-727-8800
Salmon River Clinic/Stanley 208-774-3565

MONTANA

Permit Manager: John Cole 928-371-1554
Woodbine Campground..... 406-328-7054
Rattin Campground..... 406-446-9106
Custer Gallatin National Forest
 Beartooth Ranger District..... 406-446-2103 Fax: 406-446-3918
Carbon County Sheriff..... 406-446-1234
Red Lodge Fire Rescue 406-446-2320
Beartooth Hospital & Health 406-446-2345

NEW MEXICO

Permit Manager
Carson National Forest/Supervisor..... 575-758-6200 Fax: 575-758-6213
Taos County Sheriff..... 575-737-6480
Taos County Fire Department..... 575-758-3386
Holy Cross Medical Center 575-758-8883

SIGNATURE PAGE

I have read and reviewed the employee handbook
and can operate according to company policies.

X _____ Date: _____

This page needs to be returned to the office or digitally signed in
your HR file.