



# The Lake Host™ Program

Aquatic Invasive Species Education & Prevention

2016 - Point Person Training

# Congratulations!



# Lake Host™ Program: Grant Overview

- 💧 Your group has received a payroll grant award to hire NH LAKES employees to Lake Host at your local boat ramp(s)!
  - 💧 **No grant funds are given directly to groups.**
- 💧 Your group must provide local match towards the payroll award:
  - 💧 Minimum 100% of grant award (in-kind volunteer hours, out-of-pocket expenses, hard cash for extended paid Lake Host coverage).
- 💧 Make sure your group signs off and returns your grant award contract before starting program.
- 💧 **Your group's leader must agree to terms of participation and sign off on grant award letter.**

**Thank you!**



# What is Your Job as Point Person?

- 💧 You function as a liaison between your Lake Host Team and NH LAKES.
- 💧 You are the local point of contact, supervisor, and manager!
- 💧 It's an important job and it can be a lot of work!
- 💧 Consider a co-point person or Managing Lake Host to help you.
  - Volunteer (Point Person) or paid (Managing Lake Host)

# **10 Steps to Point Person Success** **& Frequently Asked Questions!**



**Step 1:**

**Recruit Your Team of Lake Hosts!**



# Recruiting Your Team

- ◆ Follow Lake Host Recruiting & Hiring Guidance document (in your manual)
  - ◆ Advertise, interview & recommend Lake Host employees to NH LAKES.
  - ◆ Minimum age 18 (exceptional 16 & 17 year olds can be considered)
- ◆ Local Point Persons can set a local policy of not hiring Lake Hosts or recruiting volunteers younger than 18 due to local ramp situations.



## WANT TO WORK OUTSIDE THIS SUMMER?

### Lake Hosts Needed – 2016 Summer Season

To conduct courtesy boat inspections  
through the NH LAKES Lake Host Program at:

#### <INSERT LAKE NAME>

Paid and Volunteer Positions Available!  
Minimum Age: 18 or older  
(Exceptional 16 and 17 year olds may be considered)

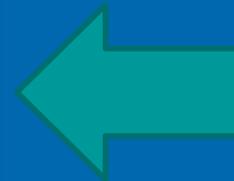
#### Contact:

<Insert Lake Association Name Here>  
<Insert Point Person's Name Here>  
<Insert Phone Number Here>

**HELP US PROTECT  
<INSERT LAKE NAME>  
FROM AQUATIC INVASIVE SPECIES!**



# Use Our Help!



Customizable “Wanted”  
ad Template.

## **FAQ #1:**

Can we hire an individual younger than 16?

## **ANSWER:**

No.

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## **FAQ #2:**

Can an individual younger than 16 serve as a volunteer Lake Host?

## **ANSWER:**

Individuals younger than 16 can volunteer IF paired with a host 16 or older and they have submitted a signed off youth permission form.

**Step 2:**

**Get Your Lake Hosts Signed Up!**



# Getting Your Lake Hosts Signed Up

Provide NH LAKES with the required forms **\*\*COMPLETED\*\***  
for each Lake Host

Form W-4 (2016) Employee's Withholding Allowance Certificate. This form is used by employers to determine the amount of federal income tax to withhold from an employee's pay. It includes sections for personal information, marital status, dependents, and other allowances.

New Hampshire Department of Environmental Services form. This form is used for reporting and certifying information related to the state's environmental programs, including water quality and lake management.

State of New Hampshire Department of Labor form. This form is used for reporting and certifying information related to labor and employment, including wage and hour compliance.

EMPLOYEE: Lake Host Information - NH LAKES 2016 Lake Host Program. This form is used by employees to provide their personal and contact information, including name, address, phone numbers, and emergency contacts. It also includes sections for indicating work status and payment preferences.

Volunteer Lake Host Information - NH LAKES 2016 Lake Host Program. This form is used by volunteers to provide their personal and contact information, including name, address, phone numbers, and emergency contacts. It also includes sections for indicating training certification and payment preferences.

# Getting Your Lake Hosts Signed Up

- 💧 **W-4** (All Lake Host employees - *new & returning*)
- 💧 **I-9** (All Lake Host employees - *new & returning*)
  - 💧 Point Person must verify appropriate forms of identification “in person” and sign off!
  - 💧 Authorized representative’s title is “Point Person”
  - 💧 The organization is “NH LAKES”
  - 💧 Contact Information (Paid & volunteer Lake Hosts)
- 💧 **Youth Employment Form** (*16 & 17 year olds – all employees & volunteer hosts*)
- 💧 **NEW!**
  - 💧 **Employee Lake Host Information Form OR**
  - 💧 **Volunteer Lake Host Information Form**

# Getting Your Lake Hosts Signed Up

## Employment Letters:

- Once NH LAKES receives **all completed** and verified employment forms for a Lake Host employee, NH LAKES will:
  - ✓ Email the Point Person that the Lake Host is able to work.
  - ✓ Mail the Lake Host an official hire letter.
- Lake Hosts will be asked in their hire letter to select Direct Deposit or Standard Mailed Check for their **Payment Option**

## FAQ #3:

Do Lake Host employees who worked in a previous year need to fill out a Form I-9 for 2016?

## ANSWER:

Yes. They also need to fill out the following:

- 💧 W-4
- 💧 Employee Information Form
- 💧 Youth Permission Form (if 16 or 17)

## **FAQ #4:**

Can Lake Host employees turn in employment paperwork at a formal training?

## **ANSWER:**

Yes – if they bring proper identification.

\*With that said, if the completed and Point Person-verified paperwork can be mailed to NH LAKES sooner, that is preferred.

## **FAQ #5:**

Can a Lake Host employee work if the Point Person has not received an email or phone call from NH LAKES confirming that their employment paperwork is complete?

## **ANSWER:**

No. If in doubt, email NH LAKES.

**Step 3:**

**Getting Your Lake Hosts Trained  
or Re-Trained!**



# Lake Host Training Requirements:

- 💧 All new Lake Host employees **must** attend formal NH LAKES/DES training.
- 💧 **Sign up for formal trainings online at [www.nhlakes.org/lake-host](http://www.nhlakes.org/lake-host)**
- 💧 All new volunteer Lake Hosts can attend a local training given by a trained PP/MLH.
- 💧 All returning employees and volunteer Lake Hosts need to attend a local refresher training given by the Point Person.
- 💧 **All Lake Hosts (Paid, Returning or Volunteer) must attend appropriate training before working at the launch.**

# Getting Your Lake Hosts Trained

- Recommendations for your Local Training Session (*Handout in Manual*):
  - ✓ Show [AIS Overview Video](#) and [Training Video](#)
  - ✓ Provide all Lake Hosts with a manual
  - ✓ Review Lake Host Position Description
  - ✓ Review “Clean, Drain, & Dry” procedure
  - ✓ Review uniform requirements
  - ✓ Review how to fill out paperwork and submission requirements
  - ✓ Review what to hand out to boaters
  - ✓ suspicious specimen collection procedures and how to fill out collection bag
  - ✓ Review ramp schedule, inclement weather policy, safety procedures, accident procedures, sharing materials, turning in paperwork & what to do if problems arise at ramp.
  - ✓ **IMPORTANT: Role play a boater interaction or staff ramp in groups until Lake Hosts are all comfortable conducting interactions on their own.**

## **FAQ #6:**

What if we have a new Lake Host employee that can not attend a formal training?

## **ANSWER:**

Contact Andrea at NH LAKES to discuss an alternative training plan.

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## **FAQ #7:**

Do Lake Host employees get paid for their:

- commuting time to and from training?
- time at the training?

## **ANSWER:**

Yes (through your group's payroll grant).

## **FAQ #8:**

Do Lake Host employees get reimbursed by NH LAKES for miles driven to and from training?

## **ANSWER:**

No.

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## FAQ #9:

Does the time a volunteer Lake Host spends commuting back and forth to **training** count as local match?

## ANSWER:

Yes! As does the time he/she spends commuting back and forth to staff the ramp.

# Step 4:

Getting Your Lake Hosts Scheduled



- ✓ Create bi-weekly ramp coverage schedules.
- ✓ Share schedule with employees and volunteer Lake Hosts at least 2 weeks in advance (sooner is better!).
- ✓ Forward your group's schedule to NH LAKES.
- ✓ Notify NH LAKES of any schedule changes.
- ✓ NH LAKES will conduct some unannounced ramp visits during 2016.
- ✓ Contact NH LAKES if you would like your ramp to be visited!

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
May							
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
2008	26	27	28	29	30	31	

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
June							
	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
2008	23	24	25	26	27	28	29

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
July							
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
2008	28	29	30	31			

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
August					1	2	3
	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
2008	25	26	27	28	29	30	31

## **FAQ #10:**

When should we staff our ramp?

## **ANSWER:**

It depends and varies from ramp to ramp!

- ✓ Ask people who live near ramp when it is busy.
- ✓ Check fishing tournament and on-water event schedules on NH LAKES website.

We recommend staffing ramps on weekends and holidays with employees and on weekdays with volunteers.

# FAQ #11:

What should Lake Hosts do in inclement weather?

## ANSWER:

**Do not staff the ramp in stormy weather.**  
(lightening, thunder, heavy winds & rain)



# FAQ #12:

Can we pay a Lake Host employee if his/her shift is cancelled due to inclement weather?

## ANSWER:

- If inclement weather is forecasted, we recommend that the employee be offered another shift to make up hours.
- If employee starts work and gets rained out within first 2 hours, employee is paid for first 2 hours.

## **FAQ #13:**

Can an employee work more than 40 hours a week?

## **ANSWER:**

No.

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# FAQ #14:

Can an employee work more than 8 hours a day?

## ANSWER:

Technically... Yes. Provided that the employee does not work more than 40 hours per week.

**We recommend that Lake Host shifts be no longer than 4 – 6 hours.**

**Step 5:**

**Getting Your Lake Hosts Paid!**



# Getting Your Lake Hosts Paid

Lake Host Employee Timesheets are available in Word or Excel format!

- ✓ Lake Hosts must complete, sign, and give to PP/MLH by **last Sunday of each (bi-weekly) pay period.**
- ✓ PP/MLH will submit to NH LAKES by Monday 4pm by fax or email.

**You DO NOT need to mail the original signed timesheets to NH LAKES.**

**Keep originals on file for the 2016 season**

**Managing Lake Host employee timesheets must be verified and signed off by volunteer Point Person.**

**NH LAKES 2016 Lake Host Program Lake Host Employee Timesheet**

**INSTRUCTIONS for Lake Host Employees:**  
Use a separate line for each day worked and a separate sheet for each pay period. Sign timesheet and then give it to your Point Person or Managing Lake Host on the day specified.

Name of Local Group: \_\_\_\_\_  
 Lake Host Employee Name: \_\_\_\_\_  
 Pay Period #: \_\_\_\_\_ (see chart below)

**INSTRUCTIONS for Point Person/Managing Lake Host:**

- Certify hours worked by Lake Host employee by signing below.  
 All Managing Lake Host employee timesheets must be signed by the local volunteer Point Person.
- Scan in and email or take a photo and email (lakehost@nhlakes.org) or FAX (603/224-9442) each timesheet by "Payroll Monday Afternoon (4 PM)." (#1 = Mon. May 9; #2 = Mon. May 23; #3 Mon. June 6; #4 Mon. Jun. 20; #5 Tues. July 5 10am; #6 Mon. July 18; #7 Mon. Aug. 1; #8 Mon. Aug. 15; #9 Mon. Aug. 29; #10 Mon. Sept. 12; #11 Mon. Sept. 26; #12 Tues. Oct. 11 10am; #13 Mon. Oct. 24)
- File your group's original Lake Host timesheets locally and keep timesheets until the end of the 2016 program.  
**NEW! ORIGINAL SIGNED TIMESHEETS DO NOT NEED TO BE SNAIL MAILED TO NH LAKES.**

2016 Payroll Periods:	Day/Date	Start Time	End Time	Total Hours (round to nearest 0.25 of an hour)
#1 Apr. 25-May 8				
#2 May 9-May 22				
#3 May 23-Jun. 5				
#4 Jun. 6-Jun. 19				
#5 Jun. 20-July 3				
#6 July 4-July 17				
#7 July 18-July 31				
#8 Aug. 1-Aug. 14				
#9 Aug. 15-Aug. 28				
#10 Aug 29-Sept 11				
#11 Sept 12-Sept 25				
#12 Sept. 26-Oct 9				
#13 Oct. 10-Oct 23				

Total Number of Hours for the Pay Period: \_\_\_\_\_ hrs.  
 Hourly Rate \$ \_\_\_\_\_ Total Amount \$ \_\_\_\_\_

I hereby certify that I worked the time indicated \_\_\_\_\_  
*Lake Host Employee signature*

I hereby certify that this employee worked the time indicated \_\_\_\_\_  
*Point Person/Managing Lake Host signature*  
 Point Person must sign Managing Lake Host Employee timesheet

## FAQ #15:

What if I can not email or fax our Lake Host timesheets by the deadline to NH LAKES?

## ANSWER:

Contact NH LAKES **BEFORE** the end of the pay period to make alternative arrangements.

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# FAQ #16:

What if I forget about the timesheet submission deadline?

## ANSWER:

Contact NH LAKES as soon as you remember! NH LAKES will remind you a few days before the end of the pay period and will try to contact you if we do not receive timesheets from your group.

# Step 6: Getting Your Volunteer Match Counted!





## FAQ #17:

Does time spent surveying the lake for aquatic invasive species or collecting water samples count as volunteer match?

## ANSWER:

No. These activities do not count as match towards the **Lake Host Program**.

**Contact NH LAKES if you have questions about what counts as match.**

# Step 7: Getting Your Inspections Counted!





## FAQ #18:

Do we need to submit a boater survey sheet and/or daily summary sheet if **no boats** were inspected at a ramp during a particular day?

## ANSWER:

No.

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## **FAQ #19:**

Do we need to submit a daily summary sheet if not more than one boater survey sheet was filled out at a particular ramp during a particular day?

## **ANSWER:**

No. As long as the subtotals on the bottom of the survey sheet are filled in!

# Step 8: Getting Your 'Saves' Counted!



# Getting your 'Saves' Counted!

## Specimen collection, disposal, and submission:

- ✓ Provide Lake Hosts with instructions for specimen disposal.
- ✓ Collect suspicious specimens from Lake Hosts.
  - ✓ If you think the specimens might be invasive, submit to DES in specimen bag (wrap in moist paper towel and keep refrigerated until mailing/delivering).
    - Send to DES Sat-Tues (not Wed - Friday)
    - Deliver to DES at 29 Hazen Drive, Concord.
    - **IMPORTANT! DO NOT** send to NH LAKES.



## If submitted to DES:

- Will be posted at [www.nhlakes.org/lake-host](http://www.nhlakes.org/lake-host)
- NH LAKES will email list updates, too.



# Getting your 'Saves' Counted!

## How to Successfully Submit a Suspicious Specimen

Front



### Aquatic Plant Specimen for Identification

**Plant collection:**

- ✓ Collect a representative piece of the aquatic plant (full stem, flowers or fruits if available)
- ✓ Wrap the plant neatly in a moist (not dripping) paper towel
- ✓ Seal the specimen in this sample bag
- ✓ Deliver or mail the specimen immediately to:

★ Send to DES  
not  
NH LAKES!

Amy P. Smagula  
Exotic Species Program  
NH DES  
29 Hazen Drive  
Concord, NH 03301

**Please do not mail specimens on Thursdays or Fridays. Specimens will decay quickly in the mail. If you collect this specimen late in the week, please refrigerate or keep on ice until you are able to mail it.**



Back

Please be sure to complete this section before sending the plant to DES. This section will help us to identify a location for the plant, as well as how to contact you once we've identified the specimen.

Waterbody: Name of waterbody where

Name: inspection conducted

Town: \_\_\_\_\_

Location of Collection: Name of launch

where inspection conducted

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

Program:  VLAP  Weed Watcher  Lake Host

Other: \_\_\_\_\_

If Lake Host: \_\_\_\_\_

Arriving \_\_\_\_\_ Departing \_\_\_\_\_

Your Name: Lake Host Name

Phone #: \_\_\_\_\_ E-mail: \_\_\_\_\_

Comments: Please write the

name, town and state

of the waterbody the

boat had just come from.

↓ Include boat  
bow number.  
IF no  
bow number,  
include the  
license plate  
number  
of the  
towing  
vehicle.

## FAQ #20:

“If we know the specimen we removed is an invasive species (like milfoil since our waterbody is infested with it), do we need to mail it in to DES?”

## ANSWER:

Yes! For your group and the program to be credited with the ‘save’ the sample **must** be forwarded to DES.

**Step 9:**

**Setting Your Team Up for Success!  
& the Unexpected**



# Setting Your Team Up for Success!

Ensure that Lake Hosts have all the things they need to do their job well!!

## Lake Host Manual

- 💧 Pick up copies at training or download from [www.nhlakes.org/lake-host](http://www.nhlakes.org/lake-host)

**Uniform** – 4 complimentary shirts & hats per group (additional \$10 each)

- 💧 Mandatory T-shirt (**NEW!**) or sweatshirt, hats are optional

## Materials:

- 💧 Clip board, pen, tote, copies of all paperwork
- 💧 **NEW! AIS Identification Guide**

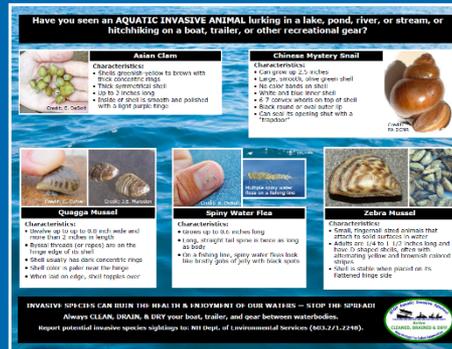
## At the ramp:

- **NEW!** “Arrive CLEANED, DRAINED & DRY” Decal
- **NEW!** “Arrive CLEANED, DRAINED & DRY” Brochure
- **NEW!** Lake Host on Duty Sign (one per ramp)
- Boater’s Guide (optional)

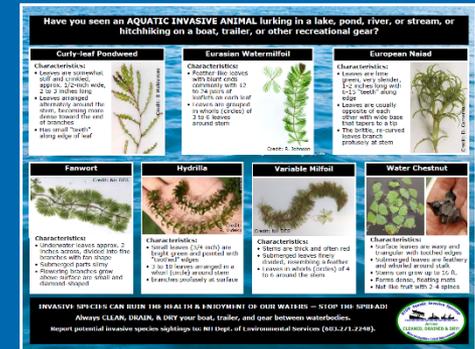
# Setting Your Team Up for Success!



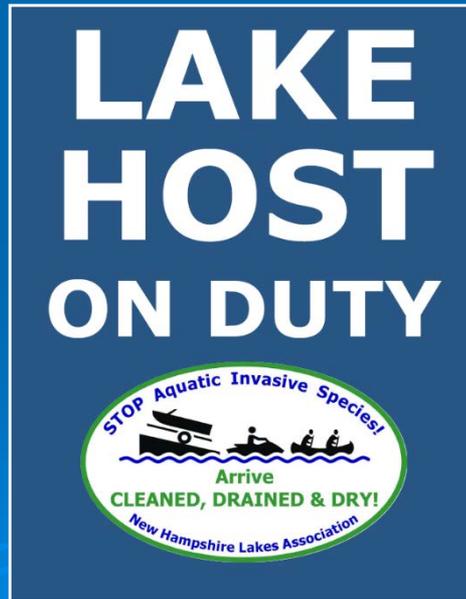
UPDATED! Decal



NEW! AIS Identification Guide



NEW!  
Brochure



NEW! Ramp Signage  
(one per ramp)



# Setting Your Team Up for Success!

## Supervise paid and volunteer Lake Hosts

- ✓ Stop by ramp periodically to observe Lake Host interacting with boaters, conducting inspections and filling out paperwork.
- ✓ Provide constructive suggestions!

If personnel problems arise (**missing shifts, sleeping, sunbathing, not wearing uniform, not approaching boaters, being rude to boaters, acting like an enforcer**) discuss problem with NH LAKES and mutually agree upon an improvement plan.

- Discuss problem and improvement plan with Lake Host.
- Monitor Lake Host performance.
- If performance does not improve, contact NH LAKES.

**DO NOT terminate an employee or volunteer. If you feel this is necessary, contact NH LAKES – NH LAKES will handle terminations.**

# Setting Your Team Up for the Unexpected...

## Advise all Lake Hosts about personal safety issues, including...

- ✓ Keep your eyes and ears open – be aware of suspicious people hanging out at ramp or asking odd questions.
- ✓ Do not approach moving vehicles.
- ✓ Do not stand directly in front or in back of vehicles.
- ✓ Do not stand directly in back of ski craft.
- ✓ Lake Hosts are not traffic controllers, parking attendants, or boat handlers.

**If asked to do these things, Lake Hosts are instructed to decline (liability issue).**



# Setting Your Team Up for the Unexpected...

- Lake Hosts should bring a cell phone and call their Point Person/MLH or police if they have any problems.
- Prior to the start of the season, let the local police know your group's ramp schedule
- If Hosts feel unsafe, they should leave the ramp and tell the Point Person what happened.
- If ramp is very remote or very busy, NH LAKES recommends Lake Hosts work in pairs.



# Setting Your Team Up for the Unexpected...

## If a Boater is Uncooperative:

- Politely inform them that it is illegal in NH to transport aquatic invasive species.
- Do not conduct an inspection.
- Inspect the water after they leave. *(It is helpful to have a net or pool skimmer.)*
- **Lake Hosts are not enforcers!**

## If a Boater is Threatening:

- Write down bow number *(out of boater's sight)*.
- **Leave area** and contact Point Person to report incident.



# Setting Your Team Up for the Unexpected...

Ensure that your Lake Hosts know what to do if they get injured

- **If it is an emergency:**

1. Lake Host should seek medical attention immediately.
2. Then, Lake Host should let Point Person know what happened.
3. Point Person must contact NH LAKES to report incident immediately.

- **If it is not an emergency:**

1. Lake Host should contact Point Person as soon as possible before seeking treatment.
2. Then, Point Person should contact NH LAKES for treatment instructions.

## **NH LAKES EMERGENCY CONTACT INFORMATION:**

- **Monday – Friday, 8am – 4pm: Call NH LAKES office at 603-226-0299**
- **Before & After these hours and on weekends, contact Andrea of NH LAKES, 603-731-0521**

**Step 10:**

**Keeping Your Group in Good Standing!**



# Keeping Your Group in Good Standing!

- Keep track of your group's payroll.
  - Forward local funds for extended payroll or higher pay rates (above \$10/hour for Lake Hosts) to NH LAKES at least one pay period before it will be spent.
- Keep track of your group's local volunteer match.
  - Your group must make a minimum of 100% match.
- Ensure your group's membership with NH LAKES is current.
- Forward all paperwork to NH LAKES in a timely fashion.
- Submit your final report by **Oct. 3, 2016**, and any outstanding local fund payments for additional paid Lake Host ramp coverage.

# Questions?



# 2016 Lake Host™ Program

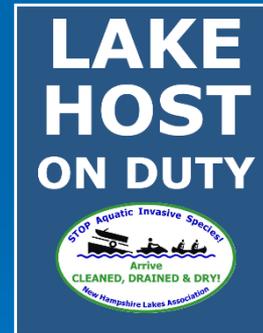
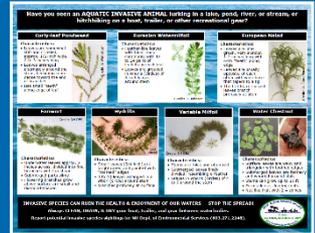
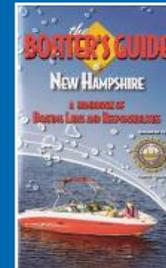
## Materials Pick-Up

- Point Persons will assemble own materials.
- All groups receive:
  - Clipboards, tote bags, manuals, AIS Identification Guides
  - AIS training videos (on CD)
  - Shirts and hats (4 of each) – additional items \$10 each  
(please take only what you need)
  - Ramp sign – 1 per ramp  
(pick up outside)

### Required handouts:

- ✓ “Help Protect NH’s Lakes, Rivers, and You!”
- ✓ “Clean, Drain & Dry” decal

**Before you leave:** Let NH LAKES know how many of each you took & turn in your training certification form!



# Have a great summer!



Thank you for helping NH LAKES and your local group protect New Hampshire lakes and ponds from the spread of aquatic invasive species!