

# ELK LAKES PROVINCIAL PARK

## The Alpine Club of Canada Volunteer Custodian Information Letter

We are pleased that you will be a custodian at the Elk Lakes Cabin. Our volunteer custodians play a key role in the Clubs hut system by ensuring our huts are properly managed. This custodian letter should provide you with the information necessary to properly manage the hut during your stay, and to make your custodianship a pleasant and enjoyable one. Thanks again, and have a great time!

### **Custodian Duties**

In exchange for your personal accommodation as a representative of the Alpine Club of Canada, certain duties and responsibilities are expected. Please endeavor to complete these duties to the best of your ability while representing the ACC in the most professional manner possible.

### **Representing the Alpine Club of Canada:**

Many hut users and backcountry travelers have very little personal contact with ACC staff, and consequently, meeting a hut custodian is quite often the first face-to-face experience with someone from the Club. It is your responsibility to ensure that this experience is a helpful, knowledgeable and at all times friendly one. Please be courteous and give the guests a positive, professional, and friendly impression of the ACC.

### **Greeting guests and helping organize hut life:**

This is the area of hut custodian work that will require the greatest amount of attention and effort. It is also the area of your work that will have the greatest impact on the enjoyment that the hut users have during their stay. Introduce yourself as the custodian of the cabin, determine their needs, and whether or not they have used this cabin before, and help them get settled in and orientated to the cabin facilities and rules.

### **Registering guests and ensuring hut and campground fees are collected:**

When everyone is settled in, guest registration at the cabin should be checked. Please record the information for all guests on the **Custodian Booking Record** (included in this package). Many will already be on the guest list you will have received prior to your trip but in some cases, there will be cabin users who've made a booking after you have received the guest list. In these cases, they will either have a receipt or their reservation number. If a guest cannot produce confirmation of booking, and cannot pay you directly with cash, cheque, or a credit card, then you should turn that person/group away from the cabin assuming it is safe for them to return to the trailhead. As always, all cabin guests should be approached in a friendly manner. If you feel awkward about investigating potential trespassing, simply offer an apology and state that it is policy as per the ACC's **Reservation Confirmation Policy** (included in this package).

### **Collection of Fees:**

Extended stays, increases in numbers, and unreserved drop-in traffic comprise the remainder of the cabin users you will greet. These guests should be asked to pay their fees directly to you as the custodian of the cabin. Please collect fees in cash, cheque, or record their Visa or MasterCard numbers (complete with the expiry date and signature) as per the facility rates below. Record this payment information along with full names, addresses, and phone numbers on the **Booking Record** so that we may contact them if necessary. Do not refund any money in the case of shortened or cancelled stays. *Refunding money is not a requirement of custodianship. Please refer such guests to the national office. Unregistered guests who have no means of paying at the cabin should be refused access (provided it is safe for them to return to the trailhead).*

### **Rates:**

#### **Elk Lake Cabin from Nov 1, 2007**

Members	\$25.00
Non-Members	\$25.00
Families (up to 3 children)	\$50.00
<b>Fee for propane service</b>	\$5.00

*Children 16 and under are 50% of the amounts shown*

#### **Elk Lakes Campground**

Per person	\$5.00
Per family (up to 3 children)	\$10.00

*Children 16 and under are free*

Backcountry camping is permitted at Lower Elk Lake and Petain Creek - pit toilets, fire-pits, food caches, tent pads are provided at each sites. Note that the campgrounds are on a first come first serve. Users self register at the lock box located at each campground. ACC personnel will collect fees from this box on a regular basis.

*Emergency Use: The primary purpose of mountain huts is for the safety of all mountain travelers. In any and all cases where a dangerous situation could be created due to travelers being denied access to the hut (such as darkness, stormy weather, poorly equipped or injured individuals, etc.), the custodian is responsible to make room for these parties.*

### **Maintaining the cabin, campground, and trails:**

During your stay it is expected that you will maintain the cabin and immediate area, and the camp ground area, in a clean and orderly fashion, and to request the same of guests. Encourage all guests to do their part in maintaining a clean Park.

Duties include:

- sweeping the cabin floor
- picking up litter and packing out all trash brought in
- replenishing wood & water supplies
- ensuring that the stoves and lanterns are working properly at the cabin

- periodically washing down the outhouse interior, sweeping the floor daily and wiping down the toilet seat and stool.
- trail inspection on the trails around the cabin area, and leading to the campgrounds
- collect user fees from the self registration boxes at the Lower Elk Lakes and Petain Campgrounds. Return fees to the National ACC office.
- light trail maintenance may also be required on occasion. This would involve picking up and removing all litter. Also removal of small windfall/branches. While hiking the trails, Custodians are to be on the outlook for hazardous conditions. If possible remove the hazard and inform the National Office (403 678-3200-104). If not mark the hazard with flagging tape to alert the general public and immediately contact the National Office who will get in touch with BC Parks.

Please report any maintenance concerns and supplies needed at the cabin to the National Office upon return (403 678 3200 X 104)

## EMERGENCY MEASURES

### CONTACTS

<b>Emergency</b>	
Area Supervisor	Hugh Ackroyd 250-489-8582 250-417-6955 (cell) 403-997-4469 (sat)
Senior Ranger	Jim Gray 250-489-8588 250-417-9196 (cell)
ACC Director, Facilities	Rick Gardiner 403-679-8305 (cell) 403-678-3200 x 107 (office)
ACC <b>ALL MEDIA INQUIRIES</b>	Lawrence White 403-678-1473 (cell) 403-678-3200 x 111 (office)

## SEARCH/MISSING PERSON(S)

The **R.C.M.P.** have the primary responsibility for missing and/or lost persons however The R.C.M.P. usually utilise the **Provincial Emergency Program (P.E.P.)**, (local Search and Rescue group), to perform ground searches. Dogs, from either agency, are often available, so keeping a clean site (i.e., few persons as possible in the area) and finding a scent article are potential priorities. When a person is reported lost and/or missing the police should be immediately contacted and advised. Direction and/or recommendations made by the R.C.M.P. should be followed. **(Remember the primary responsibility for search and rescue rests with the R.C.M.P. as they and P.E.P. will undertake costs and manpower needs associated with searches. However, if requested ACC staff can assist.)** An R.C.M.P. detachment is located in Elkford at 2000 Balmer DR, BOX 1390 ELKFORD, V0B 1H0 (250) 865-2232

### PROCEDURE

1. **Identify**, control and care for witness or reporting party.
2. **Identify** the lost person using the Missing Person Information form below
3. **Contact** the R.C.M.P. and the ACC National Office. Ensure that you provide your location.
6. **Continue** to gather necessary information and details about the missing/lost person (age, condition of person, experience, weather conditions, equipment on hand, clothing, etc.)
9. **Continue** to relay information to the R.C.M.P.

## MISSING PERSON INFORMATION FORM

<b>Date and time of this report :</b>	
<b>Details of Missing Person(s):</b> Surname,First Name Address Telephone number Next of kin or contact number Where last seen Purpose of trip Destination <b>Description:</b> Age Height Weight Race Sex Complexion Hair color Other identifying marks Clothing type and color <b>Personal Information:</b> Physical ability Emotional state Outdoor skill level Knowledge of area Hearing aid Glasses Medical problems Drug dependency	
<b>Police or SAR contacted?</b> Name of Police/SAR Dept? File Number?	
<b>Vehicle</b> Make,model,color licence number Province Other info: (roof racks, camper, etc.) Amount of fuel Name and address of registered owner	
<b>Names and contact info of friends/relatives in the area</b>	
<b>Name and contact info of person recording this information</b>	

## **FIRE**

**SAFETY FOR YOUR SELF AND VISITORS is our primary concern.**

*“If in doubt, back out”.*

### **FOREST FIRE**

1. Pinpoint location. Record name of reporting party
2. REPORT FIRE : 1-800-663-5555 or \*5555 on most cellular phones.
3. Evaluate: the potential effects of the fire on: roads, trails, houses, campsites, propane, property \ vehicles, wildlife, people in the backcountry.
4. Notify: the R.C.M.P. if the fire could threaten public safety or access in or out of the park.
5. Take action: If in position and suitably equipped.

### **STRUCTURAL FIRE**

#### **Facilities, buildings**

Structural fire fighting can be extremely hazardous due to unknown flammables, explosives, toxic smoke and gases.

1. Get every one out safely and have them stay back at a safe distance.
2. Account for all staff and /or visitors.
3. PERFORM THE FOLLOWING ONLY IF SAFE TO DO SO:  
Turn off all sources of propane at their source. Remove any other fuel supplies from around the area.
4. Fight the fire with extinguishers
5. If you are able create a firebreak if the fire threatens to spread to the forest.
6. REMEMBER THE FOLLOWING:
  - Treat the injured or exposed.
  - Update the ACC National office.