



The NH LAKES Lake Host Program Training Manual 2025



Brought to New Hampshire's lakes and ponds by local groups and NH LAKES.



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municipalities, lake associations, and individuals.



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LAKE HOST PROGRAM

2002 - 2024

Summary & Accomplishments



COURTESY BOAT INSPECTIONS



PARTICIPATION

Boat Ramps Covered

2002      45

2024            92

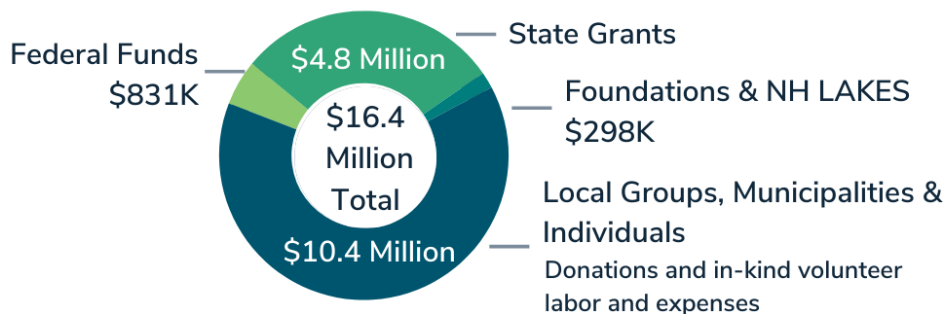
Lake Host Inspectors

2002  161

2024        601



PROGRAM FUNDING OVERALL (2002 - 2024)



INVASIVE SPECIES REMOVED

1,672 'saves' at 62 waterbodies over 23 years

Fanwort 814

Variable Milfoil 668

Eurasian Milfoil 101

European Naiad 24

Chinese Mystery Snail 24

Water Chestnut 20

Curly Leaf Pondweed 17

Zebra Mussel 2

Common Reed 1

Purple Loosestrife 1

Preventing the spread of aquatic invasive species in New Hampshire!



Aquatic Invasive Species Spread Prevention

Program Summary Since 2002

The goal of the NH LAKES Aquatic Invasive Species Spread Prevention Program is to prevent the introduction and spread of invasive aquatic plants and animals in New Hampshire's lakes and ponds through public outreach.

Trained Lake Hosts are placed at boat launch sites to:

- Educate all visitors about aquatic invasive species, distribute education materials, and complete a brief survey on boating habits.
- Offer courtesy boat and trailer inspections of all vessels arriving and departing from the ramp and show boaters where to look for hitchhiking aquatic invasive plants and animals.
- Encourage boaters to self-inspect and use the "Clean, Drain & Dry" method each time they use their boat, trailer, and gear.
- Safely remove and dispose of all plants, animals, and other debris.
- Collect samples of plants and animals removed from vessels and send them to the New Hampshire Department of Environmental Services (NHDES) for identification.

NH LAKES also works with boat access site owners and local partners to upgrade sites with various approaches, tools, and technologies to help boaters take action on their own when a Lake Host isn't present to prevent the spread of invasive species. In 2019, NH LAKES deployed the first waterless watercraft cleaning unit in the Northeast, visiting public boat ramps throughout the state and helping boaters prevent the spread of invasive species.

Program Need: The impacts of Aquatic Invasive Species (AIS) infestations are far-reaching: AIS can make aquatic recreation dangerous and unpleasant. Invasive aquatic plants and animals are often spread by hitchhiking on recreational equipment like boats, trailers, and gear that have not been properly cleaned, drained, and dried. AIS disrupt the natural ecology, impact the local economy, such as property value decline, impact aesthetics, and are often difficult and expensive to control

Funding Background: In 2002, NH LAKES received a two-year federal grant to design a comprehensive aquatic invasive plant education and prevention program to staff public boat ramps with trained educators. In 2003, a portion of New Hampshire boat registration fees went into a grant program to fund exotic plant prevention and research activities and a grant program administered by NHDES. Three-quarters of the NHDES grant program is available to support annual education and prevention activities, such as the Lake Host program. In 2019, NH LAKES advocated for an aquatic invasive species boat decal bill for visiting out-of-state boaters to help increase the prevention and education funds and increase the management of existing infestations. This system was implemented by the state in 2021.





Aquatic Invasive Species Spread Prevention Program Program Summary Since 2002 (as of 12/18/2024)

Year	Groups	Paid Hosts	Volunteer Hosts	Lakes with Lake Hosts	Ramps Staffed	Inspections Conducted	Invasive Species Removed	Federal Funds	State Funds	Foundation & NH LAKES Funds	Local Match	TOTAL
2002	38	102	59	37	45	15,878	9	\$260,100			\$37,155	\$297,255
2003	46	149	167	45	59	26,583	7	\$10,000	\$165,000		\$112,382	\$287,382
2004	51	190	216	50	61	31,629	17	\$85,300	\$150,000		\$151,238	\$386,538
2005	56	175	318	56	61	34,878	54	\$35,000	\$185,000		\$200,756	\$420,756
2006	57	204	353	56	66	34,860	54	\$117,000	\$185,000		\$183,179	\$485,179
2007	68	221	429	64	83	44,183	157	\$117,000	\$185,000		\$292,017	\$594,017
2008	70	240	470	70	88	55,924	224	\$89,206	\$161,000		\$334,061	\$584,267
2009	71	236	420	71	86	53,796	297	\$89,206	\$123,333	\$4,000	\$341,535	\$558,074
2010	74	230	517	74	90	64,661	268	\$0	\$133,367	\$22,000	\$393,273	\$548,640
2011	73	219	475	74	92	68,429	39	\$0	\$169,000	\$23,000	\$404,751	\$596,751
2012	77	238	500	78	100	77,261	137	\$0	\$200,000	\$14,500	\$486,455	\$700,955
2013	81	247	500	82	103	77,806	153	\$0	\$210,000	\$18,259	\$494,248	\$722,507
2014	80	258	500	82	102	83,663	58	\$0	\$230,000	\$22,500	\$503,170	\$755,670
2015	80	285	507	82	103	92,184	48	\$0	\$226,500	\$24,000	\$517,227	\$767,727
2016	82	264	545	83	104	89,960	28	\$0	\$252,000	\$24,000	\$526,251	\$802,251
2017	80	271	400	81	101	94,222	22	\$20,177	\$261,000	\$27,000	\$546,193	\$854,370
2018	80	301	431	80	97	86,813	26	\$5,845	\$254,000	\$13,913	\$594,440	\$868,198
2019	80	278	330	80	104	96,914	14	\$2,543	\$280,000	\$39,757	\$609,987	\$932,286
2020	75	283	315	75	97	132,199	23	\$0	\$280,000	\$18,043	\$643,162	\$941,205
2021	78	268	314	78	101	90,590	15	\$0	\$280,000	\$14,460	\$661,450	\$955,910
2022	78	303	302	79	102	105,167	6	\$0	\$292,000	\$8,000	\$839,563	\$1,139,563
2023	76	294	578	73	92	83,733	9	\$0	\$295,000	\$10,581	\$748,814	\$1,054,395
2024	75	273	328	77	92	84,072	7	\$0	\$295,000	\$14,457	\$791,797	\$1,101,254
Total						1,625,405	1,672	\$831,377	\$4,812,200	\$298,470	\$10,413,104	\$16,355,150



Aquatic Invasive Species Spread Prevention Program

Species Removed by Lake Hosts Since 2002

Year	Chinese Mystery Snail	Common Reed	Curly Leaf Pondweed	Eurasian Milfoil	European Naiad	Fanwort	Purple Loosestrife	Variable Milfoil	Water Chestnut	Zebra Mussels	TOTAL
2002				2				7			9
2003				2		3		2			7
2004			1	5		1		10			17
2005				7		1		43	3		54
2006				7		7		40			54
2007		1	1	4		65		86			157
2008				5		168		50	1		224
2009			4	4		240		48	1		297
2010			1	6	18	170		72	1		268
2011			1	9		12		17			39
2012			1	10		73		52	1		137
2013	3		2	6		51		90	1		153
2014	1		1	12	1	3		37	3		58
2015	6		3	3		5		31			48
2016	1			1		10		15	1		28
2017	1			1				18	1	1	22
2018	1			3		2		19	1		26
2019	1			6				5	2		14
2020	8			3	1	2		9			23
2021			1	1	2	1	1	8	1		15
2022	1			1	2				2		6
2023				3				5	1		9
2024	1		1					4		1	7
Total	24	1	17	101	24	814	1	668	20	2	1,672



Aquatic Invasive Species Spread Prevention Program Invasive Species 'SAVES' by Waterbody Since 2002

'Saves' – The following aquatic invasive species were removed before entering or leaving a waterbody as a result of the Lake Host Program during the year(s) indicated:

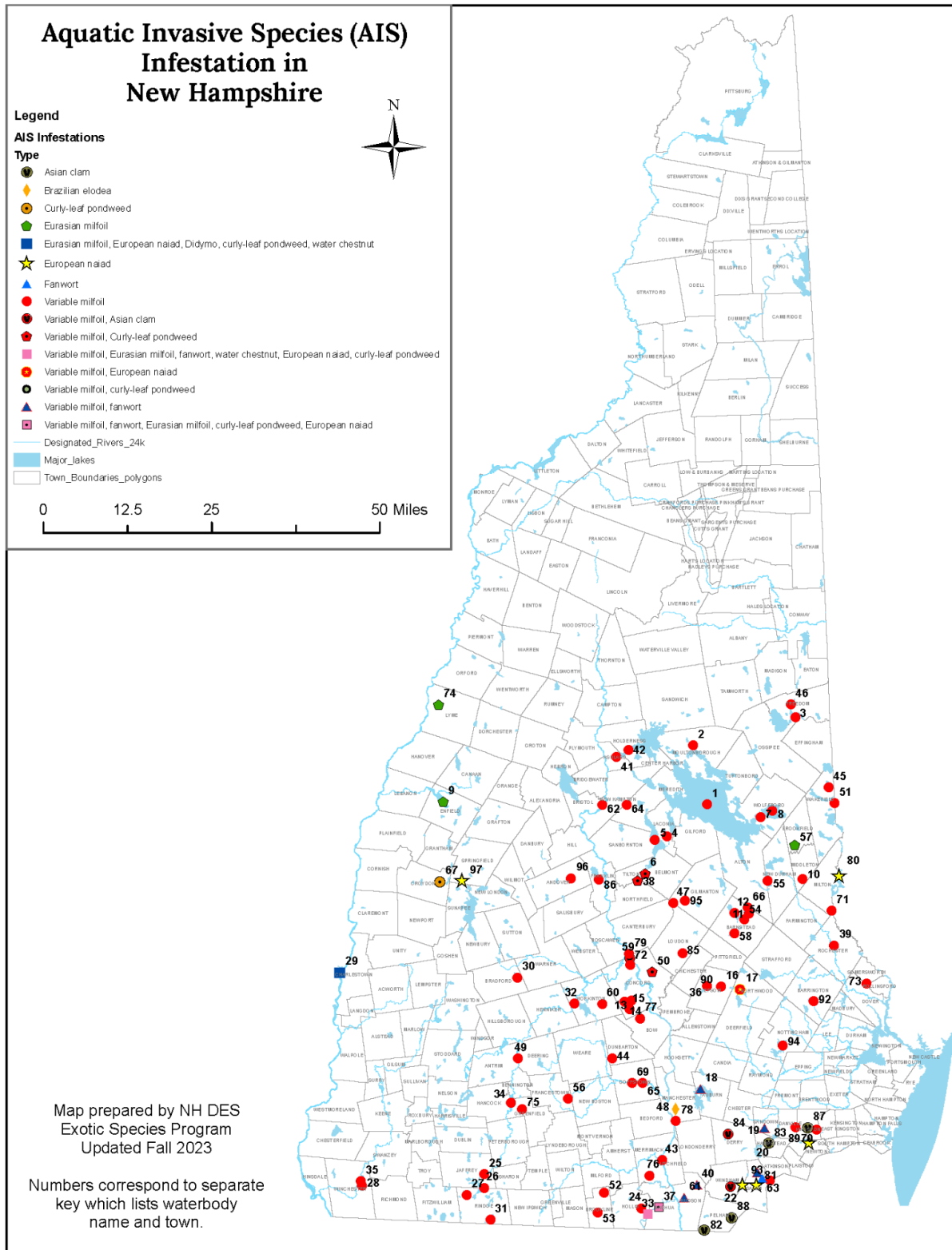
- **Beaver Lake** (Derry): Eurasian milfoil (2012), European naiad (2022), Fanwort (2008-2009), Variable milfoil (2008, 2011, 2021), Chinese mystery snail (2024)
- **Bow Lake** (Northwood): Eurasian milfoil (2005, 2009), Fanwort (2015), Milfoil species (2014), Variable milfoil (2003, 2005)
- **Canaan Lake** (Canaan): Chinese mystery snail (2020)
- **Clough Pond** (Loudon): Variable milfoil (2005)
- **Connecticut River** (Hinsdale): Eurasian milfoil, European naiad (2010)
- **Conway Lake** (Conway): Eurasian milfoil (2014, 2019, 2023), Variable milfoil (2011, 2020), Zebra mussel (2024)
- **Country Pond** (Kingston): Spiny naiad (2021)
- **Crescent Lake** (Acworth): Eurasian milfoil (2003, 2012, 2022), Fanwort (2003), Variable milfoil (2020)
- **Crystal Lake** (Enfield): Water chestnut (2005), Eurasian milfoil (2010, 2019)
- **Deering Reservoir** (Deering): Eurasian milfoil (2013), Variable milfoil (2014, 2019)
- **Dublin Lake** (Dublin): Eurasian milfoil (2016)
- **Eastman Lake** (Graham): Eurasian milfoil (2010, 2018)
- **First Connecticut Lake** (Pittsburg): Variable milfoil (2014)
- **Gilmore Pond** (Jaffrey): Fanwort (2016), Water chestnut (2005)
- **Goose Pond** (Canaan): Eurasian milfoil (2007), Variable milfoil (2009)
- **Granite Lake** (Nelson/Stoddard): Curly-leaf pondweed (2009, 2011), Eurasian milfoil (2011, 2013), Variable milfoil (2011)
- **Grafton Pond** (Grafton): Eurasian milfoil (2019)
- **Great East Lake** (Wakefield): Eurasian milfoil (2006, 2008), Fanwort (2010, 2020), Variable milfoil (2007-2010), (2013, 2018, 2020)
- **Harrisville Pond** (Harrisville): Chinese mystery snail (2019)
- **Highland Lake** (Stoddard): Eurasian milfoil (2005), Variable milfoil (2015)
- **Island Pond** (Stoddard): Variable milfoil (2013)
- **Jeness Pond** (Northwood): Purple loosestrife (2021), Variable milfoil (2005)
- **Lake Francis** (Pittsburg): Variable milfoil (2014)
- **Lake Kanasatka** (Moultonborough) Water chestnut (2022)
- **Lake Massabesic** (Auburn): Fanwort (2013), Variable milfoil (2012, 2014)
- **Lake Monomonac** (Rindge): Curly-leaf pondweed (2004), Eurasian milfoil (2004, 2017), Variable milfoil (2004-2008, 2014)
- **Lake Nubanusit** (Hancock): Variable milfoil (2021)
- **Lake Opechee** (Laconia): Water chestnut (2016, 2017)
- **Lake Ossipee** (Ossipee): Eurasian milfoil (2010), Variable milfoil (2009, 2011-2012, 2016, 2020)
- **Lake Potanipo** (Brookline): Fanwort (2010), Variable milfoil (2010-2012, 2017-2018, 2023)
- **Lake Sunapee** (Sunapee): Eurasian milfoil, (2005-2009, 2015, 2020), Fanwort (2016, 2020), Variable milfoil (2007), Zebra mussel (2017), Curly leaf pondweed (2024)
- **Lake Waukewan** (Meredith): Eurasian milfoil (2003), Variable milfoil (2007-2008), Water chestnut (2018)
- **Lake Wentworth** (Wolfeboro): Variable milfoil (2008)
- **Lake Wicwas** (Meredith): Variable milfoil (2010)
- **Lake Winnepesaukee**: Fanwort (2003, 2007), Eurasian milfoil (2012), Variable milfoil (2004, 2007-2012, 2014, 2015-2019, 2021)
- **Lake Winnisquam** (Laconia): Variable milfoil (2008, 2015, 2016, 2017), Water chestnut seed (2021-2023)
- **Laurel Lake** (Fitzwilliam): Fanwort (2021), Eurasian milfoil (2023)
- **Little Lake Sunapee** (New London): Curly-leaf pondweed (2015), Eurasian Milfoil (2020), Variable milfoil (2011)

- **Lovell Lake** (Wakefield): Chinese Mystery Snail (2022), Variable milfoil (2006-2007, 2013, 2018)
- **Mascoma Lake** (Enfield): Eurasian Milfoil (2020)
- **Merrymeeting Lake** (New Durham): Variable milfoil (2007, 2010-2015, 2018), Water chestnut (2012)
- **Mirror Lake** (Tuftonboro): Chinese mystery snail (2014)
- **Newfound Lake** (Bristol): Curly-leaf pondweed (2015), Eurasian milfoil (2006, 2009-2011, 2014-2015, 2023), Fanwort (2003, 2006, 2013), Variable milfoil (2002, 2006-2009, 2014, 2015), Water Chestnut (2009, 2010), Water naiad (2014)
- **Northwood Lake** (Northwood): Curly-leaf pondweed, Eurasian milfoil (2007), Spiny naiad (2021), Variable milfoil (2008, 2010-2014, 2016-2017, 2021)
- **Nubanusit Lake** (Nelson/Hancock): Curly-leaf pondweed (2009), Eurasian milfoil (2002, 2004), Variable milfoil (2007-2008, 2023)
- **Ottarnic Pond** (Hudson): Chinese mystery snail (2015), Curly-leaf pondweed (2013), Fanwort (2005-2008, 2012-2016), Variable milfoil (2006-2007, 2010-2016)
- **Ossipee Lake** (Ossipee Marina): Variable milfoil (2024)
- **Ossipee Lake** (Rte 25 Pine River): Variable milfoil (2024)
- **Pawtuckaway Lake** (Nottingham): Common reed (2007), Curly-leaf pondweed (2010, 2013-2014), Eurasian milfoil (2009-2015, 2018-2019), Fanwort (2009, 2011), Variable milfoil (2007-2018, 2024), Water chestnut (2008, 2014, 2019)
- **Pleasant Lake** (Deerfield): Eurasian milfoil (2011), Variable milfoil (2004, 2007, 2013, 2016)
- **Pleasant Pond** (Francestown): Curly-leaf pondweed (2009), Eurasian milfoil (2006), Variable milfoil (2011, 2013-2014, 2023)
- **Pow Wow Pond** (Kingston): Chinese mystery snail (2013), Variable milfoil (2013, 2015)
- **Robinson Pond** (Hudson): Chinese mystery snail (2013, 2017, 2020), European naiad (2020), Fanwort (2004, 2006-2014, 2016, 2018), Variable milfoil (2004-2014, 2016-2018), Eurasian milfoil (2012)
- **Silver Lake** (Madison): Eurasian milfoil (2021), Spiny naiad (2022), Variable milfoil (2002, 2004, 2006, 2018), Water chestnut (2019)
- **Silver Lake** (Harrisville): Variable milfoil (2018, 2020)
- **Lake Skatutakee** (Harrisville): Eurasian milfoil (2005)
- **Spofford Lake** (Chesterfield): Eurasian milfoil (2002, 2005, 2008, 2011, 2013), Variable milfoil (2011, 2024)
- **Squam Lake** (Holderness): Chinese mystery snail (2015), Curly-leaf pondweed (2009), Eurasian milfoil (2007), Fanwort (2013)
- **Suncook Lake** (Barnstead): Variable milfoil (2009, 2013)
- **Swanzey Lake** (Swanzey): Variable milfoil (2011), Eurasian milfoil (2012), Water chestnut (2014)
- **Thorndike Pond** (Jaffrey): Variable milfoil (2015)
- **Webster Lake** (Franklin): Curly-leaf pondweed (2012, 2021), Eurasian milfoil (2011-2012, 2014), Fanwort (2010), Variable milfoil (2009), Chinese mystery snail (2018)



Aquatic Invasive Species Infestation

2025 New Hampshire Aquatic Infestations





New Hampshire Infested Waterbodies

New Hampshire Department of Environmental Services Updated March 2024

(Note: This listing does not include the Chinese Mystery Snail, which is documented in several waterbodies statewide.)

Map #	Waterbody (TOWN)	VM	CLP	FW	EM	EN	WC	BE	AC	FR	SWF	WV
21	Arlington Mill Reservoir (SALEM)	X		X		X						
35	Ashuelot River (WINCHESTER)	X										
51	Balch Lake (WAKEFIELD)	X										
97	Baptist Pond (SPRINGFIELD)		X									
58	Barnstead Parade Pond/Suncook (BARNSTEAD/ PITTSFIELD)	X										
84	Beaver Lake (DERRY)	X				X			X			
45	Belleau Lake (WAKEFIELD)	X										
20	Big Island Pond (DERRY)	X		X		X						
15	Big Turkey Pond (CONCORD)	X										
16	Bixby Pond (EPSOM)	X										
54	Brindle Pond (BARNSTEAD)	X										
93	Canobie Lake (WINDHAM)					X						
23	Captain Pond (SALEM)	X				X						
86	Chance Pond Brook (FRANKLIN)	X										
25	Cheshire Pond (JAFFREY)	X										
22	Cobbetts Pond (WINDHAM)	X							X			
39	Cocheco River (ROCHESTER)	X										
29	Connecticut River (CHARLESTOWN)		X		X	X	X			X		
26	Contoocook Lake (JAFFREY)	X										
49	Contoocook River (VARIOUS LOCATIONS)	X										
89	Country Pond (NEWTON)					X			X			
85	Crescent Lake (WOLFEBORO)	X										
46	Crooked Pond (LOUDON)	X										
91	Danforth Pond (FREEDOM)	X										
24	Deer Meadow Pond (CHICHESTER/EPSOM)	X										
28	Flints Pond (HOLLIS)	X										
69	Forest Lake (WINCHESTER)	X										
44	Glen Lake (GOFFSTOWN)	X				X						
87	Gorham Pond (DUNBARTON)	X										
66	Great Pond (KINGSTON)								X			
96	Halfmoon Pond (BARNSTEAD)	X										
32	Highland Lake (ANDOVER)	X										
43	Hopkinton Lake/Dam (HOPKINTON)	X										
55	Horseshoe Pond (MERRIMACK)	X										
60	Jones Pond (Stumpfield Pond) (NEW DURHAM)	X										
64	Kimball Pond (HOPKINTON)	X										
88	Lake Pemigewasset (MEREDITH)	X										
36	Lees Pond (MOULTONBOROUGH)	X										



New Hampshire Infested Waterbodies

Per New Hampshire Department of Environmental Services
March 2024

(Note: This listing does not include the Chinese Mystery Snail, which is documented in several waterbodies statewide.)

Map #	Waterbody (TOWN)	VM	CLP	FW	EM	EN	WC	BE	AC	FR	SWF	WV
14	Little Island Pond (PELHAM)					X			X			
11	Little Suncook River (EPSOM/NORTHWOOD)	X										
70	Little Turkey Pond (CONCORD)	X										
82	Locke Lake (BARNSTEAD)	X										
18	Long Pond (DANVILLE)	X										
30	Long Pond (PELHAM)								X			
52	Mascoma Lake (ENFIELD)				X							
59	Massabesic Lake (AUBURN)	X		X								
81	Massasecum Lake (BRADFORD)	X										
37	Melendy Pond (BROOKLINE)	X										
31	Merrimack River (MULTIPLE TOWNS)	X							X			
57	Milville Lake (SALEM)					X						
33	Mine Falls Pond (NASHUA)	X	X	X	X	X						
76	Monomonac Lake (RINDGE)	X										
80	Mountain Pond (BROOKFIELD)				X							
17	Nashua River (NASHUA)	X	X	X	X	X	X					
48	Naticook Lake (MERRIMACK)	X										
61	Northeast Pond (MILTON)					X						
75	Northwood Lake (NORTHWOOD)	X				X						
79	Nutts Pond (MANCHESTER)							X				
94	Opechee Lake (LACONIA)	X										X
27	Ossipee Lake (Broad Bay) (FREEDOM)	X										
62	Ottarnic Pond (HUDSON)	X	X	X								
19	Otter Pond (GREENFIELD)	X										
78	Oxbow Lake (CANTERBURY)	X										
65	Pawtuckaway Lake (NOTTINGHAM)	X										
74	Pearly Pond (RINDGE)	X										
53	Pemigewasset River (SANBORNTON)	X										
34	Phillips Pond (SANDOWN)	X		X								
68	Pine Island Pond (MANCHESTER)	X										
40	Piscataquog River (GOFFSTOWN)	X										
47	Post Pond (LYME)				X							
67	Potanipo Lake (BROOKLINE)	X										
56	Powder Mill Pond (HANCOCK)	X										
95	Powwow Pond (KINGSTON)	X				X						
71	Robinson Pond (HUDSON)	X		X								
42	Rocky Pond (GILMANTON)	X										
41	Rockybound Pond (CROYDON)		X									



New Hampshire Infested Waterbodies

Per New Hampshire Department of Environmental Services
March 2024

(Note: This listing does not include the Chinese Mystery Snail, which is documented in several waterbodies statewide.)

Map #	Waterbody (TOWN)	VM	CLP	FW	EM	EN	WC	BE	AC	FR	SWF	WV
13	Scobie Pond/Haunted Lake (FRANCESTOWN)	X										
12	Shellcamp Pond (GILMANTON)	X										
10	Silver Lake (TILTON)	X	X									
92	Spaulding Pond (MILTON)	X										
90	Squam Lakes (HOLDERNESS/ASHLAND)	X										
77	Squam River (ASHLAND)	X										
50	St Paul's School Pond (CONCORD)	X										
72	Suncook Lakes (BARNSTEAD)	X										
83	Sunrise Lake (MIDDLETON)	X										
73	Swains Lake (BARRINGTON)	X										
63	Taylor Reservoir (SALEM)	X		X								
38	Turee Pond (BOW)	X										
7	Turtle Pond (CONCORD)	X	X									
2	Upper Goodwin Pond (CONCORD)	X										
9	Wash Pond (SANDOWN)								X			
4	Wentworth Lake (WOLFEBORO)	X										
3	Willand Pond (DOVER)	X										
6	Wilson Lake (SALEM)			X								
8	Winnepesaukee Lake (ALL TOWNS)	X									X	
1	Winnepesaukee River (TILTON)	X	X									
5	Winnisquam Lake (MEREDITH/BELMONT)	X									X	X
TOTALS		81	9	10	6	15	2	1	8	1	2	2

Code	Species Name
AC	Asian Clam
BE	Brazilian Elodea
CLP	Curly-leaf Pondweed
EM	Eurasian Milfoil
EN	European Naiad
FW	Fanwort
FR	Flowering Rush
SWF	Spiny Water Flea
VM	Variable Milfoil
WC	Water Chestnut
WV	Water Violet

Position Summary:

Lake Hosts are an important part of preventing the spread of aquatic invasive species in New Hampshire. Lake Hosts are not enforcers of local or state ordinances, rules, or laws. They represent NH LAKES and the local group participating in the Lake Host Program. They staff local boat access sites to teach the public about prevention methods and train boaters to remove plants and animals from boats, trailers, and gear. They also gather critical boater data for the state. They may be hired by NH LAKES as a seasonal employee or serve as a volunteer from the local community.

Essential Responsibilities:

- Appear in uniform and greet all arriving and departing boaters and visitors.
- Conduct voluntary boat and trailer inspections with boaters' permission. Follow protocols for removing aquatic plants and animals from boats and trailers and submitting photos for identification.
- Collect and enter boater survey data neatly into the field app provided by NH LAKES.
- Educate and encourage boaters to practice the "Clean, Drain, & Dry" method for preventing the spread of aquatic invasive plants and animals and hand out informational brochures and NH LAKES decals.

Knowledge, Skills, and Abilities:

- Able to conduct a visual and tactile examination of all exterior surfaces of boats and trailers.
- Comfortable interacting with strangers; professional, friendly, polite, and has a sense of humor.
- Task-oriented, self-motivated, and able to deal with 'down time' productively.
- Equipped to work outside safely in a variety of weather conditions.
- Committed to providing fact-based information about aquatic invasive species prevention.
- Minimum age: 18. Exceptionally mature and independent 16- and 17-year-olds may be considered.

Working Relationships/Accountability:

- A paid Lake Host is a NH LAKES employee working at a host site of a local organization participating in the program.
- Collect data and suspicious plant or animal photos and submit through the Survey123 field app.
- Responsible for accurately completing and submitting their timecard by the last Sunday in each pay period, as directed by NH LAKES.





Lake Host Program

Lake Host Position Description

Salary, Benefits, Work Hours, and Location:

- This position is temporary/seasonal, and the individual provides their work location preference. This is a strictly outdoor position that runs roughly from May to October.
- This position pays no less than \$10/hour. Start and end dates, hourly pay rates, and weekly hours vary by site location. NH LAKES does not authorize work over 40 hours in one week. This includes hours worked for multiple Lake Host partner groups.
- This position is not eligible for NH LAKES health insurance benefits. Employees projected to earn more than \$5,000 in a fiscal year may elect to participate in the NH LAKES retirement plan, through which NH LAKES will match the employee's payroll contributions up to 3%.
- NH LAKES must approve work or volunteering with multiple groups.

Organization Information:

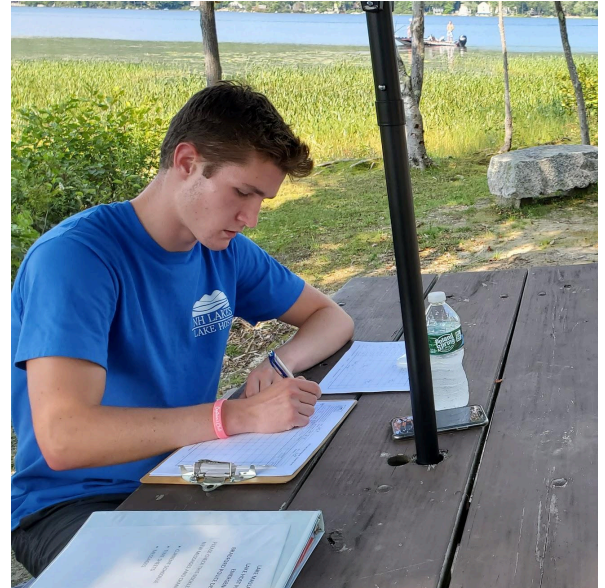
The mission of NH LAKES is to restore and preserve the health of New Hampshire's lakes. We work with partners, promote clean water policies, and inspire the public to care for our lakes. Founded in 1992, NH LAKES is a statewide, publicly-supported, and grant-funded 501(c)(3) nonprofit organization. The Lake Host Program is a collaborative effort between NH LAKES, the New Hampshire Department of Environmental Services, and local partners to prevent the spread of invasive aquatic plants and animals in New Hampshire's waterbodies.

Position Summary:

A Local Manager is an employee of NH LAKES who assists the group's Local Coordinator with data management and administration of the Lake Host Program. The minimum age for this position is 18.

Essential Responsibilities:

- Ensuring all boater survey and volunteer match data are submitted in a timely manner through the online portal provided by NH LAKES.
- Notifying the local program coordinator or individual lake hosts when improvements to data collection are needed.
- Following protocols for collecting boater surveys, volunteer match, entering data, and approving timesheets.
- Performing related duties as assigned by the Local Coordinator and approved by NH LAKES.



Knowledge, Skills, and Abilities:

- Experienced as a Lake Host or will be a Lake Host this season.
- Strong data entry skills or is willing to learn.
- Work independently to accomplish tasks efficiently and on time.
- Access to a computer and strong internet connection (or is willing to use a computer at the local library).
- Committed to checking email regularly.
- Committed to providing data entry reporting to the local leadership and NH LAKES biweekly for the Lake Host season.

Salary, Benefits, Work Hours, and Location:

- This position is temporary/seasonal.
- This position pays no less than \$10/hour. Start and end dates, hourly pay rates, and weekly hours vary by site location. This is a strictly outdoor position that runs roughly from May to October.
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Lake Host Behavior Expectations

Here, you will find answers to common questions regarding appropriate conduct while enjoying the beautiful natural surroundings of our lakes. Whether you're a seasoned Lake Host or in your first year, this document aims to clarify how to prepare for your summer with success!

Be safe: Follow all recommended safety procedures outlined in this manual and training sessions.

Be comfortable: Dress in layers and bring rain gear, a chair, water, bug spray, sunscreen, and an umbrella for the sun if your ramp doesn't have shade—and don't forget snacks!

Be organized: Submit your boater survey data and timecard after every shift.

Be alert: Pay attention to the weather, boat traffic, and people. Napping, sunbathing, or swimming when working or volunteering is unacceptable. Waiting in an automobile is inappropriate unless the weather is rainy or if an extenuating circumstance has been discussed and approved by NH LAKES.

Be observant: Thoroughly check all arriving and departing boats for plants, animals, and debris. Other states may still need aquatic invasive species prevention programs and may have more severe invasive species problems than we do. Pay extra attention to out-of-state boats.

Be encouraging: Urge boaters to inspect their boats, trailers, and gear every time they enter and leave a waterbody. Listen to a boater's concerns.

Be professional: Lake Host shirts are mandatory and must remain on and visible while on duty. While interacting with the boater, take off your headphones and do not use your phone unless you are using it to record boater survey data.

Be independent: Don't let friends and family distract you from giving your shift your full attention. Complete your paperwork and duties without needing to be reminded by your local coordinator.

Be prepared: Make sure you have a supply of survey sheets, a pen, or if you are using a mobile device for data recording, a fully-charged battery for your shift, and a good understanding of how to submit your survey data and photos of your suspicious specimens! If you have a question, know where to access your manual.

Be understood: Speak clearly and slowly when talking with the public so they understand the importance of protecting the lake! If a boater does not wish to speak with you, don't force it; inspections are 100% voluntary. Remind them to take the time to clean, drain, and dry to protect the lake they love, and wish them a good day.

Be in touch: Have a cell phone/know where the nearest phone is. Have the phone numbers of your local coordinator, NH LAKES, and the police saved in your contacts.

Be inspiring: Serving as a Lake Host is important to work! You are saving lakes!



I. Overview

These policies intend to ensure all Lake Hosts' fair and consistent treatment. They are in place to foster an atmosphere of mutual respect, non-discrimination, and trust based on clear lines of authority, responsibility, and accountability. None of the policies or guidelines are intended to give rise to contractual rights or obligations and are subject to modification by NH LAKES at any time. NH LAKES is an equal opportunity employer and will not tolerate any form of unlawful discrimination. Lake Hosts are "at-will," and NH LAKES or the Lake Host may terminate the relationship at any time.

II. Performance & Conduct

- Lake Hosts will be neat and wear their NH LAKES uniform while on duty.
- Lake Hosts will promptly greet all launch site visitors and remain visible, alert, and accessible while boaters and other visitors are at the launch site. No sitting in a vehicle unless pre-approved by NH LAKES due to safety/weather concerns or medical issues.
- Lake Hosts will not attempt to enforce compliance with any applicable laws, rules, or ordinances, deny boater access to the waterbody, or threaten to report people for potential violations.
- Personal electronic and communication devices, if not being used for data collection, will remain away while boaters or visitors are at the launch site to maintain a professional and attentive appearance.
- Lake Hosts who will be late or absent for a shift will contact their local supervisor immediately regarding their lateness or intended absence unless approved prior.
- Lake Hosts will check in with their supervisor before the start of a shift if adverse or unsafe weather conditions are forecasted for the shift. Lake Hosts will contact their supervisor if adverse or hazardous weather conditions occur while on duty.
- The manufacture, distribution, dispensation, possession, or use of alcohol or a controlled substance while on duty or in uniform is prohibited. NH LAKES is a smoke-free work environment, including outdoor workplaces, meaning Lake Hosts will not smoke while working.
- Lake Hosts will adhere to a violence-free workplace and will not act, appear, or speak in a threatening manner.
- If threatened by a boater, member of the public, an official, or anyone else, Lake Hosts will leave the premises and notify their supervisor immediately.

III. Disciplinary Policy

- NH LAKES reserves the right to determine and implement what it believes is an appropriate response to Lake Host misconduct. If an individual feels inappropriate corrective action has occurred, they are encouraged to discuss the grievance with NH LAKES.
- NH LAKES will determine if corrective action is necessary and what action to take. This will be based on factors such as the severity of the offense, the Lake Host's conduct history, the impact on NH LAKES, the public, and other Lake Hosts, and any mitigating or aggravating circumstances.
- If NH LAKES determines that an offense is severe enough to warrant immediate discharge or that corrective measures are inappropriate, these corrective actions will not apply.



IV. Health & Safety

Weather Exposure Lake Hosts may experience extreme heat/cold, direct sun, mosquitos, wind, rain, snow, or a combination of these elements.

- Lake Hosts are responsible for being prepared to work outdoors safely. They are encouraged to take precautions necessary to manage these conditions (i.e., sunscreen, umbrella, bug spray, drinking water, hand sanitizer, etc.).
- Heat stress is a condition wherein the body's temperature-regulating system becomes overloaded. [It is OSHA recommended that employees drink a cup \(8 fl. oz\) of water approximately every 20 minutes before and during extreme heat or direct sunlight to ensure they are hydrated through work.](#) Lake Hosts should sit in shaded areas as needed. Use sunblock, a hat, or a sun umbrella to protect yourself from the sun.
- Heatstroke is a life-threatening form of heat stress where the body's temperature-regulating mechanisms no longer function, accompanied by high fever and the inability to sweat. If you experience this condition, seek medical attention immediately.
- Hypothermia is abnormally low body temperature, accompanied by shivering, slow, shallow breathing, and/or drowsiness. If you experience this condition, seek medical attention immediately.
- In non-life-threatening situations, if adverse conditions are present at the worksite, a Lake Host must reasonably attempt to confer with their local supervisor before leaving their shift early. Lake Hosts should not 'wait out' an adverse weather event at the private residence of their Local Coordinator or another local group representative.

At Boat Ramps

- Lake Hosts may work in isolated areas and should leave their worksite immediately if they feel unsafe (due to weather, strangers loitering, encounters with wild animals, etc.). They must notify their local supervisor as soon as possible.
- Lake Hosts may not engage in potentially dangerous activities while on duty (including, but not limited to, throwing balls for dogs, directing traffic, launching boats, fishing, or swimming). Inadvertent accidents or exposure to pollutants could occur.
- Lake Hosts should refrain from distractions and not entertain/care for friends, family, or pets while on duty at the ramp.
- Lake Hosts should refrain from confronting an angry or uncooperative boater. Lake Host safety is more important. Always back away from an uncomfortable or potentially dangerous situation. Lake Hosts are not enforcement officers.
- Bathroom facilities may not be available at the worksite. If reasonable bathroom facilities are unavailable onsite, Lake Hosts can leave the worksite to use the nearest public restroom and will be paid for this short time. Lake Hosts should inquire with their Local Coordinator where the nearest public restroom is located. Lake Hosts should not enter the private residence of a supervisor or local group representative to use their bathroom.
- Lake Hosts are responsible for immediately reporting injuries they sustain to their supervisor, even if they appear minor. Failure to do so may result in loss of workers' compensation benefits.
- In the case of an ongoing or suspected cyanobacteria bloom, Lake Hosts should avoid contact with the water. Please report photos of suspected cyanobacteria blooms to the New Hampshire Department of Environmental Services by texting the hotline at (603) 848-8094.

During Inspections

- Lake Hosts may not help boaters launch or take their boats out of the water.
- Lake Hosts may not direct traffic at the ramp or instruct boaters where to park their vehicles.
- Lake Hosts should stand to the side of the boat and trailer when conducting inspections where the driver can see them.
- If bending for an inspection, Lake Hosts should avoid making sudden jerking or twisting motions to avoid injury. If you need to change direction, don't move from the waist or knees; move your feet instead.
- NH LAKES can make reasonable accommodations for a Lake Host with mobility issues to receive an extendable inspection mirror. Please notify us at lakehost@nhlakes.org.

V. In Case of Emergency *NH LAKES must be notified of ANY injury sustained by NH LAKES staff, visitors, volunteers, program participants, etc., while on NH LAKES premises or in the conduct of NH LAKES matters.*

- Seek immediate medical attention if you become injured while serving as a Lake Host. Notify your Local Coordinator and NH LAKES as soon as possible.
- If you are a Lake Host employee, you are covered under the NH LAKES workers' compensation policy.
- All Lake Host volunteers and employees must follow the instructions on their "Incident Reporting Card" and always keep it with them.
- If an emergency occurs, Lake Hosts should call 911. NH LAKES recommends Lake Hosts in isolated areas work in pairs.

VI. Harassment

- Lake Hosts are entitled to a safe workplace that is free of harassment.
- Harassment consists of unwelcome verbal, physical, or visual conduct.
- Lake Hosts are responsible for respecting the rights of all, including, but not limited to, management personnel, co-workers, boaters, state agency staff, and the public.
- There is no requirement to follow any formal chain of command when filing a harassment complaint. Issues or incidents can be shared with the local supervisor, staff of NH LAKES, or NH LAKES President.
- NH LAKES employs a zero-tolerance policy concerning unlawful harassment of any type, regardless of position or rank within the organization, as well as that of boaters, visitors, etc. This policy applies to all incidents of alleged harassment, including those that occur off-premises or off-hours, where the alleged offender is a supervisor, coworker, or non-Lake Host with whom the Lake Host is involved or indirectly in a working relationship.
- All harassment complaints will be taken seriously, addressed with discretion, investigated promptly, and kept confidential to the maximum extent possible.

VII. Whistle Blower Protection Policy

- NH LAKES encourages all Lake Host employees to bring instances of improper conduct by a Lake Host employee or volunteer, Local Coordinator, or other representative of a local group to the attention of the NH LAKES Lake Host Program Coordinator, Director of Programs, or President. Improper conduct could include, but may not be limited to, sharing personal or job performance information about Lake Hosts employees with others, unethical or unprofessional behavior, waste, fraud, or financial impropriety.
- Any complaint shared with NH LAKES will be considered an opportunity to address a problem and all complaints will be investigated.
- Retaliation in any manner against an employee or volunteer of NH LAKES who reports improper conduct will not be tolerated.

VIII. Compensation & Benefits (Employees Only)

- If a Lake Host quits or is fired, all wages due will be paid in accordance with the law (RSA 275:44).
- Biweekly pay periods begin on a Monday and end fourteen consecutive days later on a Sunday.
- Lake Hosts are responsible for completing and submitting their timesheet to their local supervisor at the end of the pay period.
- All Lake Host compensation is subject to payroll tax deductions as applicable statutory provisions require. Lake Hosts may be hired to work up to 40 hours per week and are paid by the hour. All hours worked over 40 per week by a Lake Host must be pre-approved by your local coordinator and NH LAKES, and will be paid at an overtime basis of 1.5 times their regular hourly rate (RSA 279:21, VIII). **Only under extreme circumstances will NH LAKES authorize work over 40 hours in one week. This includes hours worked for multiple Lake Host partner groups.**
- A Lake Host who reports to the location for work must be paid for at least two hours if a shift is canceled without prior notification or if unsafe weather conditions or safety issues cause the Lake Host to leave the site (RSA 275:43-a). NH LAKES will compensate Lake Hosts who report to their location and their shift is canceled, for the minimum shift requirement of two hours of work.
- If working five or more consecutive hours, Lake Hosts may choose to take a 30-minute unpaid eating break. Lake Hosts on an unpaid eating break are expected to cover their NH LAKES uniform so the public doesn't assume they are actively on duty. Lake Hosts may choose to eat while performing job duties and to be paid for that time, provided that eating does not interfere with the execution of job duties (RSA 275:30-a).
- Due to labor regulations, paid Lake Hosts may not volunteer time unpaid to do the same job within the same calendar year. Volunteer Lake Hosts may not switch to being paid employees within the same calendar year.
- Lake Hosts 16 or 17 years old may not work after eight p.m., before six a.m., or for more than six consecutive days and must have a signed youth employment form before beginning work.
- Lake Hosts can use their personal electronic and communication devices to collect data in the field. Devices may be used in airplane mode to avoid using cellular data. Lake Hosts are responsible for any cost or damages incurred on their devices.

What Are Aquatic Invasive Species?

Aquatic invasive species are non-native plants and animals that are a big problem for our lakes in New Hampshire! Their populations can grow fast, they lack natural predators, and ultimately impact our lakes and their native food webs. These aquatic invasive species can spread into the lakes we love by hitchhiking on boats, trailers, recreational gear, or sometimes through improperly disposed aquariums. Aquatic invasive species can hinder recreational activities, hurt the economy, and cause safety issues.

We have both aquatic invasive plants and animals in New Hampshire. Once established, aquatic invasive plants are extremely hard to eliminate. The cost of management practices can be high, sometimes hundreds of thousands of dollars. Preventing their introduction is the most cost-effective measure to address these problematic species.

What Aquatic Invasive Species Threaten Our Lakes?

Curly-leaf pondweed (*Potamogeton crispus*)

Curly-leaf pondweed, with its wavy edges resembling lasagna noodles, thrives in the cold water temperatures of New Hampshire's early spring. It can form densely packed plant beds and sometimes grow tall enough to lay thickly across the water's surface, disrupting native plant growth, reducing fish habitat diversity, and hindering recreation. Spread of this invasive species occurs via fragmentation, seeds, and turions (or dense, small packets of leaves). While the seeds can spread between waterbodies by waterfowl, boats, and recreational equipment are the primary culprits of continued and new infestations. The original (parent) plant typically dies back by mid-season in New Hampshire, often causing water quality concerns.



Fanwort (*Cabomba caroliniana*)

Fanwort has lacy leaves that resemble little fans coming off each side of the stem. When looking at fanwort from the water's surface, it can look like little pom poms closely stacked up the stem. Fanwort can grow as fast and robust as invasive milfoil (see below). In late summer, fanwort produces small white or pink flowers sometimes accompanied by tiny, diamond-shaped leaves floating at the water's surface. Banned in New Hampshire since 1999, it disrupts recreational activities and water uses.



Hydrilla (*Hydrilla verticillata*)

Hydrilla has distinct whorls of slender, serrated leaves arranged around the stem. Five leaves are typically observed in each whorl but have been seen in groups of three to eight. Hydrilla can not only form dense mats from the lake bottom to the surface, it can quickly spread throughout our waterways via fragments, tubers, turions (dense little packets of leaves for overwintering), or seeds. Infestations of Hydrilla can lead to significant ecological and economic damage by crowding out native vegetation and habitat, inhibiting water draws, hindering navigation, and reducing water quality.



Hydrilla

Milfoil (*Myriophyllum heterophyllum*, *M. spicatum*)

Two types of milfoil are considered invasive in New Hampshire: Eurasian watermilfoil and variable watermilfoil. Milfoil has wispy, feather-like leaves that are whorled around the stem (kind of like a squirrel tail). It can grow as deep as the sun will reach, with blooms at the tip of the plant that look like little green and red church steeples above the water's surface. Invasive milfoil, especially variable watermilfoil, typically blooms by late June or July in New Hampshire. Invasive milfoil can grow very fast, overtaking native plants and reducing native habitat diversity. All it takes is a small piece of this plant—it can produce roots anywhere along its stem! Like hydrilla, infestations in our lakes can lead to significant ecological and economic damage.



Milfoil

Spiny naiad (*Najas minor*)

Spiny naiad, also called brittle naiad or European naiad, can grow in large tumbleweed-like tufts lightly rooted in the lake bottom. Its leaves are thin and small, with distinctly spiny edges, and the leaves themselves bend backward off the stem. When mature, spiny naiad breaks apart easily, allowing pieces to stick to boats, trailers, and other equipment. Its small seeds can also stick to waterfowl, be eaten by waterfowl, or be taken up by bilge water. It is a durable and hard-to-manage invasive aquatic plant.



Spiny naiad

Water chestnut (*Trapa natans*)

Water chestnut, also called European chestnut, isn't the same Chinese chestnut that we eat. From the surface, water chestnut floats similar to waterlilies but appears as a layered wheel of shield-like leaves. When it matures, water chestnut produces many large, spiny seeds (or nutlets) hidden under the leaves. Each plant can produce up to 20 nutlets! The nutlets ripen and drop from the parent plant, sinking into the nearby lake bottom to germinate when growing conditions are right. Just one nutlet can produce multiple floating wheels in one year. Water chestnuts quickly take over a waterbody and densely mat the surface, reducing light, oxygen levels, and native plant growth. The nutlets can spread between waterbodies by sticking to recreational gear, like carpeted boat trailers, tires, or waders. Once introduced, the impacts of water chestnut on aquatic life can be severe.



Water chestnut

Asian clam (*Corbicula fluminea*)

Asian clams are small, round mollusks with distinct ridges on their dark-colored shells. In one year, a single clam can produce thousands of babies, often self-fertilizing. According to New Hampshire Department of Environmental Services, Asian clam populations can exceed 5,000 clams per square meter, disrupting food webs and clogging water intakes. They grow so prolifically in places that they can make the water more habitable for themselves by calcifying the water column. They compete with native mussels and microbiota spatially and compete for the same food source. As they burrow into the sediment, they stir up phosphorus, which can cause algal blooms.



Asian clam

Chinese mystery snail (*Cipangopaludina chinensis*)

Mystery snails are characterized by their large, globular shells, typically ranging from two to three inches in diameter. These snails can die off in large numbers, littering beaches and shoreland. These freshwater snails have prolific reproductive capabilities, a lack of natural predators, and an ability to adapt to various aquatic habitats. Identifying Chinese mystery snails is essential for effective management and control efforts, as their presence can be confirmed through their relatively large size, and preference for slow-moving freshwater environments such as ponds, lakes, and streams.



Mystery snail

Spiny water flea (*Bythotrephes longimanus*)

The spiny water flea is a small, aquatic crustacean about half an inch long—more than ten times bigger than native water fleas, such as *Daphnia*. It has a long tail with sharp spikes that protect it from predators, and are an unfit and potentially dangerous food source for small fish. This non-native organism is a problem of concern for recreational fishermen and the local food web. It takes away food and space from native zooplankton, which can leave fish to starve. The spikes also get stuck on fishing gear, forming sticky clumps. Eggs can survive in fish stomachs and on fishing gear, which makes it easier for them to spread to new places quickly.



Spiny water flea

Zebra mussels (*Dreissena polymorpha*)

Zebra mussels are tiny mollusks, about the size of a pistachio and smaller, with patterned light and dark stripes. They start reproducing when one year old and can make 30,000 to 1,000,000 new mussels each year! Their young (veligers) can travel in even just a drop of water, so draining and drying live wells and holding tanks is just as important as cleaning the outside of your boat. Adult zebra mussels can live a week or longer out of water, attached to boats or equipment, and longer in contaminated water. Zebra mussels build up layers of barnacle-like shells several feet thick, and use a specialized connective mechanism, called byssal threads, to securely attach themselves to a wide variety of surfaces like pipes, boat hulls, launch structures, and docks. Even though they have not been found in New Hampshire, they are in some of our neighboring states.



Zebra Mussel



Laws About Aquatic Invasive Species

What You Need to Know

What Are Our Laws Surrounding Aquatic Invasive Species?

The Lake Host Program educates boaters and offers courtesy boat inspections. Lake Hosts are not enforcers and do not “report” boaters who refuse an inspection or do not comply with the law. You can offer this information to the public if you feel comfortable doing so—it’s one of the reasons why the Lake Host Program is so helpful to boaters; you are helping them protect the lake while helping them avoid fines!

All recreational boaters must:

- Clean off all mud, plants, animals, and debris from their boat, trailer, and equipment.
- Drain motors, bilges, live wells, ballast tanks, storage compartments, and gear.
- Open/remove all drain plugs and drain all compartments and gear (where runoff won’t flow back into the water) before leaving the ramp and leaving it open while trailering (i.e. while driving down the road).
- Use available tools at access sites on boats, trailers, and gear to prevent the spread of invasive species.



NH RSA 487:16-a Exotic Aquatic Weed Prohibition

No exotic aquatic weeds shall be offered for sale, distributed, sold, imported, purchased, propagated, transported, or introduced in the state.



NH RSA 487:16-b Exotic Aquatic Weed Penalties

It shall be unlawful to offer for sale, distribute, sell, import, purchase, propagate, negligently transport, or introduce exotic aquatic weeds into New Hampshire waterbodies. Any person engaging in such an activity shall be guilty of a violation.

NH RSA 487:16-c Transport of Aquatic Plants or Exotic Aquatic Weeds On Outside of Boats, Vehicles, and Equipment

No person shall negligently transport any aquatic plants or plant parts or exotic aquatic weed or weed parts to or from any New Hampshire waters on the outside of a vehicle, boat, ski craft as defined in RSA 270:73, trailer, or other equipment.



NH RSA 487:16-d Draining of Water Conveyances

- When leaving the state's waters, a person shall drain their boat and other water-related equipment, including live wells and bilges.
- Drain plugs, bailers, valves, or other devices used to control water draining from ballast tanks, bilges, and live wells shall be removed or opened while transporting boats and other water-related equipment if the vessel is so equipped.



Laws About Aquatic Invasive Species

What You Need to Know

NH RSA 487:16-e Use of Best Available Technology at Public Boat Access Sites

- Public boat access facility owners, such as state agencies and municipalities, may provide various technologies including, but not limited to, garden hoses, cleaning tools or units, and decontamination units at their access sites for cleaning, draining, drying, or decontaminating boats, trailers, and aquatic gear to prevent the spread of aquatic exotic invasive species.
- Before entering and after exiting the waterbody through a boat access facility, boaters using public boat access facilities shall use the clean, drain, dry, or decontamination technology made available at that site when such technology is available, without cost and not otherwise restricting access to the public waterbody.

NH RSA 487:16-f Penalties

Any person who violates RSA 487:16-c through 487:16-e shall be guilty of a violation punishable by a fine of \$50 for a first offense, \$100 for a second offense, and \$250 for any subsequent offense. The authority to enforce these sections shall extend to all peace officers in New Hampshire.

RSA 207:14 Prohibited Species – Importation, Possession, and Release

No person shall import, possess, sell, exhibit, or release any live marine species or wildlife, or the eggs or progeny thereof, without first obtaining a permit from the New Hampshire Fish and Game Department Executive Director. No person shall be issued a permit to import (*Fis 803.03 & Fis 803.04(b)*), possess (*Fis 804.03*), or release (*Fis 805.01*) designated prohibited wildlife.

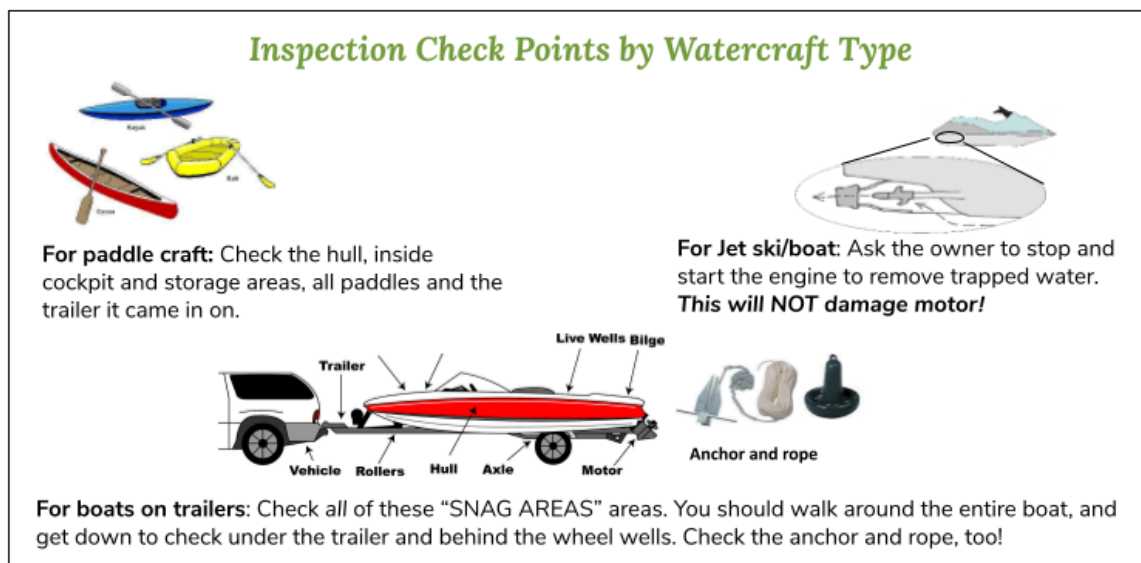
How Can Boaters Prevent the Spread of Aquatic Invasive Species?

CLEAN: Visually inspect boats and trailers before entering *and* leaving the water. Remove and dispose of all plants, animals, mud, and other debris. Inspect all live wells, recreational gear, fishing gear, pets, and anchors. Dispose of unused bait and unwanted fish parts in a trash can. *Cleaning is the law!*

- **If the hull of a boat feels sandpapery, there may be zebra mussel growth on the vessel.** Visit the nearest boat-friendly car wash to clean the boat, trailer, and gear with high-pressure hot water. If a car wash is unavailable use eco-friendly boat soap, and water from the hose.
- **Inspecting jet-powered craft:** Personal watercraft have a jet drive system requiring extra precautions. Invasive species can become stuck in the jet drive system and get transported from one waterbody to another.
 - Start and run the engine for a second or two to blow out any excess water and debris. (*Check that no one is standing directly behind the watercraft and that expelled water won't flow directly into the lake*). After the engine stops, pull out any plants or other debris still in the steering nozzle and inspect the water intake for plant fragments.

DRAIN: Open all drain plugs and drain water from the motor, bilge, live wells, ballast tanks and bags, fishing gear, bait buckets, and other locations where water collects. Keep all drain plugs open/out while trailering between waterbodies. Draining should occur away from the lake and not on the ramp to prevent the drain water from flowing back into the lake. Put drain plugs back in before launching again. *Draining is the law!*

DRY: Allow boats, trailers, and recreational gear to dry for at least five days before using again. Visit a boat-friendly car wash before launching into another waterbody if the last one was infested or if a five-day drying time is not possible.





How to Conduct a Successful Inspection

Lake Hosts are the first friendly faces a visitor sees when arriving at a boat launch area. The visitor recognizes you as someone 'official' because you are wearing your official Lake Host shirt or sweatshirt. Approach everyone who visits the ramp confidently and with a positive attitude.

Inspect ALL boats arriving to and departing from the water, following the instructions provided in this section. Inform everyone about aquatic invasive species and what they can do to protect the lake. Everyone loves the lake, which is the greatest thing we all have in common!

Collecting high-quality survey data is an important aspect of the Lake Host Program. All boater survey information collected is compiled and stored in a digital database. The Local Coordinator may elect to have Lake Hosts enter survey data directly into a mobile device using the Field App created by NH LAKES or have Lake Hosts fill out paper survey sheets to catalog digitally later.

Simple Steps for Conducting Successful Inspections

Before starting your inspection, be sure to have the following fields filled out on your paper survey or in the Field App:

Group Name / Access Site: Enter the partner group you are working with and the body of water where you are stationed.

Lake Host Name: BE CONSISTENT, first initial and last name with no space.

Date: Enter the date that you conducted the inspection.

Time Block: Select the period during which you conducted the inspection.

Launching or Leaving: If you inspect a boat as it ARRIVES to launch, write an "A." If you inspect a boat as it is DEPARTING or leaving the launch, write a "D."

Boater Question: Has the boater previously interacted with a Lake Host? Ask the boater if they have met a Lake Host before!

Boater Question: What is the boater's primary activity? Ask the boater how they plan to use the waterbody. Examples of use are general recreation, fishing, maintenance, or research.

Boater Question: Can we count on you to clean, drain, and dry even when a Lake Host is not present? Lake Hosts ask this question to encourage boaters to adopt these practices.

Always introduce yourself to visitors and explain why you are at the ramp:

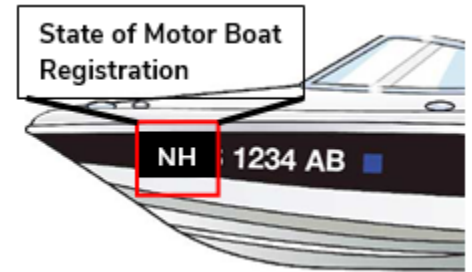
"Hello! I'm [your name] with the [local lake association], working with NH LAKES to help prevent the spread of aquatic invasive species. Invasive species like milfoil and Asian clam can wreak havoc on the natural balance of our lake, making activities like boating, fishing, and swimming unsafe and jeopardizing property values and the local economy.

But don't worry! I can show you the clean, drain, & dry method to stop these pesky invaders in their tracks. Plus, I'll conduct a courtesy boat inspection and remove any plants on your gear, trailer, or vessel for free. Let's work together to keep our waters healthy and thriving."

How to Conduct a Successful Inspection

Greet people with a smile!

- **For boats ARRIVING from the road:** “Welcome to the lake!” Approach the boater before they begin backing down the ramp.
- **For boats DEPARTING from the water:** “How was it out there?” Allow the boaters time to pull their boat out of the water and pull off the ramp before approaching them.
- Ask the boater for permission to inspect their boat. You can always reassuringly say, “I know you are in a hurry—it will only take a couple of minutes, and you’ll be out on the lake (or on the road) in no time!”
- If they are out of state and record their response to your survey.
- Observe the type of boat:



- **For MOTORIZED boats:**
 - Observe and record the **state** of motorboat registration. When a boater arrives to launch their boat, ask them for the name of the last lake they were in. Be sure to note which state the waterbody was in! When using the field app, the STATE of the last waterbody visited must be entered first.
 - Example:** NH, ME, etc. If you don’t see the state in the drop-down in the Field App, choose “OTHER” and free-type the state’s name.
 - **Ask if the boat has a ballast tank or bag.** A ballast tank (or bag) is filled with water to make the boat heavier and create larger waves for wake surfing. Record the answer.
- **For NON-MOTORIZED boats:** Do not record the state of registration.
- **Unsure?:** Politely ask the boater if the boat has a motor. Small trolling motors are common in sailboats and canoes.
- **Perform a thorough inspection using the following checklists for all boaters ARRIVING from the road or DEPARTING off the lake.**

When a boater tells you the name of the last New Hampshire waterbody (or next potential waterbody) their boat was in...

Check the INFESTED WATERBODIES list in this manual to see if that lake has an aquatic invasive species!

Let the boater know what the status is so that they can be extra diligent when they “Clean, Drain and Dry” to prevent spreading invasive species from that waterbody.

How to Conduct a Successful Inspection

For boats ARRIVING from the road:

"I'm here to help you protect the lakes you love from invasive species. Do you mind if I quickly check your boat, trailer, and gear for hitchhiking plants or animals before you launch?"

- ✓ Run your hand along the hull while you walk a complete circle around the boat. If the hull of a boat feels sandpapery, there may be zebra mussel growth on the vessel. Encourage the boater to visit the nearest boat-friendly car wash to decontaminate with high-pressure hot water. **Do not prevent them from launching.**
- ✓ Check underneath the trailer, on the carpet, and any snag points for plants or animals. Check the license plate area, trailer lights, wheel wells, motor, propeller, and anchor line. **Do not reach into a boat without permission.**
- ✓ Ask the boater what lake or waterbody the boat visited last and record this information on your boater survey sheet or in the Field App.

STATE/TOWN of the Last Waterbody this Boat Visited:

When a boater arrives to launch their boat, ask them about the last lake they were in. Be sure to note which state/town the waterbody was in for accuracy! When using the Field App, the STATE of the last waterbody visited must be entered first. **Example:** NH, ME, etc. If you do not see the state in the drop-down, choose "OTHER" and free type.

NAME of the Last Waterbody this Boat Visited:

Once you have noted the state/town of the last waterbody, carefully record the NAME of the waterbody. When using the Field App, you should start typing the most specific part of the waterbody name first and then select from the drop-down list. **Example:** Start typing "Winnepesaukee" instead of "Lake Winnepesaukee" for better results. If you don't see the waterbody in the drop-down, choose "OTHER" and free type. Don't be afraid to ask the boater how to spell the waterbody name!

- ✓ Use friendly conversation to collect answers to the "Clean," "Drain," and "Dry" sections of the boater survey.

You Found Something Suspicious On The Boat!

...NOW WHAT?

Nice job! Let the boater know that there is something on the boat and **ask for their permission to remove it.**

Always speak carefully and without blame when removing specimens.

Does it look suspicious up close?

YES! Inform your local coordinator—they will decide whether or not to submit it for identification. Or, use the field app to submit a high-quality photo!

Gently remind the boater that, by law, boats must arrive to a launch free of plants, animals, and debris. **Check the boat again with the boater to make sure nothing was overlooked.**

NOPE! If it is obviously a maple leaf, lily pad, etc., dispose of it in an area where it will not wash back into the lake.

How to Conduct a Successful Inspection

Cleaned: Ask the boater, “Have you cleaned your boat since leaving ____?” This includes using a hose or visiting a car wash. Cleaning is the law in New Hampshire. Some boaters may not know that!

Drained: Ask the boater, “Have you drained all the water out of your boat and recreational gear since then?” This includes pulling the drain plug (and leaving it out while in transit), emptying all compartments holding water in motorboats, flushing water out of personal watercraft, and sponging out paddle craft. Draining is the law in New Hampshire, so be sure to help boaters by sharing this important information!

Dry: Ask the boater, “Has your boat been dry or out of water for **five days** since the last time you used it?” Studies show that it takes at least this long to kill hitchhiking plants or animals hiding in hard-to-reach places. Sometimes, boaters don’t like to wait that long. Be sure to let them know about the nearest boat-friendly car wash location where they can access a high-pressure hot water wash. They can also use a hose and towel at home if there are no other options.

- ✓ When you have completed your survey and finished performing the inspection, always thank boaters for their time. Don’t forget to wish them well on the lake and offer a brochure and decal.

For boats DEPARTING from the water:

“I hope you had a great time on the lake! I’m just here to help prevent the spread of invasive species. Do you mind if I quickly check your boat and trailer for hitchhikers once you get situated?”

- ✓ Get down and check underneath the trailer, on the carpet, and any snag points for plants or animals. Check the license plate area, trailer lights, wheel wells, motor, propeller, and anchor line.
- ✓ Remove all vegetation and debris with the boater’s consent. Submit all suspicious specimens for identification, and then dispose of vegetation and debris in the trash. Get permission before reaching into a boat!

Example: “Have you had a chance to drain your boat—livewells, motor, bilge, storage compartments, ballast tanks/bags— before coming to this ramp?”

Boater says “YES”: Thank you! Has your boat has been drained and the drain plug has been open/out since the last waterbody? The law requires boats to be drained before leaving the ramp and that all drain plugs are open or out during trailering. Before launching, please don’t forget to put the drain plug back in and make sure it is closed.”

Boater says “NO” or “I DON’T KNOW”: “Thanks for letting me know. Please open all the drain plugs and tilt the motor up to avoid spreading invasive animals into the lake. The law requires boaters to drain their boats after boating and to keep the drain plugs out/open when trailering. Boaters can be fined for not doing so. But, don’t worry, as a Lake Host Inspector, I’m just here to help you.”

****If a boater answers “NO” and has been in a waterbody with an AIS**:** Let them know their boat could be potentially harboring invasive species and politely suggest they visit a boat-friendly car wash before launching. **Lake Hosts are not enforcement officers and MAY NOT stop a boat from launching.**



How to Conduct a Successful Inspection

- ✓ Ask the boater what lake or waterbody this boat **may visit next** and record this information:

STATE/TOWN of the Next Waterbody this Boat May Visit: After a boater has pulled their boat from the water, ask them what STATE or TOWN they might visit next.

NAME of the Next Waterbody this Boat May Visit: Once you have noted the STATE/TOWN of the next possible waterbody, carefully write the NAME of the waterbody.

Why is this (next waterbody) question important? Not every lake has a Lake Host Program to protect it from aquatic invasive species. This data helps us see relationships between waterbodies to identify what lakes and ponds are potentially at risk! It also helps us better understand how traffic travels across state lines so we can better communicate with our partners in neighboring states!

- ✓ Remind the boater, in a friendly manner, that cleaning and draining after leaving is the law and that they will want to leave drain plugs open while in transit to avoid fines. If they can't dry their boat for 5 days, they should visit a car wash, use the hose, or, as a last resort, at least towel dry.
- ✓ Thank the boater for their time, and wish them a happy day!

If the boater does not allow you to inspect their boat:

It is their right to refuse an inspection. Do not get angry with a person who denies inspection. If you leave a good impression this time, they may warm up to an inspection in the future.

- ✓ Be compassionate and understanding. "I'm an educator, I don't enforce anything, and I'm not here to report you. We provide courtesy inspections to help keep the lakes clean and to help boaters know and understand the "Clean and Drain" law to avoid fines. Thanks for your time. Have a great day!"

DO NOT:

- Raise your voice, or be condescending, disrespectful, or threatening to the boater.
- Try to prevent the boater from launching or say that you are going to 'report' them.
- Hold Marine Patrol, Fish & Game, or DES staff to a higher or lower standard.

All Boaters should be reminded to "Clean, Drain, and Dry" to prevent the spread of aquatic invasive species, and everyone should be treated the same way **with respect**.



How to Fill Out A Boater Survey

Quick Reference

The field app Survey123 is the preferred method for data collection, please refer to the next section for download directions. Paper surveys are available for print on our webpage.

Required Fields for Every Inspection:

- **Group:** This is the local lake association, municipality, or group you are working with.
- **Lake Host Name:** First initial and last name with no spaces. BE CONSISTENT (Example: JDoe)
- **Date/Time Block:** Date and time that the survey/inspection was conducted.
- **Launching or Leaving:** If you are inspecting a boat as they ARRIVE to launch write an "A," if you inspect a boat as they are DEPARTING or leaving the launch, write a "D."
- **Type of Boat:** Does it have a motor? It is motorized. What about a canoe with a trolling motor? Motorized. Sailboat? Ask the boater if you are not sure!
- **Previously Interacted With a Lake Host:** Ask the boater if they have talked with a Lake Host before!
- **Primary Activity:** How is the boater using the waterbody? Examples: Fishing, Recreation, Maintenance.
- **Out-of-State:** Are you here from out of state today? Record the state
- **Commitment Question:** At the end of your inspection, ask the boater if they will Clean, Drain, and Dry their boat even when a Lake Host is not present.

Questions for Motor Boats ONLY:

- **Ballast Tank:** A ballast tank (or bag) is filled with water to make the boat heavier.
- **State of Registration:** By observation.

Questions for Arriving Boats ONLY:

- **STATE/TOWN of the Last Waterbody this Boat Visited:** When a boater arrives to launch a boat, ask about the last lake they were in. Be sure to note which state/town the waterbody was in for accuracy!
- **NAME of the Last Waterbody this Boat Visited:** Once you have noted the STATE of the last waterbody, carefully record the NAME of the waterbody.
- **Cleaned:** Ask the boater, "Have you cleaned your boat since leaving ____?". This includes using a hose, soap, and a sponge or visiting a car wash. Cleaning is the law in New Hampshire. Some boaters may not know that all plants and debris must be removed, whether invasive or not!
- **Drained:** Ask the boater, "Have you drained all of the water out of your boat and recreational gear since the last time you used your boat?"
- **Dry:** Ask the boater, "Has your boat been dry or out of water for five days since the last time you used it?"

Questions for Departing Boaters ONLY:

- **STATE/TOWN of the Next Waterbody this Boat May Visit:** After a boater has pulled their boat from the water, ask them what STATE/TOWN they might visit next.
- **NAME of the Next Waterbody this Boat May Visit:** Once you have noted the STATE/TOWN of the next possible waterbody, carefully record the NAME of the waterbody.

Suspicious Specimens:

- **Sent to NH LAKES:** Check this box on the paper survey (if using). When submitting a photo through the field app, take a CLEAR photo on a properly filled-out photo submission form that shows scale and detail.



Boater Survey Field App Instructions

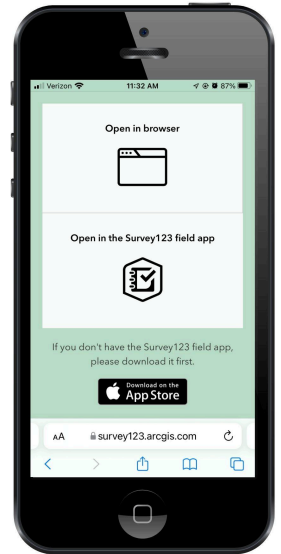
Using the Survey123 App

Using Survey123 to collect data in the field:

Step 1: Go to your app store on your smart device to download the FREE “Survey123” app, or **use the QR code to the right**. If the app is already on your phone from last season, skip to Step 2.



Step 2: Once you have downloaded the app, use the web browser on your phone to navigate to <https://arcg.is/1SD9HX> and click “Open in the Survey123 field app” to download the NH LAKES Boater Survey onto your mobile device. **This is case-sensitive.**



Step 3: Open the Survey123 App (green icon with a white checkmark). Click “Continue without signing in” and open the NH LAKES Boater Survey. Continue without signing in. *No password is required.*

Step 4: Once you have opened the NH LAKES Boater Survey, click the blue “Collect” button to open a fresh survey!

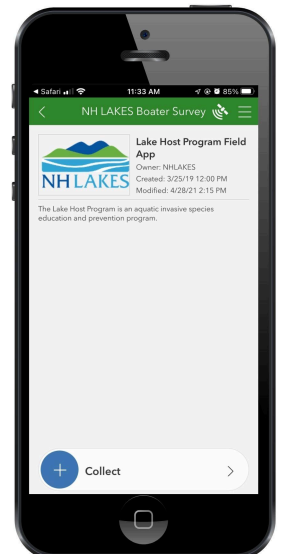
Step 5: Enter your survey information! Take your time and check to confirm you selected the correct fields.

Step 6: Hit the checkmark (lower right-hand corner) to submit your survey.

- If the local boat launch has limited cellular service, or to save on data charges, save your survey locally on your mobile device in your “Outbox” to be submitted later when Wi-Fi is available.
 - **Please Note:** You can keep your mobile device on airplane mode to conserve battery and cellular data.
- **Surveys saved in your outbox MUST be submitted to be counted.** Once access to Wi-Fi is available, turn off airplane mode and click the green “outbox” button.
- Once in the outbox, look for the light green oval “Send” button and hit send!

Step 7: Clean up the storage on your mobile device periodically.

- Open the Survey123 App (green icon with a white checkmark) and open the Survey123 App settings by clicking on the button in the top right-hand corner (seen as three white dashes).
- Click the “Settings” button that resembles a white gear.
- Click the “Storage” button that says “Manage local data.”
- Click “Delete Submitted Surveys.”
- **Note:** DO NOT select “Delete Survey” within the NH LAKES Boater Survey, or you will need to re-download the boater survey following Steps 1-5 above.



If you have problems, email lakehost@nhlakes.org.

Position Summary:

An effective Lake Host team requires a hardworking management team. Each organization accepted to participate in the Lake Host Program must provide one or two Local Program Coordinators to supervise the group's employees and volunteers and ensure that the group satisfactorily fulfills all program requirements. This is an unpaid volunteer position. The Program Coordinator(s) must be appointed by the local group's board of directors or independently employed program manager.

Essential Responsibilities:

Hiring Process:

- Recruit and interview potential Lake Hosts (employees and volunteers) to staff the ramps covered by your group.
- Forward information about hire recommendations to NH LAKES using the appropriate form.

Training and Performance:

- Attend the annual coordinator training, and ensure all Lake Hosts (paid and unpaid) have attended an annual Lake Host training.
- Check in with Lake Hosts regularly to ensure safety and quality performance.
- Contact NH LAKES to discuss employee or volunteer performance problems. **NH LAKES holds the right to terminate an employee or volunteer.**

Program Management:

- Provide Lake Hosts with the supplies needed to do their job. These materials should be housed in a location that Lake Hosts can access independently (such as a nearby lockbox).
- Determine the staffing schedule and share it with Lake Hosts and NH LAKES.
- Determine the pay rate for Lake Host Program employees.
- Ensure that all volunteers (Program Coordinator(s) included!) record hours, mileage, and out-of-pocket expenses on the required volunteer match timesheet.
- Maintain local records of employee and volunteer forms, timesheets, volunteer match, and boater data.
- Publicize the Lake Host Program in the local group's newsletter, papers, and social media.
- Submit the Program Evaluation (emailed to you) to NH LAKES by the requested deadline.
- Ensure your group is in "Good Standing" with NHDES (refer to "How You Can Run a Successful Program" section).





Lake Host Program

Local Coordinator Position Description

Payroll:

- Verify all employee timesheets as instructed by NH LAKES before 4:00 p.m. on “Payroll Mondays.”
- Coordinate with your group’s treasure to ensure that your group does not overspend your payroll account.

Data Management:

- All volunteer matches/times should be entered into the online volunteer match platform.
- Boater survey data must be submitted to NH LAKES digitally within two weeks of the end of the pay period.
- NH LAKES recommends that individual employees and volunteers enter data directly through the platforms provided. The Local Coordinator may elect to collect data on paper and assign one person to enter the data into the platforms.

Safety:

- Notify NH LAKES immediately of any safety issues, injuries, or concerns with boaters.
- NH LAKES has a zero-tolerance policy for harassment of any kind.

Compensation & Benefits:

- Lake Host Program Coordinator is expected to contribute approximately 5 hours weekly to program administration, ramp visits, and communications.
- The cash equivalent of volunteer time is \$33.49/hr in 2025. All volunteered time will be counted towards the local match requirement if submitted to NH LAKES through the online portal before the end of the season.
- This temporary, seasonal, and volunteer position does not include benefits.

Organization Information:

The mission of NH LAKES is to restore and preserve the health of New Hampshire’s Lakes. We work with partners, promote clean water policies, and inspire the public to care for our lakes. Founded in 1992, NH LAKES is a statewide, publicly-supported, and grant-funded 501(c)(3) nonprofit organization. The Lake Host Program is a collaborative effort between NH LAKES, the New Hampshire Department of Environmental Services, and local partners to prevent the spread of invasive aquatic plants and animals in New Hampshire’s waterbodies.



Lake Host Program Terms of Participation

NH LAKES may terminate the participation of a group at any time due to a violation of these Terms of Participation or complaints of misconduct.

Participating group's leadership will:

- Ensure the partner group, as an organization, will support NH LAKES at the minimum \$300 annual "Partner" level—this will count toward the organization's local match.
- Appoint a Program Coordinator(s) capable of leading and fostering a well-functioning, professional, safe, inclusive, and effective Lake Host Program who serves as the primary liaison with NH LAKES.
- Refer to the program as "a program of NH LAKES" in partnership with the local group in all written and verbal communications.
- Provide a time commitment by leadership of approximately five hours per week during the duration of the program to ensure the local organization, NH LAKES, boaters, and our lakes get the maximum possible benefit out of the Lake Host program
- Recruit Lake Hosts (employees and volunteers) and determine competitive pay rates for all Lake Host Program employees *at least \$10 per hour*.
- Ensure all employment and volunteer paperwork and data are submitted as prescribed by NH LAKES.
- Develop weekly ramp coverage schedules for Lake Hosts. Provide the Lake Host (volunteer and employee) schedule to Lake Host and NH LAKES and communicate, in advance, if there are any scheduling changes.
- Groups may use payroll award funds to staff the program through the following dates:
 - Monday, April 28, 2025 - Monday, October 27, 2025 ** pending approval of NH LAKES' contract with the Executive Council.
- Verify and approve employee timecards every two weeks as prescribed by NH LAKES.
- Track payroll spending and volunteer match accrual and ensure local funding payments are submitted to NH LAKES on time for program participation and extended ramp coverage.
- Provide additional funds to cover employees' hourly wages and statutory benefits before the payroll award runs out. NH LAKES cannot advance funds to cover hours beyond the payroll award.
- Maintain regular communications with NH LAKES regarding volunteer and employee performance to meet program expectations. Local Coordinators may be asked by NH LAKES to help develop and oversee performance improvement plans for employees or volunteers.
- Inform NH LAKES immediately of any complaints violating NH LAKES' zero-tolerance policy about harassment or violence of any type, regardless of position or rank within the organization (including any harassment of employees or volunteers by boaters or other visitors to the access site). NH LAKES will take all complaints seriously and investigate complaints promptly, and all investigations and outcomes will be kept confidential to the maximum extent possible.
- Notify NH LAKES immediately of any safety issues and/or injuries incurred by any volunteer or employee while on duty.
- Obtain materials for all Lake Host employees and volunteers consisting of a uniform (t-shirts and an optional hat), pen, clipboard, incident reporting card, suspicious specimen forms, and a starting amount of necessary paperwork and handout materials. Uniform shirts and hats are limited; please take a reasonable number and leave enough for other groups
- Ensure Lake Hosts have a self-service system to access program materials and submit paperwork. This



Lake Host Program Terms of Participation

system should not require the employee or volunteer to enter a private residence.

- Regularly visit all Lake Hosts at the access site to evaluate performance and offer respectful and constructive feedback and retraining; restock supplies; and evaluate the access site to ensure safe working conditions.
- Complete and submit the online end-of-season evaluation survey provided by NH LAKES.
- Contribute a minimum of 100% local match toward the payroll award and maintain proper documentation. The following counts as local match:
 - Local funding is spent on additional hours beyond what is provided through payroll awards.
 - ALL volunteer time (valued at the national rate), including time spent coordinating the program by phone, email, or in person, time spent driving to or from the ramp, time spent at training, etc.
 - ANY out-of-pocket expenses for the program, including postage, chairs for Lake Hosts, ramp supplies, volunteer mileage (valued at the federal rate), etc.
 - Note: Proper documentation must be submitted to NH LAKES for ALL local match contributions by the end of the final pay period to be counted for your group.

NH LAKES will:

- Pre-approve award determinations based on standardized criteria and review all payroll award applications.
- Execute a letter of agreement with each participating local organization and provide access to all required administrative forms.
- Hire employees based on the recommendation of the local program leadership. NH LAKES reserves the right to refuse any individual for an employee or volunteer relationship that does not appear to be qualified.
- Pay employees for hours worked (with proper documentation and verification), provide statutory benefits (Medicare, Social Security, State Unemployment Insurance, Workers' Compensation Insurance), and manage all payroll and IRS reporting requirements.
- Employees earning over \$5,000 this season can participate in the NH LAKES retirement plan.
- Provide complimentary program materials for Lake Hosts: a uniform (t-shirt and hat), pen, clipboard, and a starting amount of necessary paperwork and handout materials.
- Provide one complimentary A-frame "Lake Host on Duty" ramp sign to each group if your group doesn't have one already.
- Provide formal training and materials for program participants.
- Draft performance improvement plans in collaboration with the local group to address Lake Host behavior concerns. *Only NH LAKES may terminate an employee or volunteer relationship with the Lake Host Program.*
- Provide training on how to submit all forms, payroll, and use the data entry platforms.
- Provide technical support and assistance to program participants.
- Provide weekly updates to the group's leadership on payroll spending and volunteer match accrual.
- Make a report of suspicious specimen identifications available.
- Provide reasonable accommodations for individuals under the Americans with Disabilities Act.
- Provide a final activity report with basic data analysis at the end of the season.



Lake Host Program Seasonal Outline

For Program Coordinators

Resources for the tasks below can be found on the NH LAKES local coordinator resource webpage at <https://nhlakes.org/lake-host-local-coordinator-resources/>.

January:

- Contact your town for matching funds for the upcoming Lake Host season! Use the funding request letter found on the coordinator resources page, titled “Example Support Letter for Municipalities”.
- Consider sharing the NH LAKES Charitable Giving Fund webpage with your group's partners by visiting <https://nhlakes.org/lake-host-charitable-giving/>. 100% of proceeds support the expense of Lake Hosts at your boat ramp.

What would you add to this list?

The document is intended to help smooth out the transition when local coordinators take over, or start up a local Lake Host Program for the first time.

Let us know of additions by emailing lakehost@nhlakes.org

February:

- Look for, complete, and submit the payroll award application to NH LAKES.
- Ensure your program is in “Good Standing” with NHDES (refer to “How to Run a Successful Program” section)
- **NH LAKES sends notice via email, mid-month of the Payroll Award Application to Lake Host and Lake Association partners.**

March:

- Determine staffing needs and specific pay rates for paid Lake Hosts. NH LAKES provides the Lake Host Budget Calculator on the coordinator resources webpage as a tool to determine these needs.
- Call potential Lake Hosts for their summer availability; subject to confirmation of funding from NH LAKES.
- **NH LAKES reviews submitted Payroll Award Applications and updates Lake Host materials.**

April:

- **NH LAKES notifies groups of their payroll award by the end of the month; typically within the first half of the month.**
- Use the “Help Wanted flier” found on the web page to recruit Lake Hosts. Consider posting on local bulletin boards and websites such as Facebook, Craigslist, and Indeed.
- Volunteer Lake Hosts must submit an online application, found by visiting: <https://nhlakes.org/lake-host/>
- Begin interviewing people suitable for paid and volunteer Lake Host positions, keeping scheduling needs in mind. Refer to the “How to Run a Successful Program” document found in the Training Manual for interview questions.
- Watch for notification of payroll awards, forms, and training dates from NH LAKES.



Lake Host Program Seasonal Outline

For Program Coordinators

April (continued):

- For paid Lake Hosts only, submit a [Hire Request Form](#) (found on webpage) to NH LAKES. Create a schedule for the season.

May:

- Complete the annually required lake host coordinator training; let NH LAKES know if you intend to join in-person or remotely. Uniforms and materials will be available for pickup at training, or you can schedule a pickup at our office in Concord.
- Sign up Lake Hosts for the annually required online lake host training.
- Send in additional local funding for Lake Host payroll if applicable. Local funding from municipalities, lake associations, or Lake Host Charitable Giving contributes to your percent match for the awarded NH LAKES funds.
- **NH LAKES helps to hire and train Lake Hosts, Program Managers, and Local Coordinators. They make sure all the paperwork is filled out correctly and confirm the hire. NH LAKES does not authorize work of paid employees until their individual hiring process is complete.**

June, July, August:

- The Lake Host Program is in full swing! At this time Lake Hosts are actively working at the ramp and collecting surveys. **Boater traffic increases at the lake during holiday weekends, particularly the 4th of July Weekend. Make sure to have coverage.**
- Visit Lake Hosts **often** to check on safety and performance and restock materials. Provide additional training to Lake Hosts, as needed, to improve performance. Coordinators may opt to bring water or ice cream for Lake Hosts as a surprise.
- Track your volunteer match using the "[List of Volunteer Match Spreadsheet for digital entry](#)" found on the Lake Host Coordinator Resources webpage.

September:

- Boat traffic will slow down during non-holiday times, and school-aged Lake Hosts will return to class. **Labor Day weekend increases boat traffic at the lake! Make sure to have coverage.**
- NH LAKES sends weekly financial reports to your group's treasurer; coordinators should work with leadership to stay up to date on funding levels.
- Now is the time to boost volunteer coverage at the ramp if your group's award match looks low!



Lake Host Program Seasonal Outline

For Program Coordinators

October:

- Submit all volunteer match information, and boater surveys to NH LAKES.
- Thank your Lake Hosts for their hard work protecting our Lakes, and encourage them to join again next season!
- **NH LAKES sends out the End of Season Survey to all participants.** Please complete the survey, and make sure your Lake Hosts do too to help us improve the program!
- NH LAKES cleans up and analyzes the boater data collected by your group.
- NH LAKES prepares an in-depth Final Activity Report and sends it to your group leadership before the end of fall. Save this somewhere important; you'll need it to complete next year's application.
- **NH LAKES completes its final report for the New Hampshire Department of Environmental Services, and requests funding for next season.**



Local Coordinators

How You Can Run a Successful Program

This document will teach you how to run your local Lake Host Program effectively. Referenced documents are available on the Lake Host Resources webpage.

Step 1: Recruit your team

One of your key roles is to recruit volunteers and paid Lake Hosts—your local program will only be as good as the Lake Hosts at the ramps! *Note: Individuals under 16 may not be a Lake Host.*

- 1. Advertise:** You can place an ad on your local social media page, newspaper, newsletter, or public bulletin boards—like the ones you might find at the library or general store. You can advertise at local schools, your association website, Craigslist, and Indeed.
- 2. Provide Job Description:** Provide individuals interested in volunteering or working as a Lake Host with the position description and a training manual. Be sure to explain that Lake Hosting is a part-time, temporary, seasonal position entirely outdoors!
- 3. Interview:** Conduct interviews once you have qualified individuals to be a Lake Host. Use phone and video conferencing software to interview potential Lake Hosts or meet with them in a public location like a coffee shop, library, or boat ramp.

When interviewing:

- Avoid asking questions or making comments unrelated to the job.
- Outline the specific duties involved in the position. Focus on job responsibilities, work conditions, schedules, and the program mission.
- Describe the pressures of the job. Consider boaters who are disagreeable or rushing, adverse weather, “downtime,” etc.
- Describe who they will report to and the dynamic. Let them know how independent their work will be and the decision-making discretion that they may have. Stress that Lake Hosts are educators, not enforcers.
- Agree on their hourly rate and working hours. Lake Host employees may not be paid less than \$10/hr. Only under extreme circumstances will NH LAKES authorize work over 40 hours in one week. This includes hours worked for multiple Lake Host partner groups.
- Do not ask inappropriate questions related to sex, age, race, ethnicity, nationality, disability, mental illness or ability, sexual orientation, gender, gender identity/expression, sex characteristics, religion, creed, or individual political opinions.



Local Coordinators

How You Can Run a Successful Program

- **Do ask the following questions:**

- ✓ Are you 16 or older?
- ✓ Do you have transportation to the ramp?
- ✓ How did you hear about this position?
- ✓ Why are you interested in this position?
- ✓ Are you available to work the days and hours expected of this position?
- ✓ Do you feel comfortable interacting with the public for educational purposes?
- ✓ Do you agree to appear in uniform while performing Lake Host duties?
- ✓ Do you feel confident working in variable weather?

Step 2: Get Your Team Signed Up and/or Hired

Once you have selected individuals to join your team, notify candidates who were not chosen and thank them for their interest. Then, proceed with the onboarding process! **NH LAKES uses online software to collect the majority of the paperwork.**

- New Lake Host Program employees and volunteers must complete all onboarding forms.
- Returning Lake Host employees and volunteers from the previous year may not need to complete all hiring and onboarding forms. NH LAKES will follow up with the forms they need to complete.
- Volunteers are only required to fill out an online Volunteer Information Form annually.

Collect the following information for each employee, and submit them for hire as instructed by NH LAKES through the “Hiring Request Form”. You can find the information below in your email, if an employee has submitted an Inquiry Form.

- Employee name
- Employee phone number
- Employee email address
- Employee position
- Employee hourly rate
- Employee’s estimated hours per week
- Employee under 18, yes or no
- Is the employee a rehire, yes or no
- Employee anticipated start date
- The Employee will receive an invitation to our online onboarding system to fill out four required forms:
 - Lake Host Employee Info Form
 - W-4 Form
 - Direct deposit information
 - Once you have selected your Lake Host(s), submit the hire request form(s) to NH LAKES.



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- For Lake Hosts 16 and 17 years of age, a Youth Parental Permission Form is required. This will be emailed directly to the Lake Host with their offer letter. **NH LAKES will provide Lake Hosts with their Hiring Letter after the hire request form has been submitted.**
- **The federal I-9 Form is now completed online using E-Verify. NH LAKES verifies I-9 Forms.**
- For returning paid Lake Hosts only, NH LAKES will determine if the federal I-9 form needs to be completed.
 - Employees will fill out the first page of the I-9 and must provide appropriate forms of identification to complete the second page.
 - I-9 Forms must be completed using E-Verify, or by NH LAKES staff. Mailed or emailed copies of I-9 Forms will **not** be accepted.
- Once NH LAKES the employee has completed their online forms, you and the employee will be notified over email that their onboarding is completed.
- Employees must complete their hiring process in full and be approved by NH LAKES before being able to work at the ramp.

Step 3: Get Your Lake Hosts Trained

All Lake Hosts must have access to a Lake Host Training Manual and have watched or attended training before staffing the ramp.

- Program Coordinators may offer additional local training.
- All Lake Host Training recordings will be available online for viewing if Lake Hosts cannot attend live.
- Time spent at training should be recorded on the employee or volunteer's timesheet.

Emergency Contact Information

NH LAKES Office
Monday – Friday from
9:00 a.m. – 4:00 p.m.
603.226.0299

Contact the numbers below for emergency use only. These are strictly for emergencies.

Andrea LaMoreaux 603.731.0521
Brea Arvidson 518.932.1449

Workers Compensation Reporting

If an employee is injured on the job, seek appropriate medical care and go to the nearest emergency room, if needed.

The Local Coordinator should report the following to NH LAKES:

- Date and time of injury
- Cause of accident
- Nature of injury
- Contact information for witnesses
- Details of first aid (if provided)
- Treatment details & doctor seen

Safety First. Lake Hosts should back away from uncooperative boaters and/or leave the ramp if they feel unsafe in any way.



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Step 4: Get Your Ramp Staffing Schedule Figured Out

Decide on the ramp staffing plan at the start of the season and inform your Lake Host team and NH LAKES.

- Employees must work at least two hours when reporting to the boat ramp.
- If an employee must stop work within the first two hours because of bad weather, they are paid for at least two hours.
- Employees are paid only for their worked time unless they are affected by the 2-hour inclement weather policy due to unsafe conditions (see Compensation and Benefits in the Lake Host Handbook).
- Lake Hosts must notify coordinators if they leave the ramp due to unsafe conditions.
- Lake Hosts cannot exceed 40 work hours a week (or 80 per pay period). Lake Hosts working at multiple ramps may not exceed 40 hours a week cumulatively.
- If 18 or older, a Lake Host employee may work beyond eight hours a day. Due to working outside, NH LAKES recommends four to five-hour shifts for Lake Hosts.
- Lake Hosts 16 or 17 years old may not work after eight p.m., before six a.m., or for more than six consecutive days and must have a signed youth employment form before beginning work.
- Lake Hosts are entitled to an unpaid 30-minute "eating break" for every five hours of work. It's the law!
 - During this time, the Lake Host should appear off duty so that visiting boaters are not confused about why the Lake Host is not inspecting boats.
 - Lake Hosts may waive their unpaid eating break if they choose to "eat while they work" and stay on the clock.
 - Lake Hosts cannot be forced to take an unpaid break if they can reasonably eat while working.

Verify timesheets by 4 p.m. before or on:

Pay Period #1: May 12
Pay Period #2: May 26
Pay Period #3: June 9
Pay Period #4: June 23
Pay Period #5: July 7
Pay Period #6: July 21
Pay Period #7: Aug 4
Pay Period #8: Aug 18
Pay Period #9: Sept 1
Pay Period #10: Sept 15
Pay Period #11: Sept 29
Pay Period #12: Oct 13
Pay Period #13: Oct 27

Add these dates to your calendar!
NH LAKES will also send you a payroll reminder email in advance to let you know about the upcoming deadline and provide instructions for verifying your groups timesheets.

Step 5: Get Your Lake Host Employees Paid

Pay periods are bi-weekly, and you will be required to review and approve timesheets for your team by four p.m. on "Payroll Monday."

- NH LAKES will notify you when the end of the pay period is approaching so you can be ready to review your group's timesheets.
- If you cannot review timesheets for your group, contact NH LAKES before the payroll deadline to make different arrangements. NH LAKES can verify your group's timesheets.
- If you forget to verify timesheets, NH LAKES will contact you about missing the deadline.
- Timesheets must be verified so employees are paid on time per labor law requirements.

Step 6: Get Your Volunteer Match Counted

Ensure everyone who volunteers, including you as the Local Program Coordinator, records their hours, mileage, and expenses on the volunteer timesheet.

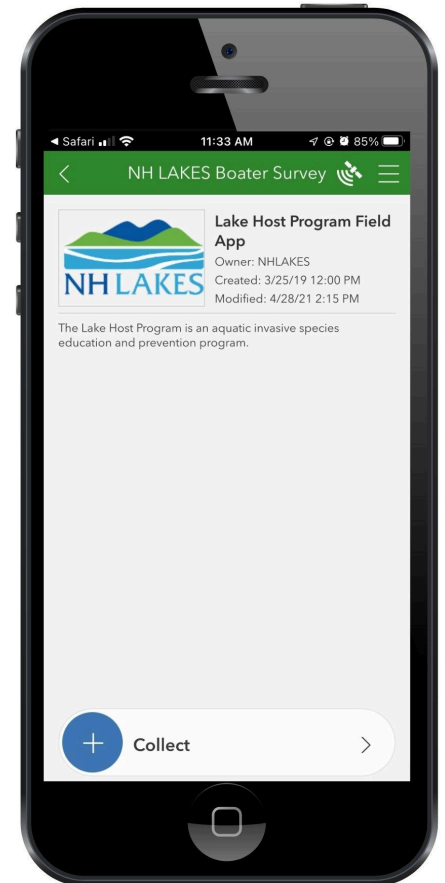
- Submit all hours on a bi-weekly basis by visiting the NH LAKES coordinator resource page, and selecting "List of Volunteer Match Timesheets for digital entry."
- Anything and everything that volunteers do for the local Lake Host Program counts towards your group's volunteer match.
- All volunteer time spent on the Lake Host Program counts as volunteer match. Ensure that everyone (including YOU, the local coordinator) diligently records the time you spend on administration, at the ramp, or driving, as well as mileage and out-of-pocket expenses.

Step 7: Get Your Inspections Counted!

Getting accurate survey data is crucial. The information gathered from boaters determines your group's award amount next season.

As a Local Coordinator, you can choose how to collect survey data from Lake Hosts. They can use the mobile app directly in the field or fill out paper sheets to be entered later by the local Program Assistant.

- Review "How to Conduct Successful Inspection" and "Quick References" in this manual.
- Do not send the paper sheets to NH LAKES. **Data must be submitted electronically.**
- Lake Hosts that attend NH LAKES training learn how to use the app; explicit instructions are in the Lake Host Program Training Manual.





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- Lake Hosts can still use paper boater survey sheets for initial data collection followed by re-entry into the digital platform at a later time.
- The Field App works offline and allows you to store surveys in the “outbox” without using cellular data. Lake Hosts must submit surveys later once a Wi-Fi connection is available.
- Field App data should be submitted daily. At most, locations with slower boater traffic may submit data weekly.

Step 8: Get Your Group's Saves' Counted

If a Lake Host comes across a suspicious plant or animal on a boat while performing their Lake Hosting duties, they must follow instructions in their manual, take a clear and high-quality photo, and use the photo submission form.

Submit a picture: Lake Hosts can take a photo of any suspicious specimen they find and submit it through the Field App (Survey123).

Submit a picture through email to NH LAKES: If not using the field app, Lake Hosts can take a photo of a suspicious specimen they find and submit it to NH LAKES at lakehost@nhlakes.org.

All suspicious specimens found during inspections should be submitted, regardless of if it is a confirmed infestation at your lake. Your group should be credited for that “save,” and the New Hampshire Department of Environmental Services must confirm identification for it to be counted.

Step 9: Set Your Team Up for Success and the Unexpected

Ensure your Lake Hosts have everything they need to do their job well. Make sure they have the Field App downloaded, their uniform, paperwork, clipboard, pen, etc.

We ask that you visit your Lake Hosts often while they are at the ramp. Ensure they are safe, comfortable, and prepared to do their job well. Provide them with positive feedback and helpful tips when needed.

Ensure that Lake Hosts can educate boaters on the “**Clean & Drain**” law and follow all behavior expectations.

If a Lake Host is exhibiting poor job performance, contact NH LAKES to determine next steps with the worker or volunteer.

Step 10: Qualifications for Next Season's Payroll Award Application

To qualify to receive a Lake Host Payroll Award next season, all Lake Host Program groups must follow the guidelines below.



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- ✓ **Keep track of your group's payroll spending.** Every two weeks, NH LAKES will send an email to your group. The email will list the funding spent on the Lake Host payroll and how much remains for the next payroll.
- ✓ Keep track of your group's local volunteer match. Submit Volunteer Match on the online system. **Your group must meet the minimum 100% match requirement toward your group's payroll award by the end of the season.**
- ✓ Forward all basic employment information to NH LAKES. Verify timesheets on time and in the prescribed manner.
- ✓ Stay on top of entering boater survey data. Your group's award for next season will be determined partly by the inspections entered this season.
- ✓ Submit a final evaluation to NH LAKES. Give us feedback on the Lake Host Program, tell us about your summer, and help us to focus our aquatic invasive species prevention efforts better!
- ✓ Ensure your group's dues with NH LAKES are paid each season.
- ✓ Stay in touch! NH LAKES is here to answer your questions and help you run a Lake Host Program model that works well for your community. When in doubt, give us a call.
- ✓ Be in 'Good Standing' with the State of New Hampshire, more information below.

NH LAKES cannot "up-front" funds for Lake Host payroll.

Please keep a close eye on the Payroll Update emails to make sure that your group does not "overspend." Send in local funds to extend paid Lake Host hours at least one pay period before the funds will be expended.

Step 9: Be in 'Good Standing' with the State of New Hampshire

Groups who plan to submit a Payroll Award Application with NH LAKES, must be in "good standing" with the New Hampshire Secretary of State. Groups must be in "good standing" before the NH LAKES payroll award application deadline. To get in "good standing" status follow the steps below:

- ✓ File an annual report (form NP-1) with the New Hampshire Secretary of State. This report needs to be filed every five years, and comes with a filing fee of \$25. Five signatures are required to complete this form.
- ✓ Log in, or create a "NH QuickStart" account with the Secretary of State by visiting <https://quickstart.sos.nh.gov/online> and select "create a new business" under "File Now"
- ✓ Once logged in, you can file your annual report, pay the state filing fee, and request a Certificate of Good Standing (CGS).
- ✓ Provide NH LAKES with the Certificate of Good Standing once you have received, so we can continue in our partnership!



Talking Points for Coordinators & Leadership

Securing Local Funding For Your Lake Host Program

Secure Municipal Funding to Support Your Lake Host Program:

- Encourage your municipal budget committee to include funding in the annual budget to expand your local Lake Host Program. Most groups participating in the Lake Host Program receive supplemental funding from their municipality. The average municipal funding is approximately \$4,000 for groups receiving municipal support. Contact NH LAKES if you want a letter of support to bring to your municipal officials.
- Submit a warrant article requesting that voters at the annual town meeting approve the dedication of municipal funds to supplement the local Lake Host Program. Contact your municipal office to determine the requirements and deadlines for warrant article submission.
- **In the months, weeks, days, and even the hours leading up to the town meeting, educate the voters about why they should support the local Lake Host Program.**
 - ✓ Write letters of support to the local paper.
 - ✓ Display educational posters in support of the Lake Host Program in public meeting places.
 - ✓ Meet with local groups to discuss the importance of the local Lake Host Program.
 - ✓ *Contact NH LAKES if you are interested in receiving a Lake Host Program PowerPoint presentation.*
 - ✓ At the Town Meeting, distribute flyers and set up signs about the importance of the local Lake Host Program.

Your Community Can Help.

Local funding resources can be used to sponsor **MORE** paid Lake Host Inspector time spent protecting your lake from aquatic invasive species.

NH LAKES developed the Lake Host Charitable Giving program to help local partners like **YOU** raise funds for their Lake Host Program payroll expenses.

Lake Host Charitable Giving makes it easy for your supporters to make a tax-deductible charitable contribution directly to your Lake Host program payroll through our secure online portal.

Your donors receive a timely thank you letter/tax receipt for their donation prepared by NH LAKES staff.

100% of all donations are applied to your group's Lake Host payroll.

Go to: nhlakes.org/lhcg



Talking Points for Coordinators & Leadership

Securing Local Funding For Your Lake Host Program

Ask Neighbors to Support Your Lake Host Program:

- Encourage local business owners, particularly those supported by lake-related tourism, to financially support your group through Lake Host Charitable Giving. Their donations to the local Lake Host Program are tax-deductible, and NH LAKES takes care of sending the tax receipt.
- Encourage friends, neighbors, and individual supporters of your association to donate through Lake Host Charitable Giving. Some individuals may not want to volunteer their time as a volunteer Lake Host but may be inclined to donate so that your group can staff the ramp with paid Lake Hosts for longer periods.
- Suggest that cove and road associations, groups of neighbors/supporters, or individuals sponsor a paid Lake Host for a shift at a ramp for a day, weekend, or even a week.
- **Raise awareness and funding for the local Lake Host Program at community events.**
 - Include a Lake Host and invasive species-themed float in your annual lake association street or boat parade.
 - Staff a Lake Host Charitable Giving booth at your town's annual fair.
 - Have an association yard sale or a raffle and donate some of the proceeds to the local Lake Host Program.
 - Include the link to the Lake Host Charitable Giving donation portal (nhlakes.org/lhcg) in your email signature.
- When you send out your group's annual membership renewal notices, include an option for supporters to donate specifically to the Lake Host Program at your lake through Lake Host Charitable Giving (nhlakes.org/lhcg).

Provide recognition to individuals and groups that support the program.

Consider posting a "Thank You" in the local newsletter or putting up a sign at the launch while your inspectors are on duty to show your appreciation!



Talking Points for Coordinators & Leadership

Securing Local Funding For Your Lake Host Program

Why Should People Support Their Local Lake Host Program?

- New Hampshire is home to approximately 1,000 lakes and ponds, and these resources enhance the quality of life for New Hampshire's residents and visitors in many ways.
- Lakes and ponds provide aesthetic, ecological, recreational, and economic values to the local community and the overall state of New Hampshire.
- Recreational opportunities on New Hampshire's freshwater bodies, such as boating, fishing, and swimming, translate to millions of dollars in sales and income and thousands of full-time and seasonal jobs in the state.
- Aquatic invasive plant and animal infestations make recreation in and on lakes and ponds dangerous and unpleasant, disrupting the waterbody's ecological balance.
- Aquatic invasive species infestations reduce aesthetic and recreational uses of the waterbody. This reduces shoreline property values. All property owners in a municipality shoulder this problem, not just the ones that own shorelines. As tax revenue generated from shoreline property values decreases, tax revenue from non-shoreline property may need to increase.
- The cost of managing and controlling an aquatic invasive species infestation in a waterbody quickly becomes a local problem:
 - Invasive species management is time, labor, and financially intensive. There is currently no method to eradicate aquatic invasive plants or animal infestations.
 - The New Hampshire Department of Environmental Services (NHDES) only pays for the first year of management efforts for newly discovered aquatic invasive plant infestations. There are currently no feasible management options for aquatic invasive animal infestations in New Hampshire.
 - The demand for NHDES grant funding typically exceeds the amount available, and managing an infestation quickly becomes the local municipality's problem and a staggering local financial burden.

Prevention is key!

The presence of invasive milfoil can reduce property values of an average home on an average lake in New Hampshire by 16%.

The main way invasive aquatic species spread from lake to lake in New Hampshire is through the transportation of plant fragments or animal larvae from infested waterbodies to uninfested waterbodies on boats and trailers.