



VOLUNTEER HANDBOOK

Adopted by the
Camarillo Ranch Foundation
Board of Directors
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INTRODUCTION AND WELCOME

Welcome to Camarillo Ranch! Steeped in a rich history, Adolfo Camarillo inherited a 10,000 acre rancho when he was 16 years old. Landowner, horse breeder, rancher and philanthropist, Adolfo was named by Pope Pius XII, a Knight of St. Gregory the Great.

As we say frequently, “we are a team,” and every day we work as a team to make the Camarillo Ranch the most unique and beautiful place in Ventura County for special celebrations. Owned by the City of Camarillo, the estate is one of the historic gems of the region. Today, it is rapidly becoming one of the best destination sites for weddings and events in central Ventura County.

Here at the Ranch we host more than 100 weddings each year, as well as many private parties and corporate and community events. Additionally, we are pleased to celebrate the Ranch’s rich history with school children and members of the public. These guests come to the Ranch to tour the gardens and the historic Camarillo Ranch house. We, who work and volunteer here at the Ranch want to make the experiences of our guests as memorable as possible.

Our team is led by the vision of the Board of Directors of the Camarillo Ranch Foundation (CRF), and implemented by our valued volunteers. All of us, from the board members to all volunteers value the dignity of the work we do and the legacy of the Camarillo family we strive to preserve. We treat each other with the courtesy, respect and professionalism we expect to receive from others. We are always vigilant to protect the integrity of the property and to enhance its visibility as a place in which the greater community can take civic pride. In many ways we are like a large family with a long history behind us and an exciting future of historic preservation, event facilitation, and support for the community ahead of us. We work together, entertain guests, laugh together often and, most of all, we take care of each other and the Ranch as rancho families have done here in California for over 175 years.

So, “Welcome to the Camarillo Ranch team!” We are glad to have you with us.

Marissa Lopez Elkins, Chief Operating Officer

THIS HANDBOOK

Camarillo Ranch and CRF = “we, us and our” Volunteer = “you, your, me, I”

This CRF Volunteer Handbook is presented for your information. We hope that it will introduce you to Camarillo Ranch Foundation, Inc. (the "Ranch") and enhance your volunteer experience and satisfaction

This handbook supersedes any prior handbook, verbal or written policy or procedure that may conflict with its provisions. We reserve the right to modify or change any of the policies or procedures contained in this handbook as necessary. Any changes to this handbook will be in writing. No oral statements, representations, conduct or practices of any officer, employee or volunteer of the Ranch will modify any of these policies.

This means that we may change your terms and conditions of volunteerism at any time, with or without advance notice or cause. It also means you may terminate your volunteer post at any time, for any reason, and we have the same right to terminate your volunteer post at any time for any reason.

1.1 POLICY AGAINST HARASSMENT

We are committed to maintaining a harassment-free environment. We prohibit sexual harassment and harassment based on race, religious belief (including dress or grooming practices), color, sex, sex stereotype, pregnancy, childbirth or related medical conditions (including breast feeding), age, national origin (including possessing a driver’s license issued under Vehicle Code § 12801.9), ancestry, sexual orientation, gender identification and expression, transgender status, physical or mental disability, medical condition, genetic characteristics, genetic information, family care, marital status, enrollment in any public assistance program, status as military, a veteran or qualified disabled veteran, status as an unpaid intern or volunteer, or any other basis protected by federal, state, or local law or ordinance or regulation. We also prohibit harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Our anti-harassment policy applies to everyone involved in the operation of the Ranch and sets a standard of expected behavior for all persons volunteering in or with our Ranch. We will not tolerate harassment by any volunteer, applicant, employee (including supervisors, managers or co-workers) or independent contractor of the Ranch, or by any outside persons in contact with our employees and independent contractors (including our customers, potential customers, vendors, delivery persons, etc.).

Prohibited harassment is defined as verbal, physical and visual behavior where:

(1) The victim must accept the harassing behavior as an explicit or implicit condition of volunteering or other relationship with the Ranch.

(2) The victim's acceptance or rejection of the harassing behavior is used as a basis for a volunteer decision or a decision affecting any other relationship with the Ranch.

(3) The harassing behavior interferes with a person's volunteer performance or creates an intimidating, hostile or offensive environment. This behavior may include slurs, jokes, statements, email, texts, instant messages or other electronic messages, gestures, assault, interfering with another's movement or normal work activities, or pictures, drawings or cartoons based upon protected characteristics.

Sexual harassment, in particular, refers to all of the prohibited conduct described above, as well as unwelcome conduct such as requests for sexual favors, conversation containing sexual comments and other unwelcome sexual behavior or advances. Sexually harassing conduct may occur between members of the same gender as well as those of the opposite gender. Sexually harassing conduct need not be motivated by sexual desire.

Retaliation against any person for reporting or threatening to report harassment, or for participating in an investigation of harassment, is also prohibited.

1.2 GOSSIP, BULLYING, ABUSIVE CONDUCT OR COMMUNICATIONS

Bullying, gossip, profanity, abusive conduct and negative comments are destructive to our Ranch culture, create false rumors, disrupt operations, interfere with others' privacy and hurt other people. You may not bully, gossip, engage in abusive conduct or make unnecessary, profane or disrespectful comments about other volunteers or employees of our Ranch, or any of our guests.

Bullying is defined as repeated intentional and malicious behaviors by any volunteer, employer or employee at the workplace, directed at a volunteer or Ranch employee, that is intended to degrade, humiliate, embarrass, or otherwise undermine the volunteer's or employee's performance in a manner unrelated to legitimate business interests. It may include verbal abuse (such as repeated derogatory remarks, insults or epithets), offensive conduct or behaviors which a reasonable person would find to be threatening, humiliating or intimidating. It may also include work interference, gratuitous sabotage or undermining of a person's performance without legitimate business purpose. A single act does not constitute legally abusive conduct unless it is especially severe or egregious.

1.3 REPORTING HARASSMENT, DISCRIMINATION, RETALIATION OR BULLYING TO THE RANCH

If you believe you have been harassed, discriminated or retaliated against, or bullied, or have witnessed an incident of harassment, discrimination, retaliation or bullying, please submit an oral or written complaint to the Executive Director as soon as possible after the incident. Your complaint should include details of the incident(s) and the names of the individuals and witnesses involved. Any person who receives a complaint of discrimination, harassment, bullying or retaliation must immediately report that complaint to the CRF's Executive Director. Any complaint regarding the Executive

Director should be directed to the CRF's Board President. We will fairly, promptly and thoroughly investigate your complaint. The investigation will be conducted internally or externally by an impartial and qualified investigator. The investigation process will be documented and tracked for reasonable progress to ensure a timely resolution. Although we cannot promise complete confidentiality, we will maintain confidentiality to the extent permitted by law and will be as discreet as possible throughout the investigation process.

All volunteers must fully cooperate in the investigation process. You may not discourage or prevent any victim of harassment, bullying, discrimination or retaliation, from using our complaint procedure to report harassing, bullying, discriminatory or retaliatory conduct, or discourage or prevent any witness from participating in the investigation.

If we determine that harassment, bullying, discrimination or retaliation has occurred, we will take appropriate remedial action to resolve the complaint in light of the circumstances involved.

We will inform the complainant, the accused and any other involved persons about the general results of our investigation. We will not retaliate against you for filing a complaint or participating in an investigation, and we will not tolerate or permit retaliation against you by management, supervisors, employees, independent contractors, volunteers or other persons.

We urge you to immediately report any incidents of harassment, bullying, discrimination or retaliation so that we can quickly and fairly resolve any complaints.

1.4 REFERENCE CHECKS/CLEARANCES/LICENSES

We may confirm the educational background, employment and personal references of all volunteer applicants prior to acceptance. If we discover after your acceptance that you submitted incomplete or false information in your application process, you may be disciplined or released from your volunteer post.

1.5 SOCIAL MEDIA POLICY

Social media refers to blogs, chat rooms, forums and social networking sites such as Facebook, Twitter, LinkedIn, Pinterest, Instagram, Vine, Snap Chat and YouTube, among others. You have the right to engage in personal social media activities to express your thoughts or promote your ideas, as long as your activities are not performed by using our Communications System, and do not cause harm to others or conflict with our policies, business, goodwill or reputation.

If you engage in social media activities on your own time, you must comply with the following guidelines as a condition of volunteerism with us:

- Do not disclose our confidential and proprietary information or trade secrets.

- Do not write or post harassing or offensive material in violation of law or our Ranch policies.
- Do not unlawfully defame the Ranch, the CRF, or our personnel, activities or competitors.
- Do not use or reproduce our logo, website link or other proprietary Ranch information without advance permission of the Executive Director.
- When expressing your opinion or position, you must use your own name and Internet account, not the Ranch name or Internet account. Your comments or posts must be yours alone, and must not appear to be representative of or approved by our Ranch.

Remember that you are responsible for your comments or posts on social media sites. You may be sued by the Ranch, its personnel or by any third party if you post defamatory, proprietary, harassing, libelous, or pornographic comments.

If you blog about or post comments online that mention the Ranch, or any topic related to it, you should place a disclaimer on their blog or post, such as:

“Although I am a volunteer with the Camarillo Ranch Foundation, the opinions and postings on this site are my own and those of the individuals who post to this site. They do not represent the opinions, positions, strategies, or views of Camarillo Ranch Foundation, or its other volunteers or employees.”

If you want to use social media to promote our Ranch’s activities, products or initiatives, you must obtain advance approval of the Executive Director.

You are not required to disclose your personal social media passwords or to grant the CRF Ranch staff access to your private social media postings or the postings of any third parties. Your postings may be subject to disclosure by law or in the context of a CRF investigation. You should be aware that any content posted or published on the Internet is, by its very nature, subject to disclosure in any number of ways (including by third parties who have received or viewed your posts), and you do not have secure privacy rights with regard to your social media activity.

1.6 CONFLICTS OF INTEREST

You must not place yourself or the Ranch in a position of conflict where you have a conflict of interest. If your lawful off-duty activities create a conflict of interest or prevent you from successfully performing your volunteer duties, you will be asked to choose between terminating the off-duty conduct and resigning from your volunteer post.

1.7 PUBLIC STATEMENTS AND THE MEDIA

We have designated the Board President or his/her designee as spokesperson to represent our Ranch or the CRF for public purposes. If the Board President or his/her designee is not available, inquiries may be directed to the Executive Director.

You do not have the authority to make public statements to the media or other outsiders on behalf of our Ranch or the CRF without the prior approval of the Executive Director. If you are contacted by a representative of the media (i.e., newspapers, magazines, radio, television, etc.), refer them to the Board President or his/her designee. If the Board President or his/her designee is not available, inquiries may be directed to the Executive Director.

1.8 FIRST AID

Report any injury requiring first aid or medical treatment to the Executive Director or any on-site manager in charge. First aid supplies are available in every building for emergency treatment of minor injuries, but volunteers suffering major physical disorders or illness on Ranch premises will be taken to the nearest available emergency treatment facility. In case of emergency, dial 911 immediately.

1.9 SMOKING/USE OF TOBACCO

The Ranch is a smoke-free establishment. We do not permit smoking (including “e-cigarettes” or vaporizers) or the use of tobacco products anywhere on the facility, in Ranch vehicles or on Ranch Premises. If you are smoking or using tobacco during rest breaks, you must not smell of smoke or tobacco when you return to the Ranch. You may not chew or spit tobacco on Ranch premises or in Ranch vehicles. You may not discard cigarettes, tobacco or related materials on Ranch premises, except in designated receptacles.

1.10 ALCOHOL AND DRUG ABUSE POLICY

We are committed to maintaining a safe, efficient and productive work environment. We also want all volunteers to perform their duties safely and efficiently, in a manner that protects their interests and those persons visiting the Ranch. We recognize that the use of alcohol or unlawful drugs, or misuse of legal or prescription drugs, can be extremely disruptive and harmful. It can adversely affect the quality of work and volunteer performance, pose serious safety and health risks to the user and others, and have a negative impact on work efficiency and productivity. For these reasons, we have a strict policy against inappropriate use and possession of drugs or alcohol. Every volunteer must comply with this policy at all times.

Although California has legalized marijuana for medicinal purposes, the Ranch is not required to allow the medicinal use of marijuana on the premises. Use or being under the influence of marijuana is strictly prohibited while on Ranch premises and may result in discipline, up to and including termination of volunteer relationship with the Ranch. A

California Medical Marijuana Identification Card is not sufficient to overcome these prohibitions.

You may not use, possess, transfer, distribute, manufacture or sell alcohol or any illegal drug while on our property. You also may not report for work, begin work, or remain on duty or on on-call status while under the influence of or impaired by any illegal drug or alcohol, or sufficiently impaired by a legal or prescription drug that you create a danger in the workplace or inappropriately inhibit your ability to perform the job.

For purposes of this policy, a drug will be considered an "illegal drug" if its use is prohibited or restricted by law or if you improperly use or possess the drug, regardless of whether such conduct constitutes an illegal act.

1.11 VIOLENCE ON RANCH PREMISES

We have a zero-tolerance policy for workplace violence. Acts or threats of violence, including intimidation, harassment and/or coercion that involve or affect Ranch personnel or that occur on Ranch property will not be tolerated and may result in legal action.

"Acts or threats of violence" include conduct that creates a hostile, abusive or intimidating work environment for Ranch personnel. It also includes acts or threats of violence occurring on Ranch premises between any individuals, involving any person acting on behalf of the Ranch in any location, or which impacts the Ranch's legitimate interests.

Specific examples of conduct that may be considered threats or acts of violence include the following:

- Hitting or shoving another person.
- Threatening to harm another person or that person's family, friends, associates or property.
- Intentional destruction or threat of destruction of Ranch property.
- Harassing or threatening phone calls.
- Unauthorized surveillance or stalking.
- Unauthorized possession or inappropriate use of firearms or weapons.
- The conviction of an employee or any other representative of the Ranch under any criminal code provision relating to violence or threats of violence.

Our prohibition against threats and acts of violence applies to all persons involved in our operations, including employees, independent contractors, contract and temporary workers, customers, volunteers and anyone else on our property or interacting with our Ranch.

Report any threats or acts of violence to management immediately. State, federal or other laws may impose additional reporting obligations. In case of emergency, dial 911 immediately.

1.12 WEAPONS

You are absolutely prohibited from using, possessing, selling or purchasing weapons or dangerous materials at any time on Ranch premises (including in your vehicle parked on Ranch property or in a bag, briefcase or purse you bring into the Ranch), during open hours, or while representing the Ranch or conducting Ranch business anywhere. In addition to disciplinary action, doing so may subject you to additional legal action.

If you observe that any person is in possession of a weapon or dangerous material on Ranch property or during Ranch activities, report it to management immediately. In case of emergency, dial 911 immediately.

1.13 PETS AT RANCH

Volunteers are prohibited from bringing pets onto Ranch premises without prior approval from the Executive Director. Service animals will be accommodated in accordance with applicable laws.

1.14 RULES OF CONDUCT

It is important to us that all volunteers maintain proper standards of conduct and observe certain rules to ensure the orderly and efficient operation of our Ranch. Complying with Ranch rules does not guarantee the ability to volunteer. Volunteers who do not comply with Ranch policies, rules and directives will be relieved of their volunteer duties.

It would be impossible to list all possible infractions that may lead permanent relief of volunteer duties for any reason we deem necessary and appropriate. Some examples of misconduct warranting action include:

- Sexual or other harassment, retaliation or discrimination of any kind, against another person or anyone else affiliated with the Ranch.
- Theft, misappropriation, or unauthorized possession, removal or use of property, equipment, materials, documents or records belonging to the Ranch, a Ranch customer or other persons.
- Damaging property or materials belonging to the Ranch, a Ranch customer or another person.
- Violating security, safety or fire prevention rules or regulations.
- Engaging in any conduct that creates a safety hazard, or creating or contributing to unsanitary conditions by poor housekeeping.

- Smoking or smelling of smoke or tobacco in the workplace or while representing the Ranch or on Ranch premises.
- Unauthorized possession of a weapon or other dangerous materials on Ranch premises or while representing the Ranch.
- Gambling or loan sharking on Ranch premises or by using Ranch resources.
- Using or possessing alcoholic beverages or illegal narcotics or drugs on Ranch premises, in Ranch vehicles or in vehicles being driven on Ranch business or while representing the Ranch.
- Misuse, falsification or alteration of any employment or Ranch reports or records, such as job or volunteer applications, medical or employment history, personnel records, pay records, time records, customer or vendor documents, absence or illness reports, accident reports or injury claims.
- Gossiping, bullying others, defaming other personnel or our Ranch, disrespectful or rude treatment of others.
- Rude, discourteous or unprofessional behavior, creating a disturbance on Ranch premises or creating discord with customers, fellow employees or other Ranch representatives, use of profanity or abusive language, striking or hitting another employee.
- Unlawful conduct impacting our Ranch in any manner.
- Conduct on or off Ranch premises which adversely affects the Ranch's services, property, reputation or goodwill in the community.
- Obtaining confidential information pertaining to the Ranch or to the customers, employees or other representatives of the Ranch without authorization to do so.
- Divulging confidential or proprietary information or trade secrets of the Ranch to any person.
- Failure to report an injury, illness or accident (including a workers' compensation injury or illness), failure to report harassment or failure to report unsafe conditions in the workplace.
- Taking or giving bribes or gifts of any nature as an inducement to obtain special treatment, to provide confidential information or to obtain a position or benefit.

- Entering or leaving Ranch premises or removing any Ranch information or materials at any time without authorization.
- Any violation of these policies, or of any rule, practice, and procedure, policy or management directive set or stated by the Ranch at any time.

1.15 OPEN-DOOR POLICY

Suggestions for improving our policies, practices and procedures are always welcome. You may have a complaint, suggestion, or question about volunteer conditions, or the treatment you are receiving. Your complaints, questions, and suggestions are important to us.

If you have an issue that concerns you, please talk to your supervisor or any member of the management team. If you feel that your concern has not received appropriate attention, please raise the issue with the Executive Director.

We cannot guarantee that every problem will be resolved to your satisfaction. However, we value your observations and you should feel free to raise issues of concern, in good faith.

1.16 CONCLUSION

In this CRF Volunteer Handbook we have given you an outline of our major policies and procedures relating to volunteers. If you have questions about the material covered in this handbook or about anything concerning your volunteer work with us, please discuss these questions with your supervisor or the Executive Director.

VOLUNTEER ACKNOWLEDGMENT

I acknowledge receiving a copy of the CRF Volunteer Handbook and I agree to abide by the policies and procedures contained in the Handbook.

Date: _____

(Print - Volunteer Name)

(Signature - Volunteer Name)