

Reopening the Rancho, February 2021 | Volunteer Worksheet

Your Name Here: _____

Thank you for lending your time and talents to reopen Rancho Los Alamitos to the public! Please watch the reopening update here first: <https://www.youtube.com/watch?v=PYbUpzKWWQw>. Then work through the following prompts to review the updated safety protocol and important tools for engaging with visitors.

FILL IN THE BLANK:

- All visitors, volunteers, and staff must now sign _____ and _____.
- Check-in volunteers must fill in all the _____ information on the check-in sheet. The only exceptions are _____, whose names you can find on a new list at the check-in station. (You must still collect their first name, last name, number of adults & children, and time in and out.)
- Everyone must wear a two-layered mask over their _____ and _____, and maintain physical distance of at least _____ feet at all times.
- Personal interactions must be (circle one): Brief Under 15 minutes Under 5 minutes
- Use the _____ of the _____ technique to correct guests' behavior. Rather than telling visitors the rules, this technique helps us "teach visitors to _____."
 - Step 1 = _____
 - Step 2 = _____
 - Step 3 = _____
- Rancho Los Alamitos' mission is to _____ and _____ our visitors with our rich _____, our compelling stories, and our authentic connections to _____ past, thus inspiring a sense of _____.

WHAT IF...?

What actions might you take in response to the following visitor scenarios? What would you say?

- Someone has a medical condition that prevents them from wearing a mask

- You notice a visitor not wearing their mask

- You notice visitors on the wrong garden path or going the wrong direction on one-way paths

- You don't know the answer to a guest question

- It's a really slow day and there are no visitors on-site

- Visitors are impatient at Check-in

- Visitors are petting the friendly goats

Please use this space to tell us about other situations or challenges you have encountered:

Please use this space to tell us about ideas and solutions you use that work well:

Please tell us about the most rewarding experience you've had at/with the Rancho since the beginning of the pandemic: