



**Volunteer
Feedback
Meeting
June 28, 2021**

SERVICE ANIMAL CLARIFICATION

By law, service animals (not emotional support animals) may go anywhere a human may go, including the Ranch House & Barnyard.

- The ADA does not require service animals to wear a vest, ID tag, or specific harness.
- In situations where it is not obvious that a dog is a service animal, staff & volunteers may ask only two questions:
 - **Is the dog a service animal required because of a disability?**
 - **What work or task has the dog been trained to perform?**
- We may NOT ask for any documentation for the dog, require the dog demonstrate its task, or inquire about the nature of the person's disability.

PROCEDURES AS OF WED, 6/23

FACE MASKS

- Outdoors, masks are *optional* regardless of vaccination status.
- Indoors, masks are *required for unvaccinated* individuals over the age of 2.
- Indoors, masks are optional for fully vaccinated individuals.

- Visitors are on the honor system. *No mask shaming.*
- Staff and volunteers who wish to work without face masks must self-declare they are fully vaccinated against COVID-19.
 - Forms are available at check-in station.

PROCEDURES AS OF WED, 6/23

PHYSICAL DISTANCING

- One-way paths outdoors no longer necessary
- One-way path remains in Ranch House
- More gardens are opening gradually. THANK YOU, horticulture staff and garden volunteers!
 - NOW OPEN: all paths in Native Garden, Cactus Garden, Friendly Garden, Cutting Garden, Cypress Patio, Oleander Walk, Rose Garden
 - CLOSED: Old Garden

VISITS remain self-guided and by reservation

- At check-in, no longer need to ask COVID questions
- Visitors no longer need to check-out

FEEDBACK ON CURRENT PROCEDURES

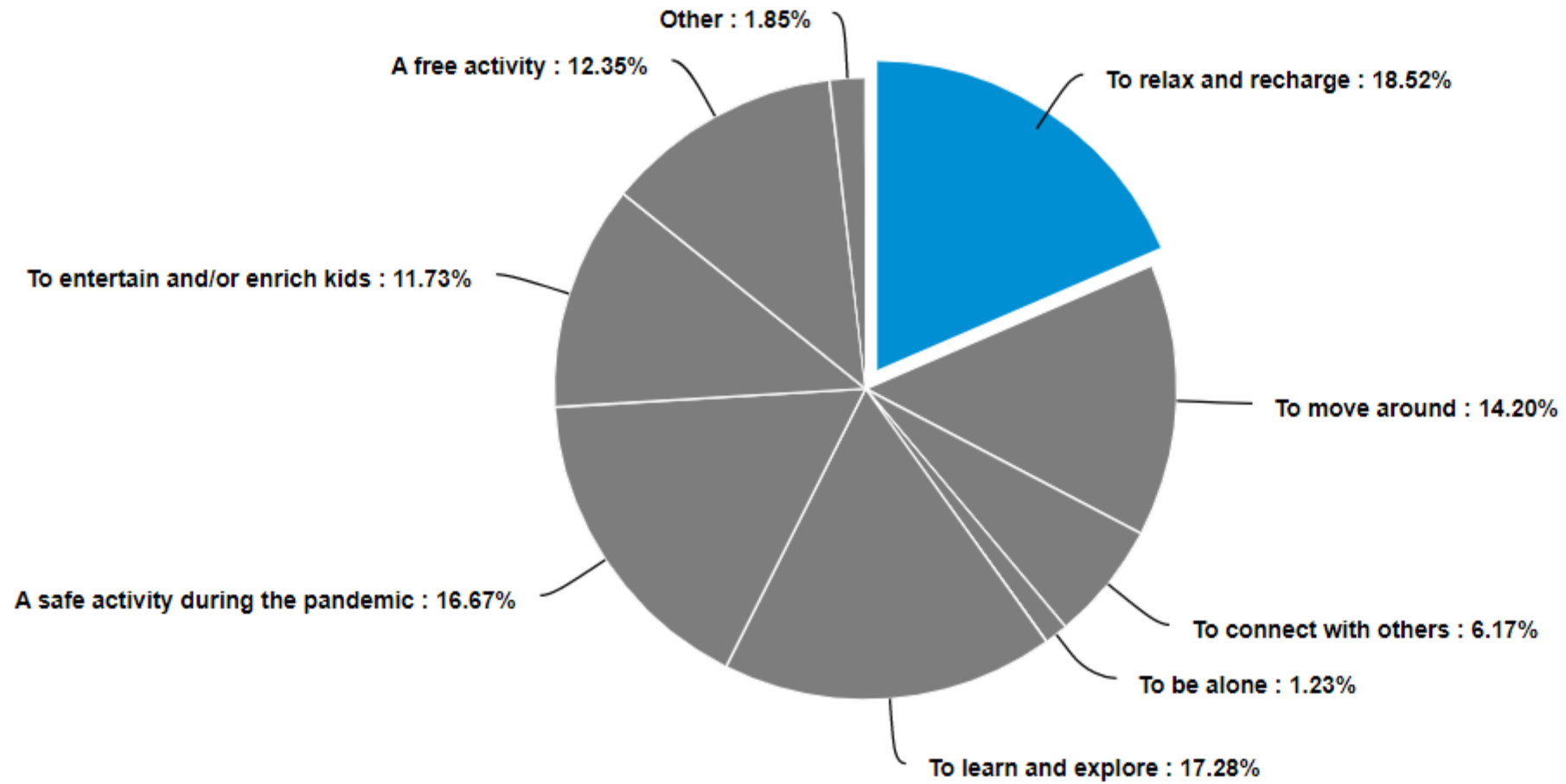
- **What questions do you have about the changes?**
- **What feedback do you have about the changes?**

LOOKING AHEAD...

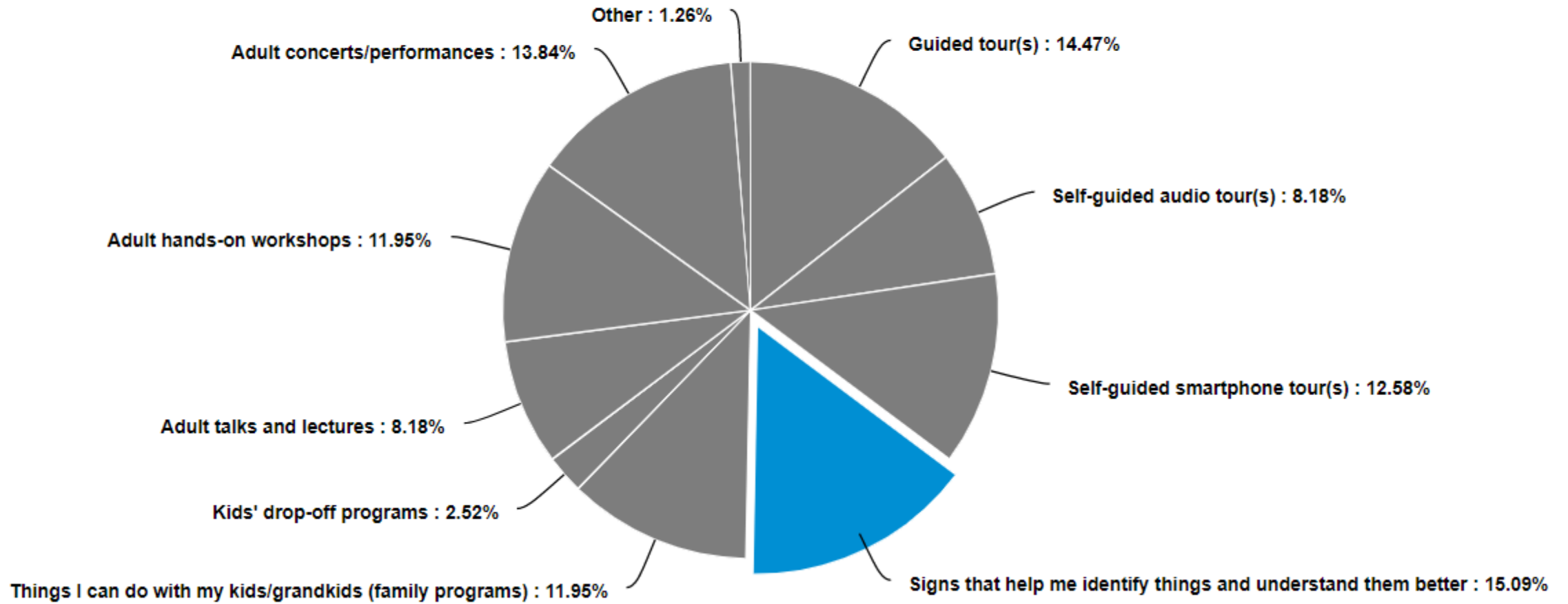
What ideas do you have for the **visitor experience as we prepare to reopen more fully?**

- Tours?
- Reservations?
- Rancho Center?

I visited Rancho Los Alamitos because I needed: (select all that apply)



Which of the following programs or resources would you be most likely to take advantage of? (select all that apply)



LOOKING AHEAD...

What ideas do you have for the **volunteer experience as we prepare to reopen more fully?**

- Volunteer Room?
- Scheduling?
- Refresher Workshop for Tours?

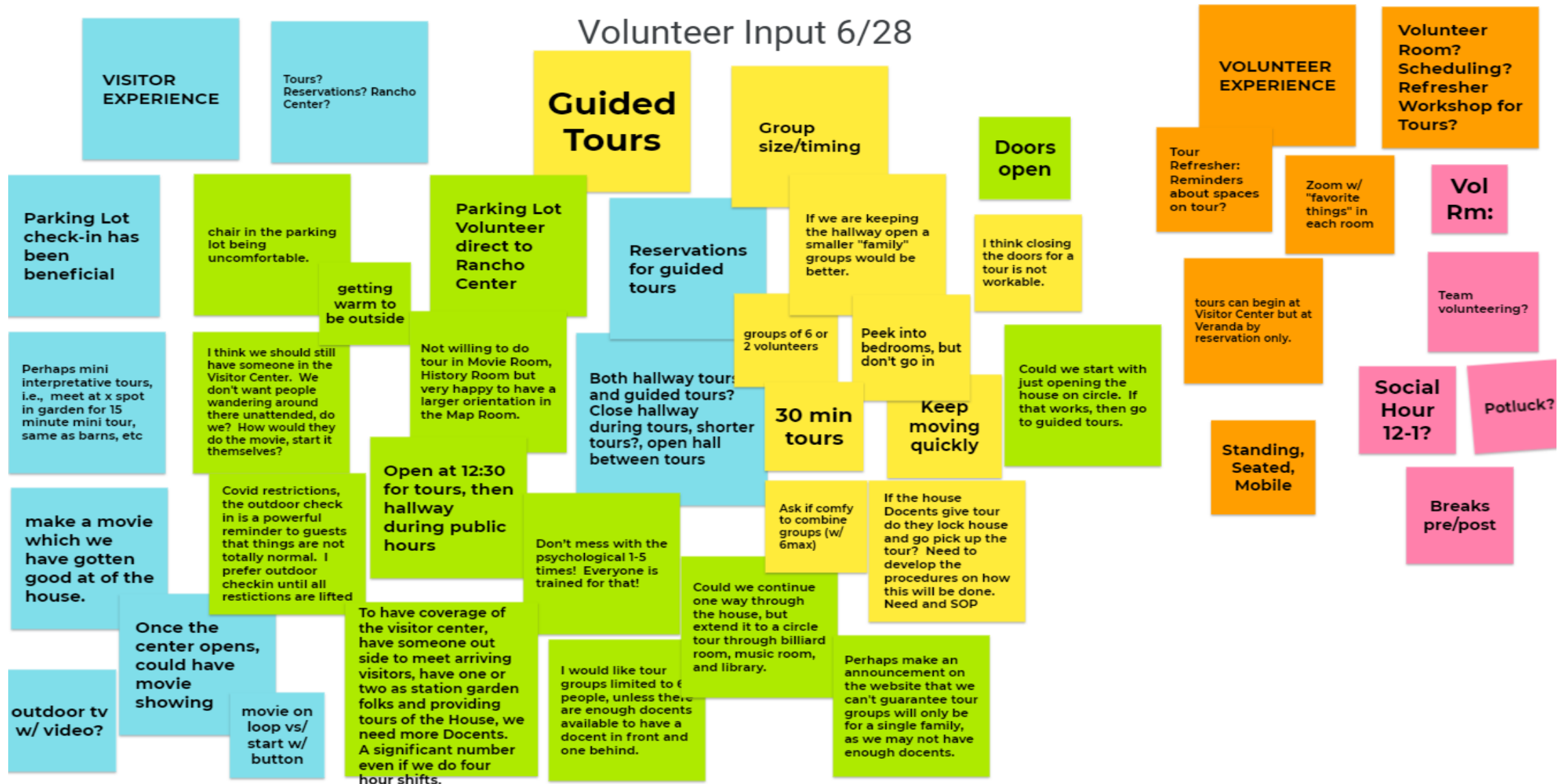
What's Next?

- Volunteer Survey
- Logistics Planning based on feedback (see next slide)
- Volunteer Refresher Meeting (Date TBD)
- Test Tours

- **Got more ideas?** Email katie@rancholosalamitos.org

Volunteer Feedback from Meeting (Jam Board)

Volunteer Input 6/28





**THANK
YOU!**