



LOS ALAMITOS | a place for all time

THANK YOU for volunteering to support Rancho visitors during our phased reopening!

This packet includes resources for you to feel prepared to volunteer in visitor services during our open hours. Please reach out to Ambyr or Katie with any questions or concerns. We are here to support you in supporting our guests!

Online: Reopening Training Video, Workshop Recording, and Worksheet

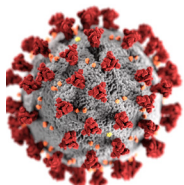
For important updates about the Rancho's operations, the visitor experience, and volunteer roles during the COVID-19 pandemic, please view our February 2021 Reopening Training video: <https://www.youtube.com/watch?v=PYbUpzKWWQw&feature=youtu.be>. You are also welcome to view a recording of an interactive workshop reviewing many of the updates here: <https://www.youtube.com/watch?v=-u2gkGNjpRM&feature=youtu.be>.

To begin volunteering in public-facing roles, please complete an online worksheet reviewing the key updates here: https://forms.office.com/Pages/ResponsePage.aspx?id=Y7OELLBcDkahRT-_IY7BIKkSFaH8UWhAlwKeuSWsYKpUMVNKNzUwVVFfaTTkwSTU5QIFZnZlXNU0wRC4u.

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What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



IMPORTANT PHONE NUMBERS

Rancho Office (M-F 9-5) Merinelle Marchione , Executive Assistant	562-431-3541
Duane Mills , Gift Shop Manager (weekend staff)	213-631-0603
Ambyr Hardy , Education Associate	562-685-3213
Katie Lowe , Education Manager	908-295-6483
Karen Thompson , Livestock Manager (call/text)	562-818-7930

Visitor Services FAQs

What if visitors arrive without a reservation?

We will do our best to accommodate walk-ins. This has rarely been an issue. The Check-in Volunteer and Parking Lot Volunteer will need to consult the reservation list and the number of guests currently on-site to check for availability (40 people on-site is the threshold). If we do not have availability right away, please offer the first available time-slot, and request that they return at that time or wait at their car until that time.

What if visitors arrive without a face mask?

For all guests older than 2 years of age, face masks are required for entry. If they cannot wear a face covering for medical reasons, please respect that and let them know they must keep 6 feet of distance from others at all times. Give other volunteers a heads-up about the unmasked visitor coming through. For visitors who do not have a face mask with them, the Check-in Volunteer can offer a disposable mask from the box at Check-in, using a gloved hand. Thank guests for understanding the requirement and our efforts to keep them safe.

What if you see visitors on-site without their masks on, or visitors who are wearing masks improperly?

For all volunteers, staff, and visitors older than 2 years of age, face masks are required on-site at all times. Please let visitors know we all need to wear masks on-site over our noses and mouths for everyone's safety and to be in compliance with City requirements to stay open. Thank them for understanding.

What if visitors are picnicking?

Due to site preservation and safety concerns, we can't accommodate picnics on our historic grounds. Please ask the guests to put their food away and thank them for understanding the requirement.

What if you see visitors doing something else that needs correcting (going the wrong way on the pathways, petting the animals, entering one of the closed gardens, climbing on the trees, etc.)?

Please approach the visitors and use the Authority of the Resource Technique: [1] identify the behavior, [2] provide context, and [3] redirect or offer an alternative. Assume best intent of our visitors and help them understand the site preservation and safety concerns behind the rules. In applying this technique, we teach visitors how to join us in protecting the resource.

What if visitors want to take professional photos?

Visitors are welcome to take photographs for personal use. Right now, we cannot accommodate staged photographs with a professional photographer due to the City's requirements prohibiting non-household groups of any size. Visitors must keep their masks on at all times while on-site.

What if visitors arrive with a dog?

Due to site preservation concerns, we can't accommodate pets on our historic grounds. But California law protects persons with disabilities' right to bring trained service animals (not emotional support animals) to all public places. The Americans with Disabilities Act does not require service animals to wear a vest, ID tag, or specific harness. If it is not obvious that the dog is a service animal, **staff/volunteers may ask only two specific questions**. We are not allowed to ask for documentation of the dog, require the dog to demonstrate its task, or inquire about the nature of the person's disability.

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

Visitor Services FAQs

Is it OK for visitors to sit on the benches?

Yes. Visitors should be sure to physically distance themselves from those who are not in their group.

Why aren't volunteers and docents interpreting right now?

The health and safety of volunteers, visitors, and staff. The risk of transmitting COVID-19 goes up when people are close and talking to one another. L.A. County advises keeping interactions with others short and always maintaining physical distance of 6 feet or more from others. We know how important tours and interpretation are to visitors and volunteers alike, and we will resume these activities when it is safe to do so. We welcome your suggestions about creative ways we can connect interpretively with our visitors!

Check-in Volunteer

Setting up:

- This job is at the 6-foot round check-in table in the parking lot. Staff will print the guest reservation spreadsheet for you. Please park on the street in the green marked spaces, and please arrive 5 minutes early to ensure you're prepared for your shift.
- Make sure you have what you need to do this job.
 - Face covering- double-layered mask covering mouth AND nose
 - Rancho shirt & name tag
 - Cell phone on silent
 - Reservation spreadsheet: on clipboard (printed before 12:30 pm shift)
 - Log Book: Volunteer Sign-in, Frequent Flyers, Communication Log, Accident Reports
 - Clean pen/used pen jars
 - Donation jar
 - Brochures
 - Sanitizing wipes
- Make sure you also have what you need to be comfortable for a 2-hour shift.
 - Water bottle; hat (no logos); comfortable, closed-toe shoes; sunscreen

Checking-in Visitors:

- **Welcome** visitors to the site. Ask for their name and reservation time. Walk-in visitors are allowed if we have space.
- **Collect ALL data** that is required for contact-tracing and will help us understand our visitorship:
 - First & last name
 - Number of adults & children
 - Home zip code
 - Phone number
 - Email address
 - Are you a member or is this your first visit?
 - Please confirm you have read our site etiquette and that you have not been exposed to COVID-19 or had symptoms in the past 14 days.
- **Have you been here before? It's a different Rancho experience right now:**
 - Recommend the new map
 - Point out the survey link
 - Give overview of one-way route, including etiquette reminders
- **Thank visitors for coming, and point out the entrance to the garden.**
- Sanitize used pens with wipes as necessary.
- **Be sure to check visitors out as they leave by recording their time of departure on the reservation sheet.**
- Work with the Parking Lot Volunteer to keep track of the number of visitors on-site. **If we exceed 40 people in an hour, please ask RLA Staff to call the Bixby Hill Guard Gate to let them know we are only accepting visitors with reservations right now.**

At the end of my shift: please "clock out" on the timesheet

- **At 2:30 pm:**
 - Use the disinfecting wipes to sanitize the station (table, chair, pens, clipboard, clicker).
 - Please do not leave until you've been "relieved" by your replacement.
- **At 4:30 pm:**
 - Use the disinfecting wipes to sanitize the station.
 - Pack up the check-in materials in the provided box/basket.

Thank you for supporting our visitors!

Revised 02.12.2021

Check-in Volunteer

Example Check-in Conversation Script:

Hello! Welcome to Rancho Los Alamitos. How are you today?

- What's the name on your reservation?
- How many are in your group?
- What's the zip code you are visiting from?
- Please confirm your email and phone number *(so the City/County can do contact-tracing if necessary. The information will NOT be shared. We will send them a thank-you email.)*
- Please confirm that you have reviewed our site etiquette (see signs)
 - Confirm that you have not been exposed to COVID-19 or had symptoms in the past 14 days.
- Is this your first time at the Rancho? It's a different route than usual right now:
 - 60-minute tour of our outdoor areas.
 - Please pick up a map showing the new route.
- You'll enter through the garden gate here, and then
 - follow a one-way path through the Gardens and Barnyard.
 - Please stay on the path and refrain from climbing on the trees or touching the livestock.

At the end of your visit...

- Please check out with me before you leave the site.
- We welcome your feedback. You can find a survey link/QR code on the back of the map.

Thank you so much for visiting! We always appreciate your support. Have a wonderful time!

Important Phone Numbers:

RANCHO OFFICE (M-F 9-5) 562-431-3541

DUANE MILLS (weekend staff) 213-631-0603

AMBYR HARDY 562-685-3213

KATIE LOWE 908-295-6483

KAREN THOMPSON (Livestock Manager, call/text) 562-818-7930

Thank you for supporting our visitors!

Revised 02.12.2021

Parking Lot Volunteer

Setting up:

- This job is mobile, roaming the RLA Parking Lot, to welcome and track guests. Parking Lot Volunteers support the Check-in Volunteer and ensure all guests check in and out. A chair will be provided in case you need a break.
- Make sure you have what you need for this job.
 - Face covering- double-layered face mask covering mouth and nose
 - Rancho shirt & name tag
 - Cell phone on silent
- Make sure you also have what you need to be comfortable for a 2-hour shift.
 - Water bottle
 - Hat (no logos)
 - Comfortable, closed-toe shoes
 - Sunscreen

Monitoring the Parking Lot:

- **For visitors who are arriving:** welcome them to the site *after* they park; please don't stop cars as they enter the parking lot. Point out the restrooms and direct guests to the check-in station. Direct visitors toward the garden gate entrance after they have checked in.
- **For visitors who are exiting:** remind them to check out before they depart, ask them about their visit, and thank them for coming. In the case that the Check-in Volunteer is busy, you may also check guests out on the note pad provided. **Be sure to get their first and last names and note the time of exit.**
- **Keep an eye on the Check-in station and be proactive.** If it looks like the check-in person could use support, jump in! You may help remind visitors to stay 6 feet apart while waiting and answer any questions that come up. You may ask visitors to wait in their vehicles if there is already one group waiting to check in.
- Work with Check-in to keep track of the number of visitors on site. **If we exceed 40 people in an hour, please ask RLA Staff to call the Bixby Hill Guard Gate to let them know we are only accepting visitors with reservations right now.**

At the end of my shift: please "clock out" on the timesheet

- **At 2:30 pm:**
 - Use a disinfecting wipe to sanitize anything you may have touched- the chair, clipboard, etc.
 - Please do not leave until you've been "relieved" by your replacement.
- **At 4:30 pm:**
 - Use a disinfecting wipe to sanitize anything you may have touched- the chair, clipboard, etc.
 - Place supplies in the box with the check-in materials.

Thank you for supporting our visitors in the parking lot!

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Floater Volunteer

Setting up:

- This job is mobile, between 1:30-3:30 pm, moving in one-direction around all the open areas to help other volunteers as needed and to help monitor guest and site safety.
- Make sure you have what you need to do this job.
 - Face covering- double-layered mask covering mouth AND nose
 - Rancho shirt & name tag
 - Cell phone on silent
- Make sure you also have what you need to be comfortable for a 2-hour shift.
 - Water bottle
 - Hat (no logos)
 - Comfortable, closed-toe shoes
 - Water bottle, hat (no logos), comfortable, closed-toe shoes, and sunscreen

Monitoring the Rancho Grounds:

- **This is not an interpretive position right now for visitor and volunteer safety.**
- **Please continually move** throughout the site, spending no more than 5 minutes with any person or group.
- **Greet** visitors as you cross paths. A simple wave “hello” goes a long way to making visitors feel welcome.
- **Answer any questions** visitors might ask. Feel comfortable saying, “I don’t know, but [fill in the blank with something related you might know].” You can direct guests to other volunteers or staff, too.
- **Help visitors correct their behavior. Use the Authority of the Resource**, a communication technique that moves the focus away from rules and onto the goals of safety and preservation.
 1. **Identify the behavior.**
 2. **Provide context.**
 3. **Redirect or offer an alternative.**
 - *Example: Hi there! I know these roots are so fun to climb on, but when we do, it harms this tree that’s over 100 years old. We can still spend time with this amazing tree, just without climbing on the roots.*

At the end of my shift: please “clock out” on the timesheet

- **Please check out with the Check-in Volunteer and/or on-site staff.**
- Feel free to help sanitize areas visitors may have touched, including railings and stanchions (but not wood). Wipes are available at the Check-in station.

Garden Friends Volunteer

Setting up:

- This job is mobile, roaming in the Gardens along the one-way route. Garden Friends welcome visitors and monitor guest and site safety.
A chair will be available for you when you need a break.
- Make sure you have what you need to do this job.
 - Face covering- double-layered face mask covering mouth AND nose
 - Rancho shirt & name tag
 - Cell phone on silent
- Make sure you also have what you need to be comfortable for a 2-hour shift.
 - Water bottle
 - Hat (no logos)
 - Comfortable, closed-toe shoes
 - Sunscreen

Monitoring the Gardens:

- **This is not an interpretive position right now for visitor and volunteer safety.**
- **Greet** visitors as you cross paths. A simple wave “hello” goes a long way to making visitors feel welcome.
- **Answer any questions** visitors might ask. Feel comfortable saying “I don’t know, but [fill in the blank with something related you might know].” You can direct guests to other volunteers or staff, too.
- **Help visitors correct their behavior. Use the Authority of the Resource**, a communication technique that moves the focus away from rules and onto the goals of safety and preservation.
 1. **Identify the behavior.**
 2. **Provide context.**
 3. **Redirect or offer an alternative.**
 - *Example: Hi there! I know these roots are so fun to climb on, but when we do, it harms this tree that’s over 100 years old. We can still spend time with this amazing tree, just without climbing on the roots.*

At the end of my shift: please “clock out” on the timesheet

- **At 2:30 pm & 3:30 pm:**
 - Did you notice visitors touching anything (stanchions, railings, etc.) plastic or metal (not wood)? Please use a wipe (available at the Check-in station) to sanitize surfaces.
 - Please do not leave until you’ve been “relieved” by your replacement.
- **At 4:30 pm:**
 - Did you notice visitors touching anything (stanchions, railings, etc.) plastic or metal (not wood)? Please get a wipe from the check-in station and sanitize that surface.
 - Please ensure all guests have left the Garden before leaving your position. Remind remaining visitors that we close at 4:30, and they can make another reservation on another day.

Thank you for supporting our visitors in the Gardens!

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Barnyard Roustabout Volunteer

Setting up:

- This job is mobile, roaming throughout the Barnyard along the one-way route. Barnyard Roustabouts welcome guests, letting them know where to enter the Barnyard and Feed Shed, and monitor guest and site safety.
Please do not stand or sit near Preston. Instead, make use of the benches near the Dairy Barn when you need a break.
- Make sure you have what you need to do this job.
 - Face covering- double-layered face mask covering mouth AND nose
 - Rancho shirt & name tag
 - Cell phone on silent
- Make sure you also have what you need to be comfortable for a 2-hour shift.
 - Water bottle
 - Hat (no logos)
 - Comfortable, closed-toe shoes
 - Sunscreen

Monitoring the Barnyard:

- **This is not an interpretive position right now for visitor and volunteer safety.**
- **Greet** visitors as you cross paths. A simple wave “hello” goes a long way to making visitors feel welcome.
- **Answer any questions** visitors might ask. Feel comfortable saying “I don’t know, but [fill in the blank with something related you might know].” You can direct guests to other volunteers or staff, too.
 - See FAQs for common Barnyard questions, available in the Feed Shed cabinet.
- **Help visitors correct their behavior. Use the Authority of the Resource**, a communication technique that moves the focus away from rules and onto the goals of safety and preservation.
 1. **Identify the behavior.**
 2. **Provide context.**
 3. **Redirect or offer an alternative.**
 - *Example: Hi there! We can’t pet the livestock for your safety and theirs. We can use our other senses though, looking closely and paying attention to their unique sounds and smells.*

At the end of my shift: please “clock out” on the timesheet

- **At 2:30 pm:**
 - Did you notice visitors touching anything (stanchions, railings, etc.) plastic or metal (not wood)? Use a wipe to sanitize surfaces and the FAQs sheet (if used).
 - Please do not leave until you’ve been “relieved” by your replacement.
- **At 4:30 pm:**
 - Did you notice visitors touching anything (stanchions, railings, etc.) plastic or metal (not wood)? Please use a wipe to sanitize surfaces and FAQs sheet (if used).
 - Please ensure all guests have left the Barnyard before leaving your position. You may gently remind remaining visitors that we close at 4:30, and they can make another reservation on another day.

Thank you for supporting our visitors in the Barnyard!

Revised 02.12.2021

Rancho Los Alamitos Barnyard FAQs

Important Contacts

- Karen Thompson, Livestock Manager (call/text) 562-818-7930
- Rancho Office (M-F 9-5) 562-431-3541
- Duane Mills (weekend staff) 213-631-0603

Rancho Los Alamitos Barnyard Etiquette

Please do not:

1. touch, pet, or attempt to pet the livestock.
2. feed the livestock. Livestock diets and enrichment are carefully regulated and monitored by staff caretakers.
3. climb on fences or Barnyard structures.
4. enter the paddocks, corrals, or livestock pens. Only the Livestock Manager and RLA Staff may do this.
5. Visitors are NOT allowed in “behind-the-scenes” areas of the barnyard, such as the horse wash rack, feed barn, compost pile, storage area above Stallion Barn, etc.
6. All gates should remain closed at all times. If you find a gate open, please close it.

Should you see a visitor doing any of the following, use the Authority of the Resource to identify the behavior, provide the context that we cannot do these things for the safety of the animals and people alike, and redirect them to an appropriate behavior.

- Attempting to enter the paddocks or livestock pens
- Bringing food, beverages, or plants of any kind to the area. This is NOT PERMITTED at the Rancho.
- Feeding or giving anything to the animals
- Petting, or attempting to pet, any of the animals
- Putting their hands through fences or cages
- Climbing on fences or other Barnyard structures
- Entering “behind-the-scenes” areas of the Barnyard, such as the horse wash rack, hay barn, compost pile, storage area above Stallion Barn, etc.

Rancho Los Alamitos Barnyard FAQs

Timeline of Ranching at Rancho Los Alamitos

1790: Manuel Nieto receives 300,000 acres from Spain in the Los Angeles Basin south of Misión San Gabriel. The largest land grant made in California by either the Spanish or Mexican governments, it's variously called *Rancho Los Nietos* or *Rancho Los Coyotes*. In 1796, Mission San Gabriel receives almost half of the land, leaving 167,000 acres. The land is eventually subdivided into 5 Ranchos, *Santa Gertrudes*, *Los Cerritos*, *Las Bolsas*, *Los Coyotes*, and *Los Alamitos*. **This is the beginning of cattle ranching on this land.**

1834-1842: José Figueroa, the Mexican governor of California, purchases Rancho Los Alamitos from Juan José Pérez Nieto for \$500 (under two cents per acre). In 1835, his brother Francisco begins managing the 26,000-acre Rancho.

1842-1865: Abel Stearns purchases the land, makes extensive renovations and additions to the Ranch House, and continues cattle ranching at the Alamitos. Eventually, due to successive floods and droughts, Stearns loses the ranch to Michael Reese who leases the land to various tenant farmers.

1871: John W. Bixby arrives in California to work for his cousin, Jotham Bixby, at Rancho Los Cerritos. In 1878, John Bixby begins subleasing acreage at Rancho Los Alamitos and moves his family into the crumbling adobe Ranch House. John continues sheep ranching successfully and eventually purchases the land with partners as the J.W. Bixby & Co. **The Bixbys brought sheep ranching to Southern California.**

1906: Fred (son of John and Susan) & Florence Bixby move onto the Rancho and continue ranching at Alamitos and elsewhere. They add **Draft Horses** and other livestock to their sheep ranching.

1968: 7½ acres of Rancho Los Alamitos are donated to the City of Long Beach by the Bixby Family.

Rancho Los Alamitos Barnyard FAQs

Livestock at Rancho Los Alamitos

Historically, domesticated animals at the Rancho were working animals, either used for labor or market. During the Spanish, Mexican, and *Californio* periods (1790 to mid-1800s) cattle were raised here for the hide and tallow market.

Later, Yankees including the Bixbys brought merino sheep for wool, draft animals including oxen, mules, and heavy horses like Shires and Belgians.

Today, the livestock living at the Rancho (horses, sheep, goats, rabbits, and hens) help us interpret the past. They are cared for by dedicated Livestock staff. Some of our livestock are domestic endangered breeds (sheep/Shires).

Horses

- **Shire gelding, Preston:** born June 18, 2012
 - o Shires are bred for their enormous capacity for weight pulling. Preston weighs about 2000 lbs and is about 18 hands high. You can see a *handstick* in the Blacksmith's Shop.
- **Ponies:** These equines are visitors to the Rancho and keep Preston company. Some were trained to pull pony carts, while others come from petting zoos or pony rides. Historically, Rancho children learned horsemanship with ponies.

The ponies currently on-site are:

- Pebbles- Appaloosa (white with spots)
- Charlie- brown with white blaze (on his nose)
- Socks- Shetland (dark brown with white socks)

Sheep & Goats

- **Goats:** Tie & Brother: born in 2013 and rescued by RLA
 - o 3 visiting goats from a petting zoo as well: Ash & Cinder (Nubian goats born in 2017) and Ivy (Alpine goat with one horn)
- **Sheep:** Sister and Bo: Navajo Churro Sheep (domestic endangered breed), used by the Navajo for their textiles, which can be seen in the Ranch House (when open)

Rabbits & Hens: These livestock change frequently in number, and most do not have names.

Rancho Los Alamitos Barnyard FAQs

Historic Barns at Rancho Los Alamitos

- **Horse Barn:** (now the Rancho Center) built in 1948 to house the working and riding horses.
- **Stallion Barn:** constructed between 1909-1912 to house the huge Shire horses and other stallions.
- **Tack Room:** originally in the Horse Barn. Today we see a variety of saddles from the Rancho's past.
- **Feed Shed:** historically, this barn was three times longer than today, and was used for "finishing" cattle.
- **Shepherd's Wagon:** in the late 1800s, housed shepherds when out on the range. An old-fashioned "mobile home."
- **Dairy Barn:** the Bixby family only kept enough dairy cows to furnish their household and workers with milk, butter, and cheese.
- **Blacksmith's Shop:** dates to about 1933 and still in use by local blacksmiths.