

# Om Home Healing Sanctuary

## Employment/Volunteer Policies and Procedures

Effective March 1, 2024

## INTRODUCTION

Welcome to the Om Home Healing Sanctuary. This handbook is intended to help clarify the policies and procedures for Om Home Healing Sanctuary's volunteers. If you have any questions about it, please ask! We will be asking you to sign a statement indicating you understand and accept these policies.

## ABOUT THE COMPANY

After tragically losing my eldest son Adam in 2009, I made many attempts towards conventional healing, to no avail. At that time, I was asked to rescue a miniature donkey that was bonded to a wild Mustang. Who knew this would become my life's calling. They allowed me to process pain, suffering, and grief, without judgement like no human could. Many times I would sleep outside in the barn, hahaha, it was actually just a tuff shed in those days. There, my healing began, and I realized that there were so many other mamas who had lost their babies that could benefit from this type of therapy. By word of mouth, the rescues began to show up. Due to financial difficulties, renting a home and property was the only option. This limited the number of animals I could take in. I held the dream of owning my own home and acreage to provide animals with a long-term retirement opportunity free of suffering. Then finally my dream became a reality, and I purchased three acres with a home. There, I was able to provide sanctuary for many senior and homeless animals that had been displaced.

In 2020 during Covid, the animals provided so many with respite. I offered a no contact experience allowing people to drive by and feed the animals. There was a constant stream of cars! To this day, people are still talking about how the animals raised their vibe during such hard times. Our numbers of animals increased significantly during Covid as people were forced to surrender their animals due to lack of funds.

After five years, I realized it was imperative to move the animals from the frigid conditions of 6,300 elevation. The many months of frozen conditions were much too hard on the elderly animals.

In 2022, the whole game changed. I was able to secure 70 acres in a much warmer climate. Now I can reach the heights I had always planned for with the community's support. Billie Jo does not call this just an animal sanctuary, because it is her intention to offer the property to special needs groups, schools, and other like-minded organizations. The continuity between animals and humans allows a synergistic healing to occur to all that visit the sanctuary.

## PURPOSE OF VOLUNTEER POLICIES

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Om Home Healing Sanctuary reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Executive Director.

## DEFINITION OF "VOLUNTEER"

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the organization. A "volunteer" must

be officially accepted and enrolled by the ranch prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the organization.

#### VOLUNTEER STANDARDS AND RESPONSIBILITIES

Volunteers represent a valuable resource for Om Home Healing Sanctuary, its staff, and its clients. Volunteers should be given meaningful assignments and effective direction, and be recognized for work done. In return, volunteers should actively perform their duties to the best of their abilities, volunteer at their assigned times, and remain loyal to the mission and procedures of the ranch.

#### VOLUNTEER ASSIGNMENTS

Volunteers should have clear, complete, and current descriptions of the duties and responsibilities of the assignment.

#### RECRUITMENT OF MINORS

Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to Volunteer Services prior to volunteering. The volunteer assignment for a minor should be in a nonhazardous environment and should comply with all appropriate requirements of child labor laws.

#### INTERVIEWING

Prior to being assigned, all regular volunteers should be interviewed to ascertain their suitability for and interest in that assignment. The interview should determine the qualifications of the volunteer and their commitment to fulfill the requirements of the assignment; and it should answer any questions that the volunteer has about the assignment.

#### ORIENTATION

Volunteers are given an opportunity to attend a general orientation on the nature, purpose, and mission of the organization; review of the volunteer program; and, a tour of the ranch.

#### TRAINING

Volunteers should receive guidance/training by their volunteer supervisor to provide them with the information on 1) knowledge and skills necessary to perform their volunteer assignment, 2) the operation of the program encompassing their volunteer activity, and 3) the purpose and requirements of the assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer.

#### VOLUNTEER/STAFF RELATIONS

Volunteers and staff are considered to be partners in implementing the mission and programs of the institution, with each having a complementary role to play. Each partner should understand and respect the needs and abilities of the other.

#### HOURS OF OPERATION / WORK SCHEDULE

The ranch is normally open for winter operations every day from 10:00AM until 3:00PM Pacific Time and summer operations every day from 9:00AM until 5:00PM Pacific Time.

## ATTENDANCE POLICY

If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. Continual absenteeism may result in a review of the volunteer's work assignment or term of service and could result in ending the volunteer's relationship with the institution.

## CONFLICT OF INTEREST

A "Conflict of Interest" arises when a person in a position of authority in an organization, such as a director, officer, expert volunteer or key staff member, may benefit personally from a decision he or she could make. Volunteers must disclose any conflict of interest to the Director in charge in order to make sure a Disclosure form is completed and to make sure the conflict will not interfere with the volunteer's work.

## CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality will result in termination of the volunteer's relationship with the agency or other corrective action.

## POLITICAL AND CIVIC ACTIVITIES

Om Home Healing Sanctuary recognizes the right of every staff member and volunteer to participate in political and civic activity. However, all such activity must be conducted on the volunteer's own time and without the use of Om Home Healing Sanctuary's name or materials unless specific approval has been granted by the executive director and/or the executive board members. As a general rule, all political and civic activities should be conducted outside of volunteer assignment. A volunteer may not display or distribute political or civic materials on Om Home Healing Sanctuary's property or at a location where Om Home Healing Sanctuary is conducting business.

## HOLIDAYS

Om Home Healing Sanctuary will observe the following Holidays:

- New Year's Day
- Birthday of Dr. Martin Luther King, Jr
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Presidential Election Day
- Veteran's Day
- Thanksgiving Day
- American Indian Heritage Day (The day after Thanksgiving)
- Christmas Day

## VOLUNTEER RECORDS

Volunteer records are kept for each volunteer. Your volunteer record contains your application (if applicable), acceptance of policies and procedures, release of liability, and any information we may have about your volunteer hours at the ranch. You may have access to your entire volunteer record by scheduling the time with the Executive Director.

## EQUAL EMPLOYMENT POLICY

It is the policy of Om Home Healing Sanctuary to provide equal opportunity to all qualified persons and not discriminate against any volunteer or applicant from volunteering because of race, color, religion, sex, age, national origin, veteran status, disability or any other protected status.

#### SEXUAL HARRASSMENT

Om Home Healing Sanctuary does not tolerate sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when • Submission of such conduct is made either explicitly or implicitly a term or condition of a volunteer's placement; or • Submission to or rejection of such conduct by a volunteer is used as the basis for volunteer placement; or • Such conduct has the purpose or effect of unreasonably interfering with a volunteer's work performance or creating an intimidating, hostile, or offensive work environment. If a volunteer feels harassed or offended by another staff member or volunteer, a supervisory or management person, a customer/patron, or any other person whom they encounter in the course of volunteer placement, whether the opposite sex or same sex, and does not want to deal with the problem directly, the volunteer should contact their supervisor, volunteer manager, or the executive director.

#### GENERAL HARRASSMENT

Om Home Healing Sanctuary believes that every volunteer has the right to work in an environment free from harassment and will not tolerate harassment based on race, color, creed, religion, national origin, sex, sexual preference or orientation, disability, age, marital status, or status with regard to public assistance. General Harassment includes unwelcome verbal or physical conduct that denigrates or shows hostility or aversion toward a volunteer because of their status in relationship to a class defined above when such conduct • Has the purpose or effect of creating an intimidating, hostile, or offensive work environment; • Has the purpose or effect of unreasonably interfering with a volunteer's work performance; • Otherwise adversely affects the volunteer placement; and • The supervisor knows or should know of the existence of harassment and fails to take timely and appropriate action. General harassment does not include negative effects a volunteer may experience as a result of actions taken by a supervisor that are within the scope of the supervisor's responsibilities and would be considered reasonable and appropriate actions.

#### ZERO TOLERANCE OF VIOLENCE

Om Home Healing Sanctuary will not tolerate violence on or around its premises either by or against staff members, volunteers, or members of the public. Volunteers are expected to treat other human beings with respect and dignity. Any incident of violence should be reported promptly to the appropriate supervisor, volunteer manager, and/or the executive director • Violence includes, but is not limited to, verbal or physical intimidation, contact, or threats. • Reported incidents are subject to investigation or corrective action. Any volunteer who does not comply with this policy may be subject to discipline, up to and including dismissal.

#### DRUG AND ALCOHOL POLICY

Om Home Healing Sanctuary realizes that the misuse of drugs and alcohol impairs employees and volunteer's judgment and productivity. Drug and alcohol problems result in unsafe working conditions for all employees, volunteers and customers. Om Home Healing Sanctuary is committed to maintaining a

productive, safe, and healthy work environment, free of unauthorized drug and alcohol use. Any employee or volunteer involved in the unlawful use, sale, manufacturing, dispensing and possession of controlled substances, illicit drugs and alcohol in/on ranch premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution.

#### DISMISSAL OF A VOLUNTEER

Volunteers who do not adhere to the rules and procedures of Om Home Healing Sanctuary or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the organization's materials, abuse or mistreatment of animals, clients, staff or other volunteers, failure to abide by Om Home Healing Sanctuary's policies and procedures, and failure to satisfactorily perform assigned duties.

#### DRESS CODE POLICY

Om Home Healing Sanctuary maintains a business casual working environment. No open toe shoes. No slippers. No spaghetti strap shirts. Pants should be up the waist. No shorts. No Mini skirts/dresses. For some events, specific attire is requested.

#### TELEPHONE USE POLICY

Cell phones are not allowed while working at the ranch due to safety reasons. If absolutely necessary, time on your phone will be subtracted from overall volunteer time.

#### DONATED ITEMS

Volunteers are not allowed to shop or take donated items from the ranch. Volunteers must remember that the Om Home Healing Sanctuary is to help and serve the animals.

#### Volunteer Policies and Procedures Acknowledgement

I understand that the working conditions, policies, and procedures described in this handbook are confidential and may not be distributed in any way nor discussed with anyone who is not an employee/volunteer of Om Home Healing Sanctuary.

I acknowledge that I have received a copy of Om Home Healing Sanctuary's Volunteer Policies and Procedures. I understand that this handbook replaces any and all prior verbal and written communications regarding Om Home Healing Sanctuary, working conditions, policies, procedures, appeal processes, and benefits.

I have read and understand the contents of this handbook and will act in accord with these policies and procedures as a condition of volunteering with Om Home Healing Sanctuary.

I have read and understand the Standards of Conduct expected by Om Home Healing Sanctuary, and I agree to act in accord with the Standards of Conduct as a condition of my employment/volunteering by Om Home Healing Sanctuary.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult my immediate supervisor or the Executive Director.

Please read this Handbook and these employee Standards of Conduct carefully to understand these conditions of employment/volunteering before you sign this document.

---

Volunteer Signature

---

Date

---

Volunteer Name (Please Print)