

SonnyDaze Ranch Volunteer Policies & Procedures

Volunteers play a key role in our ability to care for horses and serve the public. Once trained, volunteers become a vital part of the team. You work side-by-side with staff and other volunteers. Your commitment to the position you fill is vital to our success.

Volunteers are required to observe the following:

- Report on time and complete your agreed duration of volunteering. If you must leave early, make prior arrangements with staff so that a substitute can be found.
- If you are sick, cannot do, or wish to make changes in your volunteer schedule, please contact staff as far in advance as possible so that a substitute can be scheduled.
- Failure to report, without prior contact or arrangements may result in your being removed from the volunteer schedule. Failure on a regular basis, even with prior contact, may also result in being removed from the schedule permanently.

Dress Code

When volunteering at SonnyDaze Ranch, volunteers are asked to follow the dress code set for all staff and volunteers, especially those handling horses:

- Please wear close-toed flat boots or shoes (athletic shoes are ok) – no sandals or flip flops
- No shorts, skorts or short skirts
- No sleeveless or tank tops
- Avoid wearing jewelry that could get caught on things or pulled (large hoop earrings/body rings, long necklaces, loose rings)
- No fragrances (perfumes or cologne)
- Always wear your volunteer name badge when you are on the property
- Remember, your appearance and conduct reflects directly on SonnyDaze Ranch

In addition to the dress code, please adhere to the following:

- Always wash your hands before touching each horse and before leaving the facility. This helps prevent the spread of viruses. Hand sanitizers are set up all around the barn.
- Do not bring personal food into the facility.
- Do not bring in or use cell phones/tablets/laptops in the facility. NO ELECTRONIC DEVICES ALLOWED.
- Please do not bring guests or visitors with you while you volunteer.
- Smoking and/or vaping is restricted to an outside designated area only.
- Do not smoke or vape around the animals, even if they are outside.
- Volunteers and staff must park in the areas furthest away from the facilities main entrance. Parking in the front is for the public. Please discuss with staff any other parking accommodations you may need.
- Please do not leave any animals in your car while you are at the facility volunteering.

For Your Safety, The Safety of Others and the Safety of Our Horses

- Always keep in mind that the horses do not know you. They come from a variety of backgrounds and it is difficult to predict their behavior in any given moment, they are still considered a 'wild animal'. A calm and quiet demeanor around the horses helps keep them relaxed and less anxious. No volunteers are permitted to handle or be in any close proximity to a horse(s) without the supervision of SDR staff.
- Read signage, it is there for a reason, please follow the instructions. Take note that there are areas in the barn that are permitted to 'employees' only, not volunteers. Anyone found in 'unpermitted' areas will no longer be able to continue their volunteer services and asked to leave the property immediately.
- Cell phones and all other 'electronic' devices MUST be kept locked in your personal vehicles with ringers off, they are not permitted in or around the facility. Sudden sounds (including them being heard from your locked vehicle) can startle horses and/or other people and make conditions unsafe for you, others and the horse(s).
- No volunteer is permitted to participate in any volunteer services on/at/or around the facility without having completed the 'Volunteer Training' whether the volunteer is doing tasks involving a horse(s) or not, this is mandatory.
- Immediately report any injury you receive to staff. They will direct you to the proper forms to fill out to document the injury. Volunteers are not covered under our Worker's Compensation Insurance. SonnyDaze Ranch DOES NOT provide secondary accident insurance coverage for volunteers to cover out-of-pocket medical expenses due to an injury incurred while volunteering. This is all in accordance to the 'Volunteer Liability Release' you signed prior to volunteering services.
- If you decide to leave the volunteer program, please contact and inform staff. If possible, please give advance notice of two weeks or more if you plan to leave your volunteer services. That allows us time to fill your time slot. We encourage you to give us your feedback about your volunteer experience upon leaving, as this assists us in making improvements to our volunteer program.
- No one is ever authorized to bring a dog(s) to the facility (on/near or around) for any reason due to our insurance coverage and/or liability.
- If you have any problems working with staff, or with your volunteer responsibilities, please discuss them staff management. If the problems continue, please bring them to the attention of the owner(s). It is important that we quickly resolve problems that arise so that we can work effectively as a team.
- Should unresolvable problems arise, a volunteer may be relieved of his/ her volunteer duties at anytime and for any reason disclosed and/or undisclosed.
- Keep your involvement with the organization confined to the volunteer responsibilities that you agreed to. It may be difficult to keep from getting involved in all that is going on around you. Remember, SonnyDaze Ranch has trained staff to handle the services and any issues that may arise. Consult staff for guidance and support if you are faced with a situation that is not part of your volunteer duties or that may be distressing to you in any way. When in doubt, it's always best to consult with staff.
- ***Volunteers must receive training prior to participation. Training will be offered at different times, depending on application process. This policy is designed for 'group' trainings and to avoid numerous 'individual' training episodes. Volunteers may have a probationary time period and/or need supervision to perform certain duties depending on area of interest. Probationary periods allow volunteers an opportunity to learn and practice the duties of their new service and become familiar with the policies, procedures and culture of SonnyDaze Ranch.***

Drug and Alcohol Use

SonnyDaze Ranch **WILL NOT** tolerate the use of alcohol or drugs anywhere on the property, including your privately owned vehicle. Use of ANY substance(s) legal and/or illegal can adversely affect a volunteer's performance and judgment, compromising the welfare and safety of yourself, others, our horses and our programs. Anyone found using, under the influence and/or in possession of substance(s) of any kind, will be immediately required to leave the property, terminated from any and all future opportunities to volunteer and/or participate in services as well as face legal ramifications if warranted.

Harassment and Discrimination

SonnyDaze Ranch is committed to providing an environment that feels safe and is free of discrimination and harassment of any kind. Therefore we maintain a strict policy of prohibiting all forms of unlawful discrimination and harassment including sexual harassment and harassment based upon race, religion (including religious dress and grooming practices), color, gender (including gender identity and gender expression), national origin or ancestry, physical or mental disability, medical condition, genetic information, marital status, registered domestic partner status, age, sexual orientation, military or veteran status or any other basis protected by federal, state, and local law or ordinance or regulation. This policy applies to all persons considered to be involved in SonnyDaze Ranch in any way and in accordance with SDR policies, procedures and guidelines and prohibits discrimination against or harassment of all involved in any SDR activity by any person, including spectators, participants, volunteers, staff, employees, vendors and visitors. This policy prohibits unlawful harassment in any form, including verbal, physical, visual, bullying, retaliation or threats or demands. If anyone experiences or witnesses any discrimination or harassment of any kind in and/or around the facility at any time, please immediately report the incident(s) to staff.

Confidentiality

As a condition of my volunteer status, or any other association with SonnyDaze Ranch, I understand that I may have volunteer duties that cause me to encounter and/or have access to confidential information and records pertaining to program participants, parents or guardians, interns, patrons, employees, contractors, volunteers, retirees, donors, students or other individuals or entities associated with SonnyDaze Ranch services/programs/other partner business entities ("Confidential Information"). I agree to have signed a 'Confidentiality/Privacy Agreement' and will uphold all the SonnyDaze Ranch and all its affiliates in the highest regard of privacy and to protect all confidential information, conversations, inner business workings/dealings, program details, program participant(s) privacy along with other sensitive defined or undefined information in complete confidence at the highest level of confidentiality. Volunteers understand that any breach in confidentiality and/or privacy will be grounds for immediate dismissal of volunteer status and/or legal consequences if warranted or pursuant/according to any laws that protect individuals and/or businesses against such a breach.

Social Media/Photos and the Like

SonnyDaze Ranch understands that all social media/websites/FB/Twitter/Instagram and other media outlets are a vital part of today's world and our efforts to advertise our services/programs. However, we also realize the breach in 'confidentiality and privacy', as well as a safety risk this may also pose to those who participate in our services/programs etc. It is our policy that Volunteers do not take photo(s) of any kind in and/or around our facility for any purpose or use of any kind. We do invite Volunteers to feel free to share anything that is already posted on SonnyDaze Ranch social media and/or our website as photo releases and permissions have already been obtained.