

VOLUNTEER INFORMATION



Box 474 • Malibu, CA 90265
(818) 470-2013

BIG Heart Ranch

VOLUNTEER WELCOME

Welcome to BIG Heart Ranch. We at BIG Heart Ranch are excited and committed to providing the best possible services to our clients in all of our programs. We are happy you are joining us as a valuable member of our team.

Your main contact for volunteer information and scheduling is Suzi Landolphi, LMFT. She can be reached at (818) 470-2013 and suzi@bigheartranch.org.

We treasure each one of our volunteers who assist us with our goal of providing the best service possible.

We feel confident we have selected motivated and committed individuals who can contribute to and support our high standard of service. In turn, we hope your experience as a volunteer is meaningful, and that you understand how much your time, talent and willingness is appreciated.

Again, welcome to BIG Heart Ranch!

VOLUNTEER APPLICATION PROCESS

1. Carefully read and complete BHR Volunteer Information. The information contained in this document is essential for BIG Heart Ranch to provide the best service possible. Please inform us immediately of any changes in the information contained herein.
2. Interview with Volunteer manager, set up assignments and schedule
3. Attend Volunteer Training Session and complete all paperwork

BIG Heart Ranch

LEGAL RESPONSIBILITIES

CONFIDENTIALITY

BIG Heart Ranch is designed to provide services to individuals with the help of the special qualities of the horses. Because of the nature of our service, we may request information regarding health and behavior that may be sensitive. We value our clients' right to maintain their privacy, and are committed to preserving the confidentiality of the information provided to us.

I understand and acknowledge that:

- I shall respect and maintain the confidentiality of all discussions, deliberations, patient care records, and any other information generated in connection with individual patient care, risk management and/or peer review activities.
- It is my legal and ethical responsibility to protect the privacy, confidentiality and security of all medical records, proprietary information and other confidential information relating to BIG Heart Ranch including business, employment and medical information relating to our patients, members, employees and health care providers.
- I shall only access or disseminate patient care information in the performance of my assigned duties and where required by or permitted by law, and only with the express approval of my supervisor. I shall make no voluntary disclosure of any discussion, deliberations, patient care records or any other patient care, peer review or risk management information, except to persons authorized to receive it in the conduct of BIG Heart Ranch affairs.
- I agree to discuss confidential information only at BIG Heart Ranch and only for job related purposes and to not discuss such information outside of BIG Heart Ranch or within the hearing of other people who do not have a need to know about the information.
- I understand that the law specially protects psychiatric and drug abuse records, and that unauthorized release of such information may make me subject to legal and/or disciplinary action.
- My obligation to safeguard patient confidentiality continues after my termination from BIG Heart Ranch.
- I agree not to divulge any identifying information about any client to anyone (including parents or other caregivers), other than BIG Heart Ranch staff. BHR is HIPPA compliant.

CHILD ABUSE REPORTING

Section 11166 of the Penal Code requires any child care custodian, medical practitioner, non-medical care practitioner or employee of a child protective agency who has knowledge of or observes a child in his or her professional capacity whom he or she suspects has been the victim of a child abuse to report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible and to prepare and send a written report therefore within 36 hours of receiving the information concerning the incident.

DOMESTIC ABUSE REPORTING

Section 11160 of the Penal Code requires the reporting of the following conditions:

1. Any patient whose wound or injury is the result of assault or abusive conduct.

Reports made under the law are confidential and may be disclosed only to the agencies specified by law.

If I suspect or become aware of any instance of child or domestic abuse, I will immediately notify the supervisor on duty and assist with the proper reporting of that information.

Signed: _____ Date: _____

Print Name: _____

BIG Heart Ranch

VOLUNTEER INFORMATION

BIG Heart Ranch is committed to a policy of equal opportunity for all applicants for volunteer positions and for all volunteers. BIG Heart Ranch does not discriminate against any applicant or volunteer based on, and considers each applicant and volunteer without regard to sex, race, color, national origin, religion, ancestry, citizenship, pregnancy, age, marital status, medical condition, physical disability, mental disability, or sexual orientation.

Please print all information clearly

Today's Date: _____

Last Name: _____

First Name: _____ M.I. _____

Date of Birth: _____ Telephone: _____

Gender: _____ Height: _____ Weight: _____

Address: _____

City: _____ State: _____ Zip: _____

Email address: _____

School/Employer: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ If School, what grade? _____

If Applicable:

Legal Guardian Name(s): _____

Address (if different from above): _____

City: _____ State: _____ Zip: _____

Email address: _____

Home Phone: _____ Work Phone: _____

Cellular: _____

Which phone number is best to reach you? (circle one) Home Work Cellular

In case of emergency, please name 2 contacts in the order in which they should be contacted:

Name: _____

Telephone: _____ Relationship: _____

Name: _____

Telephone: _____ Relationship: _____

How did you hear about BIG Heart Ranch?

Have you ever been convicted of a felony or misdemeanor? _____

If yes, please describe: _____

Have you ever been arrested for a drug or sex offense? _____

If yes, please describe: _____

Do you have any impairment (visual, hearing, other...) _____

Driver's License Number: _____

What are your reasons for volunteering? _____

Previous Volunteering Experience or any further information that would be useful to us in helping you achieve your goals

Believing that BIG Heart Ranch has need of my services as a volunteer, I agree:

- To hold as absolutely confidential all information that I may obtain directly or indirectly concerning clients, families, techs, or staff. I agree that I will not seek confidential information in regard to any client.
- That I am applying for an unpaid, volunteer position and not paid employment. I understand and agree that this volunteer application nor the acceptance or performance of a volunteer position constitutes an employment relationship or a contract of employment. I further understand and agree that neither this volunteer application nor the acceptance or performance of a volunteer position constitutes a guarantee or promise of future employment.
- That if I accept a volunteer position, I will have a duty to be familiar with BIG Heart Ranch's guidelines, practices and policies as they now exist or as they may be modified, added to, or abolished in the future. I agree to comply with all guidelines, rules, standards, practices and policies..
- I certify that the answers given by me to the foregoing questions are true and without omissions. I authorize BIG Heart Ranch to investigate and/or verify any information relevant to my suitability as a volunteer.
- Any person giving false or misleading information will be subject to immediate termination.

I have read, understood, and received a copy of the BIG Heart Ranch Volunteer Information Packet including Legal Responsibilities, Volunteer Service Guidelines, Volunteer Information and Release of Liability and understand and agree to its provisions and policies.

Signature

Date

PARENT'S CONSENT - For minor volunteers - parental consent is required

The information contained in this document is correct. I have reviewed and am aware of the various tasks that my son/daughter will be required to perform. My son/daughter has my permission to serve as a volunteer at BIG Heart Ranch.

Signature of Parent or Legal Guardian (if under 18 years of age)

Date

BIG Heart Ranch

VOLUNTEER SERVICE GUIDELINES

Volunteers are ambassadors for BIG Heart Ranch. We strive to provide the appropriate tools to volunteers and make our guidelines clear. Service to our staff and customers and performance improvement go hand in hand. Expectation is the driving force behind service improvement. Both staff and clients have their own expectations of service. People judge the service quality by the extent to which their needs and expectations are met.

VOLUNTEER QUALITIES

- Someone willing to help where they are most needed
- Follows volunteer guidelines and takes direction well
- Reports on-time to their volunteer assignments
- Observes dress code and rules and regulations
- Considers themselves valued members of the BIG Heart Ranch Team.

PRINCIPLES

- Treat everyone with grace and respect. Smile and say "Hello."
- Stress being compassionate. Being patient to an anxious visitor is vital.
- Be friendly. Offer assistance when appropriate, but don't be "too helpful." Let clients have their own experiences.
- Encourage visitor complaints. It can't be fixed if it is kept a secret. Thank them for sharing a negative concern. Ask for details. Be sure to convey this information to your supervisor.

CULTURAL DIVERSITY

BIG Heart Ranch strives for cultural diversity. The diversity reflected in our staff and our clients is an asset to our organization. BIG Heart Ranch values and respects these differences, which include ethnicity, nationality, race, religion, gender, sexual orientation, economic class, age, and disability. We commit ourselves to promoting better understanding and appreciation of our human diversity toward the preservation of human dignity. This commitment can be realized only through the continuous effort of our entire community. Strive to find others interesting, rather than annoying.

TIME COMMITMENT

We will work with our volunteers to create a schedule that is mutually beneficial.

DRESS CODE

Please wear clean clothes, but understand that they will get dirty.

Please dress according to weather conditions.

Please wear long pants (jeans are ok) closed toe shoes, and a helmet (if mounted).

The following items are NOT permitted:

No gum

No fragrances. Some clients are allergic

No open-toed shoes, sandals or high heels.

No "belly shirts," low-cut tops or jeans that expose undergarments

VOLUNTEER PROCEDURE

1. Wear the appropriate attire
2. Sign-in on the timesheet provided
3. Report to supervisor for assignments
4. Check to make sure all corrals and pens are locked, all trash is put in covered container
5. When you are finished with your shift, please sign-out

VOLUNTEERS

- Feel great about the effort they are making to help others
- Know that they are making a difference, even if they can't see it in that moment
- Volunteers have the right to decline a task or assignment if they do not feel comfortable or properly trained to do it
- Please do not show up sick or under the influence of alcohol or drugs (legal or illegal) - if you require medication please do not show up
- No alcohol, drugs (legal or illegal), or weapons are allowed on the premises (if you can't carry it on a plane, don't bring it here)
- Please do not administer any medication to a client (including aspirin)
- Please do not take or handle client valuables - Ask a supervisor to be responsible for these items
- Please do not accept money or tip from clients or family members. Donations are welcome, please ask supervisor for assistance.

CONFIDENTIALITY

Certain relationships - in this case, our clients - are, by law, confidential. Even the names of our clients are completely confidential. If a client confides personal information to you about their health or diagnosis or you overhear staff discussing a patient, that information is to be kept completely confidential and private. You may only discuss this information with staff and no one else. If you suspect that a client is in an abusive situation, please notify your supervisor immediately. Any breach of confidentiality is cause for dismissal from the volunteer program.

ILLNESS

If you are sick, we want you to stay home and recuperate! Please call your supervisor as soon as possible to let them know you will not be coming to the ranch. Do not volunteer if you have: any kind of respiratory infection (colds, influenza, bronchitis, etc.), infectious conjunctivitis (pink eye), diarrhea, strep throat, fever, known exposure to chicken pox or shingles.

PROBATION, SUSPENSION, OR TERMINATION

Staff reserves the right to place a volunteer on probation, suspension or terminate them at anytime if their behavior or performance is unsatisfactory and/or detrimental to the volunteer program and operation of the ranch. Some causes for disciplinary action include: poor attitude, unacceptable behavior or language, not wearing uniform or issues of cleanliness, not following guidelines as outlined in this document, being rude to a client, visitor, or staff, making decisions independent of supervisor, lying or stealing, drinking alcohol or using drugs, doing things for patients without a supervisor's permission, accepting tips or asking for money from anyone. If you are terminated from BIG Heart Ranch, you will not be allowed to return to the Ranch for any reason.

GENERAL INFORMATION

- Cell phones should be used for emergencies only.
- No one should touch or interact with our horses unless directed by our staff.
- Running, shouting, throwing of objects, and loud noises are prohibited unless specifically requested by staff as part of an activity.
- Smoking is permitted **Only** at the picnic area

FIRE SAFETY

- In case of fire, stay calm.
- Remove all persons in danger.
- Call 911 as soon as possible.
- Contain and extinguish fire only if safe. A fire extinguisher is located in the tack room.

INJURY

- Notify supervisor on duty immediately.
- Call 911
- Treat all blood and body fluids of clients as if they are infectious.
- Wear gloves whenever there is a possibility of contamination.

HOUSEKEEPING

- Keep driveways and walkways clear of tools, materials, etc.
- Put tools and materials away when you are not using them.
- Keep sharp objects out of reach of clients
- Report any broken equipment
- Place all trash in proper receptacle

REPORTING

• You are an extra set of eyes and ears. If you see something unsafe, something we missed, or something we can do better, please let us know. We welcome your questions and concerns.

VOLUNTEER BENEFITS

- Attendance at all BIG Heart Ranch Activities and Events
- The opportunity to "give back" to one's community in a meaningful and valued way that touches the lives of many people - clients, family members, visitors and staff.
- The feeling that you are getting so much more than you are getting!

Thank You!

Signed: _____ Date: _____

Print Name: _____

**BIG HEART RANCH ACTIVITY ACKNOWLEDGMENT & ASSUMPTION OF ALL RISKS,
RELEASE OF LIABILITY, PHOTO RELEASE, COVENANT NOT TO SUE, AND INDEMNIFICATION AGREEMENT**

This ACTIVITY RELEASE AND WAIVER OF LIABILITY, COVENANT NOT TO SUE, ACKNOWLEDGMENT & ASSUMPTION OF RISKS, AND INDEMNIFICATION AGREEMENT ("Release") is entered into by the undersigned in favor of BIG HEART RANCH (the "Ranch"), ITS OWNERS, OFFICERS, EMPLOYEES, AGENTS, VOLUNTEERS, STUDENTS AND GUESTS INVOLVED IN CONDUCTING ACTIVITIES OF THE RANCH (including, but not limited to Suzanne Landolphi) and in favor of ALL LANDOWNERS ON WHOSE PROPERTY ACTIVITIES MAY OCCUR (the "Released Parties"). In consideration of being permitted to spectate and participate in activities conducted by the Ranch, and to use the facilities of the Ranch, I acknowledge and agree as follows:

1. ACKNOWLEDGEMENT AND ASSUMPTION OF ALL RISKS. I understand that riding and being around horses are inherently dangerous activities and I am voluntarily participating in such activities, and being around such activities, with full knowledge of the dangers involved. Horses are powerful, easily frightened, unpredictable animals. All horses, even those that are well-trained and appear gentle, may buck, rear, stop short, change direction or speed at will, shy, spook, kick, strike, bite, and bolt – all without warning and without apparent cause or in response to wind, sounds, movement of people, cars, bikes, or other animals, or inanimate objects. The inherent risks include loss of control, falling or being thrown off, being stepped on, collisions with fences, gates, trees, horses or other obstacles, or being hung up or entangled in stirrups, reins or other gear, and trailering accidents. Tack may break. Cinches may come loose. I may encounter dangers due to terrain, creeks, weather, thunder, lightning, rocks, cliffs, obstacles man-made and natural, traffic, bees and insects, wild and domestic animals, as well as allergic reactions to dust, insects, animals or vegetation. I understand that **SERIOUS PERMANENT INJURY, DISABILITY OR DEATH OF MYSELF OR OTHERS MAY RESULT** from handling, riding or being in the vicinity of horses, and that property belonging to me or others may be damaged as well. I **HEREBY AGREE TO ACCEPT AND ASSUME ANY AND ALL RISKS OF INJURY, DISABILITY, PHYSICAL OR MENTAL ILLNESS, DISEASE OR DEATH TO MYSELF, INCLUDING FINANCIAL LOSSES (INCLUDING LOSS OF EARNING CAPACITY) AND DAMAGE OR DESTRUCTION OF PROPERTY OWNED BY ME OR IN MY CARE, RESULTING FROM HANDLING, RIDING OR BEING IN THE VICINITY OF HORSES OR IN ANY ACTIVITIES CONDUCTED BY THE RANCH, INCLUDING RISKS KNOWN OR UNKNOWN AND INCLUDING RISKS CAUSED BY THE ACTIVE, PASSIVE OR SOLE NEGLIGENCE OF THE RELEASED PARTIES OR OMISSIONS OR HIDDEN, LATENT OR OBVIOUS DEFECTS OF ANY PROPERTY.**

2. RELEASE OF LIABILITY, INCLUDING LIABILITY FOR NEGLIGENCE. On behalf of myself, my family, heirs, estate, distributees, guardians, legal representatives and assigns, I **HEREBY VOLUNTARILY RELEASE AND FOREVER DISCHARGE THE RELEASED PARTIES AND EACH OF THEM FROM ALL CLAIMS, DEMANDS, CAUSES OF ACTION AND LIABILITIES** based on any injury, disability, illness, disease, death, financial loss, property loss or damage, or other harm suffered by me, or by any third person for which I may be held responsible, that may result from my participation in or being in the vicinity of activities conducted by the Ranch, **WHETHER CAUSED BY THE ACTIVE, PASSIVE OR SOLE NEGLIGENCE OF THE RELEASED PARTIES OR OTHERWISE.**

3. PHOTO RELEASE. For valuable consideration received, I hereby grant to BIG Heart Ranch and Rancho Miramar, and their legal representatives and assigns, the irrevocable and unrestricted right to use and publish photographs or video of me, or in which I may be included, for editorial trade, advertising and any other purpose and in any manner and medium; and to alter the same without restriction. I hereby release photographer and his legal representatives and assigns from all claims and liability relating to said photographs.

4. COVENANT NOT TO SUE. I **WAIVE ANY RIGHT TO PRESENT ANY LEGAL CLAIM OR SUIT** against the Releasees, whether based on negligence, breach of contract, breach of warranty, strict product liability, dangerous condition of property, or any other legal theories.

5. INDEMNIFICATION. I **AGREE TO FOREVER DEFEND, INDEMNIFY AND HOLD HARMLESS** each of the Released Parties from and against any and all claims, suits, costs or expenses of any kind including attorney fees and expert and consultant fees resulting from Ranch activities **REGARDLESS OF FAULT AND WHETHER OR NOT CAUSED BY THE ACTIVE, PASSIVE, OR SOLE NEGLIGENCE OF THE RELEASED.** This obligation to defend, indemnify and hold harmless equally binds my heirs, assigns and representatives in the event of my death or incapacity. I **FURTHER AGREE TO FOREVER INDEMNIFY, DEFEND AND HOLD HARMLESS EACH OF THE RELEASED PARTIES** from and against any claim of any person whom I bring or invite to the Ranch or otherwise permit to be in the vicinity of the Ranch, **REGARDLESS OF FAULT AND WHETHER OR NOT CAUSED BY THE ACTIVE, PASSIVE, OR SOLE NEGLIGENCE OF THE RELEASED.**

6. CALIFORNIA LAW GOVERNS. ANY CLAIM MUST BE BROUGHT IN LOS ANGELES COUNTY.

This contract is governed by California law. Any claim against the Released Parties is governed by California law and must be brought in Los Angeles County, California, even if the injury occurred outside Los Angeles County.

7. RELEASED MAY COMPEL ARBITRATION. In the event any claim or controversy arises out of the activities at the Ranch, the Released Party involved in the claim or controversy may elect to have the claim or controversy submitted to binding arbitration before a single arbitrator chosen in accordance with the rules of the American Arbitration Association who shall be an attorney admitted to practice in California for at least 15 years. The arbitration shall be conducted pursuant to the provisions of the California Code of Civil Procedure relating to the conduct of arbitration proceedings. I **UNDERSTAND THAT BY SIGNING THIS AGREEMENT, I AM WAIVING MY RIGHT TO A JURY TRIAL.**

8. AGREEMENT TO PAY FOR EMERGENCY MEDICAL TREATMENT. I agree that should medical treatment be required, I **SHALL PAY FOR ALL SUCH MEDICAL EXPENSES.**

My medical insurance company is _____ My policy number is _____

9. SEVERABILITY. I understand that this Release is intended to be as broad and inclusive as permitted by the law of the State of

California. If any provision of this Release is held to be unenforceable, such provision shall be excluded and the balance of the Release shall be enforced in accordance with the remaining terms.

10. LEGALLY BINDING. I have read this Release and understand that I am giving up legal rights, including my right to sue. I have executed it knowingly and voluntarily without relying on any statement or representation of any Released Party. I understand that this is a binding legal document which supercedes any other agreement.

11. PARENTS / GUARDIANS MUST SIGN FOR MINORS. I represent that I am 18 years of age or older and am legally competent to enter into this Release for myself. If signing for a minor, I represent that I am the parent or duly appointed legal guardian of the minor for whom I am signing this Release.

12. PROTECTIVE EQUIPMENT ADVISORY. The Ranch strongly recommends that everyone in the vicinity of horses should purchase and wear a properly fitted and secured ASTM/SEI certified helmet. While the Ranch may provide protective equipment for me, I understand that it may not fit properly and that it may not meet industry standards. I accept responsibility for this risk.

I HAVE CAREFULLY READ THIS RELEASE AND AGREE TO ALL OF ITS TERMS:

_____	_____	_____
Print Name of Adult	Adult Signature	Date
_____	_____	_____
Print Name of Minor	Signature of parent or guardian	Date

WHAT YOU SHOULD KNOW ABOUT HORSE RELATED ACTIVITIES

Protective Attire:

1. To prevent injuries, the Ranch strongly recommends that everyone in the vicinity of horses should purchase and wear a properly fitted and secured ASTM/SEI certified helmet.
2. You are hereby advised to always wear hard-soled, fully enclosed shoes or boots and socks to protect feet, and long pants to protect legs while working around or riding horses. Shirts with sleeves are also advised.
3. You are asked not to carry food treats for horses in the pockets of your clothing as you could be bitten by a horse looking for a snack.

The Nature and Physical Characteristics of the Horse:

While domesticated, well trained horses are usually obedient, docile and affectionate, it is important to understand that their survival instincts are what has allowed them to survive from prehistoric time to the present day.

1. You are advised that horses are unpredictable by nature, with minds of their own, as are all animals both domestic and wild. The horse is excitable, high strung, and nervous by nature. Horses are extremely strong and physically powerful. Horses are extremely heavy weighing from 600 to 1,300 pounds on the average. (That means some horses weigh even more than 1,300 pounds!) These characteristics deserve a human being's utmost respect and caution.
2. You are advised that when a horse is frightened, angry, under stress or feels threatened, it is the horse's Instinct to jump forward or sideways and to run away from danger at a trot or gallop at speeds up to 40 miles per hour.
3. You are advised that if a horse is frightened or feels threatened from behind, it may kick straight back, sideways in either direction or even forward with either of its hind legs with tremendous force.
4. You are advised that if a horse is frightened or feels threatened from something or someone above it or on its back, it may hunch its back and buck in a way that could throw a rider to the ground with great force. A fall from a horse will usually be from a height of 3 to 6 feet.
5. You are advised that if a horse is frightened or feels threatened from the front, it may naturally react by rearing up with its front legs, strike with one or both front legs, bite with its teeth. throw its head up or from side to side or run directly over whatever it fears in front of it.
6. You are advised that a human must always approach a horse calmly and quietly and cautiously, preferably from near its shoulder or lower neck while talking soothingly to the horse.
7. You are advised that loud and/or sudden unexpected movements, dropping of or waiving of objects near a horse, approaching vehicles or animals or people, ill-fitting equipment or physical pain can provoke a domesticated horse to react according to its natural protective instincts.
8. You are advised that the first signs of anger or fear in a horse are the sudden tensing of the muscles of the body, possibly laying its ears flat back against its head, or quickly tossing or raising its head, swishing its tail or sudden snorting through the nostrils.
9. You are advised that a horse can see independently with each eye, actually looking in one direction with one eye on one object somewhere in front of it. Usually the direction the ear is pointing will tell an observer where the eye is looking on the same side, and consequently what the horse is probably concentrating on at the moment.
10. You are advised that a horse has two blind areas where it cannot see. A horse cannot see directly behind it, nor what it is eating. This is the reason it is best to approach a horse close to the shoulder, and never to surprise a horse from the rear or to reach first for the horse's mouth.
11. You are advised that while a horse is very sure-footed by nature, it may accidentally step on an object such as a human foot when it is balancing itself or turning about. Due to the horse's vision limitations, sometimes it simply may not see where your feet are and my step onto your foot. Also, if a horse is ridden or worked on unstable ground or slippery grass or other poor footing, or simply takes an awkward step, it could fall down injuring a rider or handler. A horse might even fall onto the rider or handler.

I have read and I do understand the above warnings concerning protective attire and the nature and physical character of the horse. This is by no means a comprehensive list, and many unforeseen and unpredictable events may occur.

Horses spook easily. Always exercise caution and common sense around horses.

If I am signing for a minor, I have read the above warnings to my child and he/she understands them.

I will supervise and be responsible for my child while at BIG Heart Ranch.

Print Name of Adult

Adult Signature

Date

Print Name of Minor

Signature of parent or guardian

Date