


Ardenwood Historic Farm Park Policies

Emergency Procedures



Although serious emergencies are rare at the farm, they do happen. In the event of a Police, Medical or Fire emergency, contact any park staff person as soon as possible. Between 10am and 4pm you can always find a Ranger on duty at the Train Station, except Mondays. During Special Events, you can go to the Information and First Aid Table near the granary or at Deer Park. There is also a red phone next to the blacksmith shop that connects directly to the Park District Public Safety Dispatch. You may also dial 911 from the pay phone outside the Train Station. Be sure to clearly state who you are, where you are and what the emergency is. If possible, alert the park staff so they can direct emergency vehicles. Note: Calling 911 from a cell phone will connect you to the Highway Patrol. You must tell them to transfer you to the City of Fremont.

You must not give first aid unless you have been trained and are currently certified. Check with your local Red Cross chapter for classes in CPR and first aid. Your role is to first assess the scene to find out what happened, send for help, protect the victim and the public from further injury, keep bystanders back, ask involved parties and witnesses to remain on scene, and provide comfort and reassurance to the victim (say "help is on the way".) Be sure to stay on the scene until you are relieved by staff or trained personnel. DO NOT MOVE THE VICTIM.

In any emergency, remember that your personal safety is your first concern. Be aware of the danger in contacting blood and other body fluids, other hazardous situations - such as electrical shock, gas fumes, etc., and follow any instructions given to you by park staff or responding personnel.

***Be sure to notify park staff for *any* visitor injury, including bee stings, cuts, falls, etc. We need to see the injured party before they leave the park.**

Lost & Found People

Lost children or parents should be taken to the information table during Special Events, otherwise to the nearest Ranger, or the Train Station. Keep the parent with you until staff arrives. Be sure to notify everyone involved in the search when they are reunited.

Lost & Found Items

Found items may be turned in to the Train Station during open hours, or the Information Table during special events. At other times they should be brought to the Park Office. People who are looking for lost items should be directed to the Train Station or Information Table.

Animal Safety

Under no circumstances are any of the horses at the farm to be fed by hand. There are two reasons for this: First they may become used to finding food at the end of an outstretched arm and begin to bite people who are trying to pet them; and second they may be fed something that will make them sick. If you see visitors attempting to feed the horses, please politely ask them not to and tell them why. You might want to invite them to participate in the afternoon animal feeding program if it is offered that day.

Volunteer Injuries

If you are injured while volunteering, it is important that you notify your supervising staff person immediately. The following information applies only to Park District Volunteers:

We hope that this will never be an issue, but if you are injured while volunteering for the District there are several things you need to remember. Most importantly, if your injury requires emergency care (such as something that threatens life or limb) **GO TO THE NEAREST TREATMENT FACILITY!!** The District will deal with the paperwork later. If, on the other hand, your injury needs to be treated, but is not an emergency, you must go to one of the industrial medical clinics in the area). If you go to your own doctor, the District is not obligated to cover your costs, and you may end up paying the bill. The only exception to this is if you have a physician preference form on file in the Risk Department. In this case, you can go to the physician you have indicated on the form and the District will cover the costs of a job-related injury. If you change physicians, you **must** change the name on file, otherwise you may be held responsible for the bill. The physician preference form is optional, but may save you some headaches in the future.

If you suffer a job-related injury as a volunteer, the District will cover the costs through Worker's Compensation. However, there are limits. If, because of this injury, you lose time off a regular job you will be compensated only up to \$490 per week. This may be a financial hardship for some and is one more reason to work safely. You must also fill out an accident form (available from the Park Supervisor) that says "Employee Accident" at the top. Your Park Supervisor must sign this and will investigate the accident. This **must** be on file in Risk before they will compensate you for costs of the accident.

Safe Job Performance

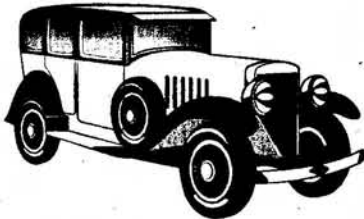
As a volunteer, you have the same responsibility for safe work performance as paid staff. Some of the work you may be doing will be potentially hazardous and may expose you to such risks as poison oak, arm, leg or back injuries or falls. It is your responsibility to know your own limitations. For example, if you have a known allergy to poison oak, it is important that you take extra precautions while working around it, or refrain from any work that brings you in contact with it. Also, old injuries, such as those to your back or knees, may be aggravated by some of the more difficult tasks that you may be asked to do. You must not do a job if you feel that it will irritate a preexisting condition.



Always follow the safety instructions given to you by your site supervisor. This may include maintaining a safe work distance while using trail tools, wearing all the recommended safety equipment, and taking breaks as needed.

Driving into the Park

Private vehicles may enter the core area only when the park is not open to the public. This includes Mondays, and all other days before 10am. Vehicles may enter the park after 4pm on most days. On occasion, including Special Events, there will be times when vehicles will not be allowed into the park until after all horses have been returned to their corrals and most of the public has left. Park District and City of Fremont vehicles are not subject to the same restrictions, but will generally not enter the core area of the farm while the horses are working, except in emergencies. **Those with an urgent need to drive into the farm during open hours may request assistance from the Park Supervisor.**



If you do drive into the farm on a day that the park is open, please have your vehicle out of the core area by 9:45am. When driving in the farmyard area, be aware that there may always be people about, even before or after open hours. On busy station days, children may be entering the farm as early as 9:45am. Observe a 5 mph speed limit at all times, and watch out for children darting out around the buildings. Please do not drive on the lawn or other landscaped areas as you may damage the turf or sprinkler heads.

Reminder: The speed limit on the entrance road is **15mph**. Please stop for visitors crossing the road from the parking lot to the Train Station.

Volunteer I.D. Cards

Each volunteer group (City of Fremont, SPCRR, etc.) is responsible for providing their volunteers with Volunteer ID cards, which are valid for the current year. Please check with your volunteer coordinator if you have not received one. On Special Events, you may be asked to show your Volunteer ID Card when entering the park through the back gate. The person checking IDs may not be an Ardenwood volunteer or employee and so may not recognize you even though you have been volunteering for years. Please do not be offended if they ask for your ID card.

Bringing In Guests

Always use the Train Station gate when bringing in family members or other guests, and be sure to identify yourself to the Rangers on duty and let them know how many are in your party. Guests will not be admitted into the park before opening hours. Your ID card can be used to admit members of your immediate family *when you are with them*. (Immediate family includes your parents, siblings living with you, children and grandchildren.) Single use guest passes for friends or family are available from your volunteer coordinator. Plan ahead and ask for them before the day they'll be used. Please write your name on the pass.

Recordkeeping

It's important that you keep a record of the hours that you volunteer at Ardenwood. For Park District Volunteers, timesheets are kept in binders located in the Patterson House, the greenhouse and the Volunteer Office. City of Fremont Volunteers also have a binder in the Patterson House kitchen. Some people keep track at home and submit their hours at the end of the year. Check with your supervising staff person if you don't know how to document your volunteer hours.

Parking

Parking is available in the staff parking lot for volunteers on duty. Please be aware that parking is not permitted near the dumpster or along the service road between the park residence and the cafe gate, except on certain Special Events. There is one handicapped parking space for vehicles with the appropriate placard or license plate near the gate. There is also one 15-minute loading space nearby. The area behind the cafe is a loading zone for delivery vehicles servicing the cafe. Please limit your time in these zones so that others may use them as well. On Special Events with lots of presenters, such as the Gathering of the Clans, Celtic festival and Civil War Days, be aware that the staff parking lot may fill up before the park opens. Be sure to allow enough time to walk in from a remote parking space before beginning your volunteer shift. If you have trouble walking far, please let the person at the back gate know so they can direct you to a parking spot near the office.

Gate Closures

Ardenwood is open from 10am to 4pm Tuesdays through Sundays. All other times are considered *after hours*. Unless you are working with someone who has a key and is authorized to be in the park after hours, make sure that you exit the farm before the gates are closed. From April to November, the gates are usually open until 4:30pm on weekdays and 5pm on weekends. When evening weddings are scheduled, the gates may remain open longer than these hours. Even so, unless you have permission from the Park Supervisor, you should not remain in the park after 4:30pm. During the off-season and Mondays the gates may be closed as early as 4pm. If you find yourself locked in after hours, use the pay phone by the Train Station to call the Park District Public Safety Dispatch at (510) 881-1833.

For safety and security, volunteers may not work on the grounds without a staff person present on site. The hours between 8:30am and 4pm are when staff is almost always around. Be sure to set up a schedule with your supervising staff person so we know when to expect you.

For those with keys: We all have property within the farm that we want to protect. Anyone opening the gates after regular operating hours becomes responsible for locking them up and securing the grounds. Please do not leave the gates open for unauthorized people to wander into the park. Any planned after hours work times should be scheduled with the Park Supervisor, so that staff and others know who is locking up that night. If you encounter any suspicious people while attempting to lock the gates, drive to a safe place and phone the East Bay Regional Parks Police at 881-1833. If you need immediate help, call 911.

Garbage & Recycling

Volunteers are certainly welcome to use the public trash barrels for small amounts of garbage, however if you are undertaking an extensive cleaning or decorating project at the Farm please do not overload the public containers with heavy debris. The staff will be happy to provide you with plenty of garbage bags so that heavy loads can be separated into more manageable ones.

If you have a meeting or party on the grounds that produces garbage after the containers have been emptied for the day, please take it directly to the dumpster. The nocturnal wildlife will make a mess overnight if it is left in the farmyard containers. Note that there are separate receptacles for recyclables, including green waste, paper & cardboard, and glass, plastic and aluminum containers.

East Bay Regional Park District
Volunteer Standards and Ethics

As with paid staff, there are certain expectations about your behavior on as well as off the job. Below are some of the rules to which we must all adhere:

- **Volunteers involved in public contact work should be neat and presentable. If possible they should wear identifying uniforms, T-shirts or costumes.**
- **Volunteers must maintain a professional and courteous attitude towards the public at all times. If a situation develops which you are unable to handle, refer the park visitor to paid staff or the supervisor.**
- **Under no circumstances may a volunteer be permitted to utilize the services of any District office or employee for the procurement of anything for personal use, or be permitted to convert to their personal use any District-owned material, equipment or services. A volunteer may not use the name of the District to request and receive special discount privileges or special services from District suppliers of material, equipment or services, except as authorized by District policy. Personal use of District telephones must be kept to a minimum and preferably for emergency use only.**
- **Some volunteers may have access to confidential information. This includes all circumstances involving crime scenes and accidents, or claims against the District. This information must be handled with discretion and in accordance with the dictates of normal practice and good judgment. Volunteers are not entitled to use this information for any personal purpose.**
- **Any volunteer may contact a Board member while not on duty as a private citizen or as a representative of a special group. Volunteers should clearly identify, when doing so, which group they represent, if any. When a volunteer is acting as a representative of the District, they may not contact a Board member before or during a meeting regarding a Board item without clearing that contact, in advance, with the General Manager's office and the originator of the Board item.**
- **A volunteer may not engage or participate in any partisan activity to promote a particular candidate or side of a political issue while on duty or representing the District.**
- **Volunteers may not be under the influence of controlled substances (unless prescribed by a physician) or consume alcohol while on duty. Volunteers should not work while under any medication which may impair their judgment.**
- **Volunteers must adhere to all provisions of Ordinance 38 and will be treated as citizens for the purposes thereof. The park office has a copy of the Ordinance if you wish to read it. It covers such subjects as curfew, hunting, alcohol limitations, vehicle restrictions, etc.**

■ Volunteers are expected to treat their co-workers with respect and courtesy at all times. If a conflict arises which cannot be worked out between fellow volunteer or park staff, the supervisor should be requested to hold a meeting with the involved parties.

Termination of Volunteers

Although not a pleasant subject, termination of volunteers must be clarified. It is possible to terminate someone who works for free. Although it rarely happens, termination of volunteer employment can occur under certain circumstances. This includes violation of the Volunteer Standards and Ethics, repeated tardiness or absenteeism, incompetence, insubordination, etc. In other words, all the things for which paid staff can be terminated.

We are sometimes faced with the situation where someone wants to volunteer, or is already volunteering, for a job for which they are not suited. Under these circumstances, we will try to direct this individual into another job. We do not wish to discourage people who come to us with a tremendous amount of energy and motivation, but we also do not want to place them in an inappropriate position.

Ardenwood Historic Farm Volunteer Expectations

Volunteers and Docents at Ardenwood Historic Farm are expected to:

- Preserve the historic aspect of the Farm on designated historic days by wearing period appropriate costumes and observing restrictions on the use of modern equipment such as motor vehicles, cell phones, pagers, etc.
- Maintain the safety of our Park Visitors by not driving personal vehicles into the Park during open hours unless given express consent of the Park Supervisor. In such cases drivers will not exceed 5 miles per hour and will exercise extreme caution at all times.
- Obtain the approval of their designated supervisor before beginning any project, program, or activity or spending any funds for which reimbursement will be expected.
- Obtain the consent of the Volunteer Coordinator before representing the Farm or Park District at any public gathering.
- Keep accurate records of all time volunteered at the farm or at home working on farm related projects.
- Made sure their children are supervised by a responsible adult at all times when visiting the farm or volunteering.