

# **IDLE-HOUR RANCH TEAM HANDBOOK**

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## **Policies & Procedures**

### **OUR MISSION**

To provide sanctuary and loving care to species of all kinds;  
to educate people of all ages in a fun and interactive way,  
and to promote sustainable conservation on a global scale.

### **IDLE-HOUR RANCH FALLS UNDER MANY DIFFERENT DESCRIPTIONS**

Often, it is referred to as a zoo; but this is actually not the case, nor do we claim title as a zoo, or want to do so. Our aim, rather, is to be unique; one-of-a-kind.

- Essentially, Idle-Hour Ranch is an 80 acre “working farm”; meaning that we actively raise crops and focus on animal husbandry.
- In addition to this, we are a sanctuary giving forever-homes to both domestic and exotic animals, which come to us through different means. Some are rescues which require intense and expensive veterinary care to rehabilitate, some are donated by distraught owners that are forced to get rid of their pets for one reason or another and desire a good home for them where they can still visit; other animals have been purchased by Idle-Hour Ranch, such as the sheep and goats which were purchased directly off of kill-trucks headed to slaughter.
- Idle-Hour Ranch is also an agri-tainment or agri-tourism facility. Agri-tainment and agri-tourism is basically defined as any agriculturally based operation or activity that brings visitors to a farm or ranch. Activities such as our corn maze, and our guests ability to feed the animals, are great examples of agri-tainment.
- Additionally, Idle-Hour Ranch (IHR) is an educational facility concerned with conservation. We educate our guests about agriculture, wildlife, natural resources, and the importance of conserving them all for future generations.

### **IDLE-HOUR RANCH HAS THREE PRIORITIES**

In keeping with our mission, we focus on three very important priorities here at the Ranch. Our most important focus is to create a happy, healthy, thriving environment for our beloved animals. Secondly, is to make our guests happy by providing a relaxing family-focused atmosphere while educating them through entertainment and play. And, thirdly, we endeavor to promote conservation... of species ... of resources ... and of the planet as a whole. It is vital that you remember these priorities, for as a team member of IHR, you will be assisting us first-hand in accomplishing these three very important goals on a daily basis.

### **IDLE-HOUR RANCH IS AN EXPERIENCE**

To accomplish these goals our team must remember that Idle-Hour Ranch is an experience for our guests. To create a GREAT experience people are willing to pay for, we have to be FUN! Fun is perceived individually, but by creating and implementing our tested framework of appearance and behavior, we can exceed most guests’ expectations. When we exceed expectations, we turn our guests into fans. Fans tell others about IHR enabling us to grow our business. Business growth leads to stability, which in turn generates much-needed funds to help us create a better lifestyle for our beloved animals, which makes them happy and able to thrive. When our animals are happy, our guests are happy and able to have fun. And that is the purpose for which we strive.

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

### IDLE-HOUR RANCH IS AN EXPERIENCE PROVIDED TO THE GUESTS BY YOU

No one can be everywhere, so each member of our team must be able to not only hold down his or her assigned position, but also be able to engage the guests with a smile and appropriate conversation. If one link on the team fails to deliver, the guests experience suffers. That is why we keep only the best people on our team.

### THIS MIGHT NOT BE FOR YOU

Not everyone is “wired” for the agri-tainment business. And that’s ok. We understand. We just ask that you be confident and responsible enough to tell us by the end of your orientation if you have any doubts about working with us. We will respect you for your honesty. We do not want anyone feeling obligated to be here. We want you to enjoy your experience working with us. And we want you to enjoy making other people happy. That is what the agri-tainment industry is all about. And, as already stated, we understand that not everyone is wired for the agri-tainment industry.

You have to smile. You have to forget about your life and focus on the guests. You have to want to please guests and make *them* smile. You have to do it when it is hot, cold, raining; when you are tired, frustrated, sad; when you just broke up with your boyfriend/girlfriend, wrecked your car, or lost your keys...

### LEAVE YOUR BAGGAGE AT THE DOOR

When you work here at IHR we want you to leave your baggage at the door. Even if your day has been lousy or tiring, the guest is meeting you for the first time (How many chances do you get to make a good first impression? ...One.) you have the chance to treat them to a wonderful experience they will remember. Being cheerful is part of your job description. If you cannot separate your life from your work responsibilities, we encourage you to volunteer your services to an organization more suitable to your interests.

However, keep in mind, Idle-Hour Ranch might just become a safe-haven for you from the rest of your life! Knowing that you get the chance to make people happy all day long can be very rewarding and help you find relief from daily stress.

Everyone has problems, but there is *never* a bad day at Idle-Hour Ranch. When you leave your baggage at the door, you’ll find that Idle-Hour Ranch is a wonderful place to work.

### WHY HAVE A DRESS CODE?

In creating a quality experience for our guests, uniformity is key. Guests should be able to clearly identify staff. We are located on a farm, but we are also in the entertainment business. We are not in competition with other farms, but with the amusement industry. If you’ve visited an amusement park or zoo, you’ve probably noticed that all of their staff are uniformed and professional. Looking good leads to feeling good. Feeling good leads to confidence. Confidence enables quality interaction with our guests.

### DRESS CODE

While working on the Ranch during our off-season, team members should dress for the weather, including gloves or jackets and sunblock or sun protection as needed. During the ranch’s open season, when interacting with Ranch guests, team members must be presentable and in uniform.

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

1. **IHR Staff t-shirt, sweatshirt or coat** (provided by IHR)
2. **IHR nametag** (provided by IHR)
3. **Jeans or long pants.** No shorts, capris, etc. unless cleared with Administrator first.
4. **Boots required** (steel-toed and waterproof are recommended). Sneakers are discouraged, due to their inability to properly protect your feet. Absolutely no open-toed shoes allowed.
5. **Work gloves**
6. **Hair:** Men and women should keep a neat hair style, out of the eyes for safety and visibility. Hair of unnatural colors (purple, pink, etc.) is not permitted as it detracts from the natural ascetic of our attraction.
7. **Appropriate hats** are optional (must not interfere with sight or have non-IHR related promotion labels). Acceptable hats include cowboy hats, Aussie and safari style hats, or animal related hats approved by your supervisor.
8. **Good hygiene:** deodorant, clean appearance, clean and undamaged uniform, cologne, etc. Show up to work clean, shaven, and ready to sparkle; even if you get dirty here. Personal odor, dirty fingernails, or general dishevelment do not build our family-friendly brand. Men should be properly shaved or have neatly trimmed facial hair. Women's make-up should be light, bright and family appropriate. Tattoos must be covered. Nails must be trimmed short to avoid potential injuries while working with animals.
9. **No jewelry** is to be worn by anyone handling animals. Otherwise, piercings are limited to one, non-dangling earring per ear with none allowed anywhere else. One, minimal necklace is permitted. Exceptions may be made for certain job positions. Ask a supervisor if in doubt. (any jewelry worn, is at your own risk)

Idle-Hour Ranch retains all rights to judge and decide issues relating to staff personal appearance on the job.

Tops worn as outerwear must always reflect IHR's name and colors, whether t-shirts, sweatshirts, or coats. (these items can be purchased through IHR)

**Nametags are important** for encouraging good report with customers and visitors alike, and help strengthen public relations. All team members are expected to wear their nametags during business hours and are responsible for their safekeeping and overall appearance. Each nametag specifies job title (where applicable) and the first name only of the team member. Nametags will require immediate replacement in the case of misplacement or damage. Team members are responsible for giving their supervisor the necessary payment at the time of either of these events. Nametags may be reused from year to year as long as a supervisor approves of the overall appearance and corroboration of the nametag.

**You will receive two IHR t-shirts and a nametag at the time of hire.**

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

Any additional shirts you may need must be purchased through IHR and will be sold to you at a standard cost set by IHR and outlined in IHR's Release and Acknowledgement Form.

### GUEST INTERACTION

Every team member is required to interact with our guests. If you cannot hold a conversation or greet guests warmly, then this is not the job for you, and we ask that you please choose another organization to which you can more effectively devote your services; before committing to work with IHR.

**Appropriate interaction may include, but would not be limited to:** *saying hello, asking how their day is going, encouraging them to continue their adventure, encouraging them to feed the animals if they haven't already, encouraging them to ride the camels or the ponies, making jokes, asking if you can help in any way, remarking how good that cold soda will taste or how much they deserve that hot dog after they walked so far.*

### **Our guests are paying to be treated like honored guests for the day**

Most people don't get honorable treatment when they go out, so we really shine when we give it to them.

### DEALING WITH DIFFICULT GUESTS

Yes, difficult guests sometimes arise breaking the rules, making silly demands, unfair criticisms, accusatory statements... you name it, it happens. We can let it ruin our day or we can choose to rise above it and show the person kindness and understanding.

Difficult guests represent two key situations.

1. Something under our control has gone wrong;
2. We have the opportunity to win that guest for life.

### **Our system for handling complaints**

After the guest has approached you and you have determined that something is wrong, take them aside, away from other guests, look them straight in the eyes and say, "I want to help you. Please tell me about the situation."

- Once they start to tell you the story: DO NOT INTERRUPT. Wait until they have explained the entire situation, even if they say things that make you want to react or defend, REMAIN SILENT and listen carefully for clues about the situation.
- Give them even a couple of seconds of silence after you think they are finished talking, just in case they have more to say. Why? **Letting them talk about the situation allows them to vent the pressure built up from whatever has made them angry.** People need to be heard, to be allowed to speak their minds. Let them do it. After you are sure they have completed their story say, *"Thank you for your feedback. I'd like to repeat back to you my understanding of the situation."* Rephrase the guest's story as best you can. Be careful not to apply any of your own judgments

# IDLE-HOUR RANCH TEAM HANDBOOK

## Policies & Procedures

- about the story and not to shift blame – just rephrase it. Say, *“Is that a fair understanding of your situation?”*
- If it is, say, *“I’m glad we’re on the same page. (Sir or Ma’am) we’re pleased you came to experience our farm and maze and we want you to come back again and have a good time every time you visit us. You are important to us. What can we do to fix this problem, make it right and win you as a future guest?”* That might have sounded like the cheesiest line you have ever heard, but it must be spoken with humility to the guest because they are important to the future of this business. No person is expecting this kind of response. In fact, they are gearing up for a big fight. Take them off guard with this kind of response and 99% of the guests will be reasonable.
  - Once you have identified the problem and the guest’s solution, implement the solution, then find a manager and tell them how you handled it (or if necessary, you may first find a manager, explain the situation and the guest’s solution and allow the manager to take it from there).

**Remember the Keys: Listen, Review, Suggest/Ask for a Proposal, Solve the Problem.**

### The Unreasonable 1%

Actually, this is more like the .0001% because having a guest so unreasonable that they are cussing you out or attacking in a threatening manner is extremely rare, if not unheard of. But if you encounter a guest that is irate... involve an active manager. Be polite always. Use sir or ma’am when addressing them – they may not be lost for good. Treat them with respect and they may see the error of their ways. Begin to walk in the direction of the front desk and kindly say, “Please follow me. A manager will be able to better assist you.” Notify the acting manager over the radio that you have a Code 33 and are heading to the front desk. If the customer makes you feel threatened in any way, radio Code Yellow33 to receive backup from a manager AND security.

### REFUNDS

Only managers and administrators have the authority to issue refunds. If a guest is demanding a refund as a solution, you must radio “Code 3” and escort them to a manager/administrator.

### ANSWERING THE PHONE

When you hear the phone ringing, if you are not with a customer, hurry to answer it. Before you answer, smile. When you pick up the receiver, say in a sincere and energetic tone, “It’s a great day at Idle-Hour Ranch, (your name) speaking. How may I help you?” Smile before answering. Guests like to know that they’ve reached a real, friendly person. Put a message on the front desk or radio the appropriate person.

### RADIO OPERATION

Radios are for official use only. They allow us to control a much greater area than if we could not communicate. They also allow us to work effectively by reallocating workers to busy stations without having to see them in person.

# IDLE-HOUR RANCH TEAM HANDBOOK

## Policies & Procedures

To talk over the radios, listen to make sure no one else is trying to talk; press the gray button on the side of the radio for 1 second, then begin speaking clearly. If you are trying to locate a particular employee say, "Brian, do you have a copy, Brian." Repeating the person's name increases the chances they will respond on the first try.

### Radio Lingo.

- *"What's your twenty?"* = Where are you?
- *"You got a copy?"* = Can you hear me?
- *"I copy"* = Yes, I hear you, go ahead.
- *"Stat" as in "I need assistance stat"* = Immediately
- *"Michelle, we have a Code Black. Michelle, we have a Code Black."* = Michelle, bad weather is approaching, what should we do??????
- *"This is a NON-EMERGENCY Code Blue in the (insert appropriate area)."* = non-emergency medical assist for a guest.
- *"Code 3 on way to front desk"* = heading to front desk with disgruntled customer who wishes to see manager
- *"Code Orange in the (insert appropriate area)"* = requesting assistance from any available employee or manager to help with an animal
- *"You're clear" or "ten-four"* = I understand, over and out.
- *"This is a NON-EMERGENCY Code Adam in the corn maze please be on the lookout for a 10 year old girl with brown hair and glasses, wearing jeans and a red jacket, please direct her to the exit, her parents are looking for her..."*

### Emergency Codes

Used only when there is immediate danger to guests, employees, or animals. Management and trained employees will respond; appropriate emergency services will be called.

- Code Orange = need assistance with an animal
- Code Black = bad weather approaching
- Code Blue = guest medical emergency
- Code Red = flame or smoke visible
- Code Carrot = guest has unauthorized feed
- Code Adam = missing child
- Code 3= situation requiring the assistance of a manager
- Code 10-59 = potentially dangerous situation requiring manager + security

If the danger is not immediate, preface the code with *"This is a NON-EMERGENCY code (insert code)"*

### TIME RECORDS

The time clock is located near the front desk. Team members are required to record their own time in and out. No one, regardless of circumstances, is permitted to record time for anyone else or to allow such an occurrence. Team members shall clock in and out on time, but not earlier than 4 minutes before their scheduled starting work time or no later than 4 minutes after their scheduled ending work time and such time is not considered paid time. Team members will begin and end work on time as scheduled by their supervisor. Paid

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

employees are further required to clock in and out on time when taking their meal period. Team members must record their time in and out whenever they leave the premises for any reason, other than Company business.

If there is a mistake on the time record, the team member should inform his or her supervisor and then make and initial the necessary correction. The supervisor should also initial any correction. Supervisors or managers are only authorized to change a staff member's time record to accurately reflect the staff members' actual work hours.

### ARRIVAL AT WORK

All team members are expected to arrive to work 5-10 minutes **before** their scheduled shift to receive assignments. If management is not readily available, team members should use the radio system to reach a crew leader or supervisor.

### MEAL PERIODS

Team members must be prepared to bring their own lunches to work, purchase their food from the concessions, and/or cover the costs of food supplied by the Company, unless other arrangements are specified by your manager. A 30-minute off-duty meal period will be granted during a work period not to exceed 5 hours. Team members will be relieved from all duties for 30 minutes.

### BREAK PERIODS

Team members will receive break period of 10 consecutive minutes for each four hours worked. These 10-minute break periods will be granted on an informal basis as job duties permit. The team member will be relieved of all duties during the break period, allowing he or she, among other activities, to get a cup of coffee, a glass of water or a soft drink, or to use the rest area facilities. If a team member's total daily work time is less than 3 ½ hours, no rest period will be authorized.

### PERSONAL CELL PHONES

Personal cell phones are a distraction to our guests. You are not permitted to carry your personal cell phone with you during public hours. During work hours, you are only permitted to carry your phone if management gives you direct approval for that specific day. You are here to serve guests, not text or take calls. IF you must use your cell phone, please do so during your break or at lunch time, otherwise, your phone to be kept with your belongings in the break room. Cell phones are not to be on your person during public hours. If your phone rings in front of a guest or you are texting/talking/checking on your phone during work hours, you will receive a strike. Repeat offences are considered insubordination and a violation of IHR's Standards of Conduct, which may result in your immediate expulsion from IHR.

### SCHEDULING

Here at Idle-Hour Ranch, we have a strict scheduling policy for our team members. It takes a lot of time and effort to train staff to work here at the ranch. Therefore, we enforce a minimum hours commitment from our volunteers to guarantee that our time is not wasted on individuals seeking only to acquire a one-day free tour of the ranch in the guise of being a valuable volunteer. Because of this, it could be said that Idle-Hour Ranch has a very exclusive hiring policy.

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

I mean, can you blame us? EVERYONE wants to work here. But we are looking only to include the best people on our close-knit team. We are a family here. And we are particular about who we bring on board.

Each volunteer must be able to commit to AT LEAST one day every weekend

All team members are required to submit a written schedule of the regular activities around which they wish to be scheduled. Any new requests must be submitted two weeks before the requested day.

If you are on the schedule and something comes up, it is your responsibility to find a co-worker to cover you. If scheduling becomes a problem for us, we will discontinue your involvement with the ranch.

August is our busiest month and requires our full staffing. **No one is excused from August weekends without requesting off one month in advance.** We will do our best to bring on board extra team members for this time to allow flexible scheduling within the weekends, but full participation from our team members is required to adequately serve our guests.

### PARENTAL INVOLVEMENT WITH SCHEDULING

Parents are expected to assist their children under 18 years of age in achieving a perfect attendance record. Parents may not call in for their children. We believe it is important for our youth workers to learn the responsibility of managing their time and taking responsibility for their actions. Please take the time to impress upon your young adult the importance of on-time work performance, and good work ethics.

### WORKING HOURS AND PAY

Idle-Hour Ranch is the place that *everyone* wants to work. And although we are very selective of those we allow on our team, we still have more team members than available hours. For this reason, Idle-Hour Ranch cannot guarantee any number of hours per week or per day. We reserve all rights to make schedules and pay rates according to performance, experience, and ability. The more valuable you make yourself to us, the more hours we will attempt for you to receive.

### WE DO NOT DISCRIMINATE AGAINST ANY PERSON'S CHARACTERISTIC OR BELIEF

Idle-Hour Ranch reserve all rights to create the best experience for our guests, and thereby reserve all rights to control our employees' appearance, speech, and actions while in our direct employ and/or while employees acting as our agents.

### DISCIPLINARY OR CORRECTIVE ACTION

**"Three strikes; you're out" policy.** No one can *force* you to pull your weight. No one can MAKE you be a valuable team player. These are self-motivated choices made solely by you. We offer you our basic Team Expectations as guidelines, but to have ongoing involvement here at IHR and to be considered for promotions, we require you to meet and strive for *more* than just the minimum expectations. No matter the industry, employers hire workers in order to make their company more efficient and productive. We are no different. IF a worker cannot, or will not, contribute to the efficiency and productivity of the business than they are no longer necessary to the company. For this reason Idle-Hour Ranch maintains a

# IDLE-HOUR RANCH TEAM HANDBOOK

---

## Policies & Procedures

“three strikes; you’re out” policy. This means you will receive strikes if you do not abide by and uphold all Company Policies, Procedures, and Standards of Conduct. You only strike out when *you* quit being a valuable team player.

Disciplinary or corrective action will be administered whenever necessary to give staff advance notice of unacceptable conduct or performance in doing their job in order to provide an opportunity to correct these problems. Corrective action, at the IHR’s option, may involve verbal counseling, written warnings, suspension or a combination of these. However, the Company in its sole and absolute discretion may terminate service or employment without prior warning, counseling or other forms of corrective action.

It must be remembered that the service/employment relationship is based on mutual consent of the staff member and IHR. Accordingly, either you or the Company can terminate the service/employment relationship at will at any time, for any or no reason. Further, IHR can demote, transfer, suspend or otherwise discipline a staff member in its sole and absolute discretion.

It is important that you understand; if *YOU* choose to ignore IHR Policies and Standards of Conduct, *YOU* are actively choosing to no longer be a part of our team.

### COMPANY WORK RULES

It is necessary, in order for our business to operate efficiently and safely, that all team members observe the rules governing our work environment. The following, while not all inclusive, is a list of team member conduct, performance problems or actions considered violations of Company work rules, which may result in disciplinary action, up to and including termination of service or employment.

1. Unexcused, habitual or excessive absence from work.
2. Frequent, habitual or excessive tardiness.
3. Failure to promptly notify the Company of an intended absence.
4. Leaving work before your scheduled shift is completed, without management authorization or visiting areas away from one’s work station (abandoning post).
5. Failure to punch your time card (record), falsification of the time card or violation of the time card policy.
6. Failure to immediately notify supervision of time delays, shortages, breakdowns or operational problems.
7. Excessive spoilage in producing your work.
8. Failure to properly perform assigned work.
9. Violation of break period or meal period policies.
10. Use of profane or abusive language to supervisory or management personnel, other employees, vendors or customers.
11. Defacing or removing Company materials on bulletin boards.
12. Willful damage to Company equipment.
13. Repeated refusal to work overtime or failing to have overtime authorized by your management.
14. Violation of Conflict of Interest policies.
15. Violation of the Company’s Drug and Alcohol Policy.

# IDLE-HOUR RANCH TEAM HANDBOOK

## Policies & Procedures

16. Failure to adhere to Company Dress Code.

### STANDARDS OF CONDUCT

Laws are made so that people can live together with respect for their personal and legal rights. Company standards of conduct are made for exactly the same reason. The following Company standards, while not all-inclusive, are the principal standards in effect at IHR. These standards apply equally to all and are for the protection of all staff, customers, and our Company. Engaging in the following activities may subject you to immediate disciplinary action, up to and including termination of service or employment.

1. The possession, sale or use of knives, explosives, firearms, or other dangerous weapons on IHR property.
2. Fighting, threatening or attempting bodily injury to another.
3. Consuming, possessing, selling, and distributing alcoholic liquors, illegal drugs, narcotics, or intoxicants on IHR property.
4. Falsification of IHR records, including employment application, tax records including social security numbers, time cards and/or production work records.
5. Insubordination, including but not limited to: refusal or negligence to do assigned work, lying to superiors, repeat offences despite warnings, encouraging or participating in acts that compromise safety, or putting IHR or its administrators in a bad light.
6. Inability or refusal to work in harmony or cooperation with fellow employees so as to cause friction, conflict or lowering of group morale, including deliberate spreading of false or hurtful rumors adversely affecting the operation of IHR.
7. Deliberate or willful destruction or vandalism of IHR tools, machines, products, supplies, or other Company property.
8. Sleeping while on duty.
9. Leaving your department or assigned work place without permission, and/or the use of working time for non-working purposes.
10. Disclosing confidential Company information, or removing property from IHR premises, without prior Company authorization.
11. Gambling of any kind on Company time or premises.
12. Unauthorized use of IHR property, equipment or materials.
13. Habitual or gross negligence or incompetence in the performance of assigned duties or unnecessary waste of Company materials.
14. Engaging in or contributing to violent behavior, or threatening others with violence.
15. Violation of the IHR's Harassment, Equal Employment and Violation of Law policies.
16. Involvement, or contributing, to the delinquency of a minor.
17. Abuse or conscious neglect of animals on IHR property and off.
18. Failure to comply with IHR's safety regulations and codes of procedure.
19. Any form of sexual harassment, or unprofessional conduct, with coworkers, customers, or visitors.

### ALCOHOL AND DRUG POLICY

The Company has a vital interest in maintaining safe, healthful and efficient working

# IDLE-HOUR RANCH TEAM HANDBOOK

## Policies & Procedures

conditions for its team members, customers and visitors. Being under the influence or using intoxicants while on the job poses serious safety and health risks not only to the user but to all those who work or come into contact with the user. The manufacture, possession, sale or distribution of an intoxicant in the workplace also poses unacceptable safety and health risks. Accordingly, it is the right, obligation and intent of the Company to protect its staff, customers and visitors, and to safeguard Company property, equipment and operations by establishing and maintaining the following policy with regard to use, possession or sale of alcohol or other intoxicants in the work place.

### **All staff may be disciplined, up to and including discharge for any of the following:**

- (1) Reporting to work and/or working with the presence of intoxicants in their bodies;
- (2) Bringing intoxicants into the workplace;
- (3) Possessing or ingesting intoxicants in the workplace during working hours, including meal and rest breaks;
- (4) Involvement in the manufacture, sale, purchase, transfer, distribution or dispensation of intoxicants in the workplace and/or during working hours, including lunch and rest breaks; and
- (5) Providing false or misleading information or failing to provide information about any of the foregoing with regard to themselves or others.

As used above, "workplace" includes any premises where a team member may be working on behalf of the Company. "Intoxicants" as used in this policy means any drug listed in 21 U.S.C. § 821 and other federal regulations, including, but not limited to, heroin, marijuana, cocaine, PCP and crack, narcotics, barbiturates, amphetamines and any other controlled substance other than those taken under the direction and prescription of a licensed physician. Intoxicants also include legal drugs not taken under the direction and prescription of a licensed physician to the extent that their ingestion may affect the safety of co-workers or members of the public, the team member's job performance, or the safe or efficient operation of the Company facility.

### **YOUR SAFETY**

For your own protection, and the protection of your coworkers, IHR's customers, visitors, and the community in general, we want you to work safely and use all the safety devices provided to protect you. Safety is everybody's business, especially yours. Do your part to make IHR a safe place to work. It is your responsibility to immediately report any unsafe working conditions to your supervisor. All hazardous conditions will be investigated and appropriately corrected.

Nobody gains from an accident, and nobody likes to work under conditions which present hazards to life and property. IHR will carry on a consistent safety program, but its ultimate success will depend on the safety consciousness of you and your coworkers.

The Federal Occupational Safety and Health Act (OSHA) requires strict compliance with regulations on the part of employers and employees. Failure to adhere strictly to IHR's safety rules and conduct is grounds for immediate discharge.

**Animal Handler Safety Training.** As a team member of IHR, you will receive safety training related to the proper handling of animals in our workplace. The training will include an explanation of the Safety Procedures section of IHR's Policies and Procedures

# **IDLE-HOUR RANCH TEAM HANDBOOK**

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## **Policies & Procedures**

handbook.

You will be given a comprehensive guide covering each animal in your workplace; an explanation of proper first aid; the location of safety equipment and fire extinguishers used in the Company accessible to employees at all times; an explanation of the types of safety labels used in the workplace; and any special handling instructions or special protective equipment to be used or worn if the employee has to work with a particular animal. The completion of this training will require you to sign an acknowledgment indicating you have received the training.

### **RIGHT TO OBSERVE EMPLOYEES**

In our ongoing effort to achieve the highest level of business efficiency and customer service, IHR reserves the right to observe all staff throughout the Company's premises, either by way of direct observation or through the use of electronic devices. IHR has installed video cameras to monitor reception areas, work areas and/or other generally open areas where staff may be seen by others.

### **SEARCHES**

IHR reserves the right to conduct unannounced searches for illegal drugs or alcohol in Company facilities. Team members are expected to cooperate in the conducting of such searches. Searches of team members and their personal property, including but not limited to desks, lockers, packages, purses and backpacks, may be conducted when there is reasonable suspicion to believe that the individual(s) are in violation of this Policy.

All staff should therefore have no expectation of privacy in the work place, with the exception of rest rooms. A staff member's consent to a search is required as a condition of service/employment and the staff member's refusal to consent shall result in termination, even for a first refusal.

### **PERSONAL PROPERTY**

IHR is not responsible for property belonging to staff members. Company lockers are provided for safekeeping any belongings a team member might bring to work with them and their use is mandatory. Each locker is assigned and comes with its own key and/or combination which IHR keeps a copy of in case of emergency. All staff members are required to make their lockers accessible to IHR administrators; failure to do so may result in the staff member being liable for damages caused to IHR property in the event of a search.

Team members are encouraged to bring extra clothes, coats, water bottles, rubber boots, gloves, sunscreen, umbrellas, lunches, snacks, medications, and anything else they might need throughout the workday. These items, along with purses, are to be kept in the Company lockers provided to avoid clutter and possible tampering.

IHR respects its staff members' rights to privacy; however, the Company reserves the right to search lockers and staff property at any time, and for any reason, the Company deems necessary. Any staff found with illegal substances, weapons, or stolen items on IHR property could face immediate expulsion, disciplinary actions and/or face criminal charges.

# IDLE-HOUR RANCH TEAM HANDBOOK

## Policies & Procedures

### ABOUT IHR: INTRODUCTION

- IHR is a privately owned and family operated 80 acre farm. IHR receives no outside, or government funding. All income generated by IHR recycles back into the care and upkeep of IHR and the animals it houses. The owners directly supplement all expenses, and make no personal profit.
- IHR began in December 1999, with three horses and two goats. Their first public appearance was at Christian Life Center's nativity in Vandalia, OH. After recognizing a growing need throughout the community for animal rescue facilities, petting zoos, church nativity/Easter programs, and school field trip/education programs, IHR began to acquire more and more animals to benefit the community at large.
- IHR has been open to the public since 2007; with its corn maze first opening in 2013.
- IHR is a licensed facility under strict regulations and must be maintained in accordance with those specific standards. You will be assisting us in maintaining these standards.
  - Some of these standards include: barn swept clean daily, cobwebs/dust removed from walls and rafters, fences kept in good repair, etc.
- IHR is a Christian-based facility; all personnel are expected to act with respect toward coworkers and guests alike. Please refrain from foul language, revealing or overly-tight clothing, inappropriate gestures or insinuations, etc.

### IMPORTANT TO REMEMBER:

- When in doubt, ask. Your Director is there to help you. It is better to ask, and be sure, than to guess and make a terrible mistake. Always check, and double check.
- Never, ever, never enter an enclosure without the supervision of an IHR Administrator.
- Always be sure that the gates are secure, latches are latched, and locks are locked. Never turn your back on an open door or gate. When working with the animals, always make sure you know where the animal is, so as to avoid escape and/or injury.
- All animals housed at IHR, and the activities associated, entail known and unanticipated risks which could result in physical injury, emotional distress, and/or damage to IHR ranch personnel, volunteers, their spouse, family members, children, and/or personal property. Please understand that such risks simply cannot be eliminated; however, IHR rules are in place to lessen these risks, and everyone participating in ranch activities are expected to follow these rules. Anyone failing to do so could face immediate expulsion from IHR, disciplinary action, and/or face criminal charges.
- Yes, the animals look cute and cuddly; but many of them have the potential to be dangerous. Never trust them completely. Never turn your back on the livestock. Never underestimate an animal's strength or intelligence. Not only your life, but the animal's, and even other people's lives may depend on it.
- After completing orientation, IHR staff members have the authority to tactfully correct any guests which may be breaking the rules or ignoring proper petting zoo etiquette. However, staff may not ask any of the guests to leave as a result of their repeated refusal to follow IHR rules; only IHR Management has the authority to do so, and must be notified by the staff accordingly.
- If something seems amiss, immediately notify your manager; whether it's a guest out of line, or a possible escape/injury/sickness of an animal. Use your radio, and proper radio codes.

# IDLE-HOUR RANCH TEAM HANDBOOK

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## Policies & Procedures

- If a guest asks a question you do not readily know the answer to, do not make something up, simply tell them that you will find out for them, then ask your Director for the answer and relay it back to the individual who made the inquiry.

## FAQ

### Where do IHR's animals come from?

All of IHR's animals have been domestically born and raised within the U.S. for many generations. They have come to IHR through one of three ways: rescue, donation, or purchase. (Some are rescues which require intense and expensive veterinary care to rehabilitate, some are donated by distraught owners that are forced to get rid of their pets for one reason or another and desire a good home for them where they can still visit; other animals have been purchased by Idle-Hour Ranch, such as the sheep and goats which were purchased directly off of kill-trucks headed to slaughter.)

### Why do some of IHR's animals appear rough, injured and/or unhealthy?

This is because they are either the rescue animals currently under rehabilitation with IHR's veterinarian, or they are advanced in age, therefore, their appearance and state of health cannot be readily improved. Remember that geriatrics can hardly be expected to look as good as their youthful successors. However, IHR is doing everything possible with the assistance of their vet to remedy and improve the condition of these particular animals. (Please be mindful of this as you work with the animals here; if you notice a new injury or health concern it is your responsibility to inform your Director immediately so that they can take necessary action.)

### How did IHR get started?

IHR began in December 1999, with three horses and two goats. Their first public appearance was at Christian Life Center's nativity in Vandalia, OH. After recognizing a growing need throughout the community for animal rescue facilities, petting zoos, church nativity/Easter programs, and school field trip/education programs, IHR began to acquire more and more animals to benefit the community at large. IHR has been open to the public since 2007; first opened its corn maze in 2013, and has plans for much more growth in the future.

### What kind of licensing does IHR have?

IHR is licensed and regulated by the government in order to exhibit the animals to the public. IHR also has state permits to house native wildlife species such as fox, skunk, raccoons, etc.

However, IHR does not have a Rehabilitator's License, which enables a facility/individual to take in, care for, and rehabilitate native wildlife. Therefore, IHR cannot accept any animals which have been removed from the wild, including baby deer, bunnies, birds, etc. These must be redirected to Brukner Nature Center located at 5995 Horseshoe Bend Rd., Troy, OH 45373.

### Where does IHR's funding come from?

IHR is a privately owned and family operated facility. It receives no outside or government funding. All income generated by IHR recycles back into the care and upkeep of IHR and the animals it houses. The owners directly supplement all expenses, and make no personal profit.

### What services does IHR provide?

IHR provides animals for live nativity scenes, church programs, petting zoos, parades, private parties, birthday parties, educational programs, school functions, public and private events, etc. In addition, IHR provides an up close and personal experience for guests of all ages when they visit the premises, also offering onsite entertainment such as pony rides, camel rides, mining sluice, corn maze, etc.

### How many animals reside at IHR?

There are approximately 200 animals at IHR, and around 45 different kinds.

## **IDLE-HOUR RANCH TEAM HANDBOOK**

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### **Policies & Procedures**

#### **What are IHR's future goals?**

IHR's goals are constantly growing and maturing every year. IHR hopes to one day offer more entertainment and amusements, also an increased and improved educational/conservation program, greater interactive programs, possibly even a conservatory, restaurant, and hotel.