



# **VOLUNTEER HANDBOOK**

**A u g u s t , 2 0 2 0**

# DIRECTORY

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# W E L C O M E

Dear Volunteer:

Volunteering gives you an opportunity to impact the lives of others as well as your own.

At The Lake Chapala Society, volunteers play an empowering role in mentoring young children to use art as a form of expression, teaching students English as a Second Language and knitting sweaters and sewing clothing for local children. Volunteers also provide classes in yoga, Tai Chi, line dancing, and much more. It is only because of the efforts of volunteers that LCS is able to provide over 150 programs on our campus.

LCS appreciates the tremendous contributions that over 300 volunteers so generously provide to the quality of life here in our region of Mexico. Volunteers are the heart of LCS and the people who welcome visitors and retirees to our community. They fill roles at our Info desk, membership desk, customer service desk, the libraries, and on our IT team, and serve as docents.

For Expats first arriving to Lakeside, or considering a move here, volunteers provide valuable information on getting settled or finding needed resources. Volunteers make the transition to a new lifestyle a positive and comforting experience. Many of us came to Lakeside with the idea of retiring only to find the tremendous benefits of giving back. Volunteering allows you to both give and grow in this new chapter of life.

The Lake Chapala Society is a volunteer driven organization. No matter what your skills or background may be, we have a role that you will find rewarding. Thank you for your generosity of time and talent.

I would like to thank the volunteer team who worked so hard to prepare this handbook and organize the ongoing Volunteer Orientations. Thank you, Barbara Merchant, Susana Bancalari, Glorine Barnhardt and Sandy Britton.

As the Executive Director, I oversee all the operations of The Lake Chapala Society and welcome your feedback and your thoughts. Through our LCS 2.0 Long Range Plan we are committed to a culture of customer service and personal growth.

Sincerely,  
Steve Balfour,  
President, Board of Directors

# INTRODUCTION TO VOLUNTEERING AT LCS

Thanks for your interest in volunteering with The Lake Chapala Society, one of the oldest and largest non-profit organizations at Lakeside.

Volunteers are the face of LCS starting with an all-volunteer board and over 300 volunteers that provide the variety of activities and services offered by LCS. Giving freely of your expertise, experience, time and energy is what makes LCS so successful. Your commitment greatly enhances LCS's mission of enriching lives at Lakeside.

## BENEFITS OF VOLUNTEERING

- It is good for your health.
- It gives you a sense of purpose.
- It widens your network allowing you to connect with others.
- It teaches you a better sense of community which brings about the drive to improve the area you live and play in.
- It unlocks your potential skills and allows you to become the best versions of yourself.
- It allows you to share your expertise by helping others.
- It allows you to gain new knowledge.
- It boosts your self-esteem.
- And most importantly it allows you to make a difference.

## HOW TO BECOME A VOLUNTEER

To become a volunteer, complete the Online Application by:

- Visiting LCS's website at: <https://lakechapalasociety.com>
- Click the Activities tab
- Select the Volunteer option
- Click the Volunteer Application link
- Complete the form and click the submit button

- An email will be sent to you by LCS’s Volunteer Coordinator
- The Volunteer Coordinator will schedule an interview either online or in person to determine the best placement for you

Or:

- Click on this link: <https://form.jotform.com/201647080488055>
- Complete the form and click the submit button
- An email will be sent to you by LCS’s Volunteer Coordinator
- The Volunteer Coordinator will schedule an interview either online or in person to determine the best placement for you

Or:

- Click on the link in the email sent to you by the Volunteer Coordinator
- Complete the form and click the submit button
- An email will be sent to you by LCS’s Volunteer Coordinator
- The Volunteer Coordinator will schedule an interview either online or in person to determine the best placement for you

## VOLUNTEER POLICIES

### Conduct

The way volunteers conduct themselves will create a favorable and lasting impression of The Lake Chapala Society. The continued success of this organization depends on the attitude, quality, patience, integrity, expertise, and professionalism of all our volunteers.

As ambassadors, representing the Lake Chapala Society, volunteers are “the face of LCS” to members, potential members, and the community at large. As such you should always have a respectful and welcoming demeanor towards anyone on campus, especially if you are in a public-facing position. You are further asked to have a deep understanding of our organization, its goals, the role it plays in our community, and to represent LCS positively to the community even when you are not in your volunteer role.

### Volunteer Responsibilities

When you are assigned to a particular volunteer role, the volunteer manager for that role will explain your specific duties and responsibilities to you and will do any necessary training for you to fulfill those duties.

We also count on volunteers to help us monitor activities on campus. Please contact a manager who can step up and address the issue if you see any of the following:

- If you see someone who appears sick or injured
- If you notice any safety or sanitation hazard on campus
- If you see anyone violating LCS policies
- If you see someone damaging LCS property

If someone approaches you with a question, concern, or request it is always best for the person most directly associated with an area to be the person that handles any questions involving their area. See the key person contact page for who handles which area. Of course, if the inquiring person simply needs directions to somewhere, go ahead and answer.

### **Attendance and Time**

Volunteer attendance is important to the operation of each program.

- Be sure to show up on time and ready to work on your scheduled days.
- Notify your supervisor in advance if you are unable to be present on a scheduled day.
- Give as much advance notice as possible of any planned absences (eg, due to travelling, visitors, etc), or if you can no longer continue as a volunteer.

### **Confidentiality**

As a volunteer, you may have access to confidential information about LCS or its members. Do not share this information, other than with other LCS members who are authorized to have it.

### **Feedback**

You may occasionally be asked to participate in a discussion with your volunteer manager or other LCS personnel to exchange performance feedback. This is your opportunity to suggest changes, seek suggestions, and build relationships with your manager or other volunteers. You may also initiate a discussion by contacting your volunteer manager or making an appointment to talk to the Executive Director. You may also periodically receive volunteer surveys. We encourage you to answer them as a way of continuously improving the volunteer program.

## **Training**

All volunteers must complete an orientation and an on-the-job training. With any volunteer position, there is a 12-week training review period so that both LCS and the volunteer can determine if the volunteer placement is the best fit for each.

## **Volunteer complaints or grievances**

LCS stands in full support of its volunteers and will not allow them to be harassed or subjected to rude behavior by LCS members, employees, other volunteers, or anyone on campus. The grievance process starts with a person's supervisor, then proceeds to the executive director level and if necessary on to the Audit Committee of the board who acts as the conduit to the Board of Directors.

## **Volunteer recognition**

Volunteers are recognized through our Conexiones magazine, the LCS website and at the annual recognition event.

## **Volunteer Issue Resolution**

There is a procedure to be followed if a volunteer violates LCS volunteer policies, represents LCS in a negative way, or fails to satisfactorily perform their volunteer assignments. Every effort will be made to help the volunteer resolve the issue and continue in their volunteer position, but repeated or serious infractions may result in dismissal.

# ALL ABOUT THE LAKE CHAPALA SOCIETY

The Lake Chapala Society is an AC, Asociación Civil, the official designation by the Mexican government of a nonprofit organization.

## VISION

Our vision is a future where all Lakeside residents continually have a role in enriching the community's quality of life, vitality, and prosperity through the exchange of knowledge, expertise, culture, heritage and language.

## MISSION STATEMENT

Our mission is to promote the active participation of Lakeside's residents and to improve the quality of life at lakeside.

## ORGANIZATIONAL GOALS AND LONG RANGE PLAN

Lake Chapala Society created a comprehensive long-range plan, known as LCS 2.0. It consists of 42 far-reaching goals organized into the following five broad categories:

### **Section 1) Organizational Development:**

- 1.1) Create a culture of engaging the hearts and minds of all stakeholders to inspire them to action and to support the reinvigoration effort at all levels.
- 1.2) Create an understanding of, and a commitment to continuous quality improvement, to develop and implement processes for improving all facets of the organization.
- 1.3) Develop a recruitment and succession plan to identify potential volunteer leaders willing and able to serve as members of the Board of Directors and standing committees, which should ideally have 5 to 7 members each.
- 1.4) Provide board and committee orientation and training to better understand the history and role of LCS, prior plans and actions, the long-range goals and objectives, and a process for leaders to document the plans and actions taken by their committee.
- 1.5) Create an organizational chart outlining the reporting structure of all current and projected paid and volunteer staff along with job descriptions.



- 1.6) Enhance staff and volunteer effectiveness through modified methods of recruitment, selection, orientation, training, and recognition in order for the organization to continually improve.
- 1.7) Acquire a state-of-the-art information technology system in which all data resides and can be easily accessed by individual members and staff as required.
- 1.8) Digitize past, current, and future records for easy access to LCS leaders through the cloud, LCS Website and the LCS Archives.
- 1.9) Create a staffing expansion plan to recruit and hire additional professionals to assist in the implementation of the Master Redevelopment Plan.
- 1.10) Create an ongoing process to systematically survey and interpret relevant data to identify strengths, weaknesses, opportunities, and threats to and for Lake Chapala Society.
- 1.11) Create a 25-year plan for the Lake Chapala Society.

## **Section 2) COMMUNITY ENGAGEMENT:**

- 2.1) Collaborate with other standing committees to develop a comprehensive marketing and communications plan for the Lake Chapala Society, to create greater visibility and positive perception within both the Mexican and foreign communities.
- 2.2) Create relationships between the LCS and leaders within the Mexican and foreign community that create greater opportunities for collaboration.
- 2.3) Morph our programs, services and activities in ways which will serve community needs while at the same time more fully integrating the Mexican and foreign communities.
- 2.4) Enhance the volunteer program through improved methods of recruitment, selection, orientation, training, and recognition.

## **Section 3) PROGRAM DEVELOPMENT:**

- 3.1) Maintain a comprehensive catalogue of all programs, services and activities directly managed by LCS and volunteer-initiated efforts.
- 3.2) Create a continuous quality improvement culture with processes for planning,

implementing and evaluating programs, services and activities by:

- 3.2.1) determining best practices for maintaining ongoing programs and working collaboratively with the foreign and Mexican communities to create new programs and upgrade existing programs on the LCS campus.
  - 3.2.2) determining the adequacy and appropriateness of the structures that house the programs, along with desks, seating, audio/visual equipment and other necessary supplies and equipment.
  - 3.2.3) developing processes for recruitment, orientation and training for teachers, facilitators and other personnel.
  - 3.2.4) defining criteria for measuring the performance of teachers, facilitators and other personnel/volunteers and assessing learning outcomes of program participants.
  - 3.2.5) creating an ongoing appreciation and recognition program to celebrate the successes of teachers, facilitators, and participants.
- 3.3) Develop a transitional plan to move the offerings from the Wilkes Educational Center to the main LCS campus, including programs, services, activities, furnishings, fixtures, equipment, supplies, books, periodicals, etc.

#### **Section 4) CAMPUS REDEVELOPMENT:**

- 4.1) Restudy the current architectural plans to locate the Sala Grande within the new lake front property, create a new entry onto the campus that takes advantage of the lake front property, more fully integrate this property into the gardens and make this addition the starting point for new construction.
- 4.2) Create a comprehensive plan to redevelop the buildings and grounds to include:
  - 4.2.1) recondition and refurbish the Neill James residence.
  - 4.2.2) develop a master infrastructure plan; develop a master landscape and hardscape plan.
  - 4.2.3) develop priorities for future property acquisition;
  - 4.2.4) develop a Phasing Strategy to maximize the build-out of the Sala Grande, the Learning Center and other improvements while minimizing the impact on our current programs, services, and activities.

- 4.3) Upon full integration of programs, services and activities offered at the Wilkes Educational Center onto the main LCS campus, provide recommendations for future disposition or repurposing of the WEC property.

## **Section 5) FUND ADVANCEMENT:**

- 5.1) Expand collaborative efforts between the Fund Development Committee and the newly created Capital Campaign Ad Hoc Committee to align its goals and objectives to maximize its efforts on all facets of fundraising.
- 5.2) Develop a comprehensive plan in collaboration with key stakeholders to recruit new and former members, retain current members, and increase membership diversity through continuous quality improvement and consistent focus on our relevance to our membership.
  - 5.2.1) increase the retention of current levels of membership by an average of 6 months each year for the next five years.
- 5.3) Create a staffing plan to recruit and hire professionals to assist in Fund Advancement.
  - 5.3.1) develop a comprehensive long term 5-year plan for the Annual Giving, Legacy Giving and Capital Campaign.
  - 5.3.2) create a Case Statement and ancillary documents necessary to ensure the success of the Capital Campaign.
  - 5.3.3) establish an Honorary Committee of key, major donors to kick off the silent phase of the Capital Campaign and enhance the ability to maximize donations during the silent phase.
  - 5.3.4) kick off the silent phase of the Capital Campaign with a series of gatherings of the key, major donors hosted by the Honorary Committee.
  - 5.3.5) create a comprehensive data base of constituents for all future fundraising endeavors.
- 5.4) Create a capital campaign budget.
- 5.5) Review current operations and develop a comprehensive plan for the Que Ganga Bazar.

# HISTORY OF LCS

## 1955

On January 15, 1955 a group of foreign residents met to form a society, which all foreign residents of Chapala would be invited to join. The intention of the society was to benefit both the foreign residents and the community of Chapala as a whole.

At the first get-together people were invited to join and the name “The Chapala Society” was approved. A dues structure was agreed upon and 21 adventurous souls signed up. Two committees were formed the same evening: “Mosquito Control” and “Information Service”.

It was a rocky first year, culminating in a move to disband the society. However, the Board of Governors recommended the society continue based on what had been accomplished during the year, namely: the Children’s Reading Room (biblioteca) with sufficient funds raised to ensure its operation for almost another year; establishment of a lending library for society members; the information office, and first steps toward establishing a section of the Chapala cemetery for foreign residents, including perpetual care. The board believed that these four achievements were worthy of more time, and that the society seemed to be the best venue for achieving maximum effectiveness of these and future projects. The following year, English and art classes were started at the Children’s Reading Room.

## 1960’s

In the mid 60’s, a movie was shown once a week to the children and the headquarters (still located in Chapala) began renting hospital equipment to members. Also, during this period, the headquarters was enlarged with the aid of society funds.

## 1970’s

The next decade saw the lending library moving to a new location, a monthly bulletin mailed to the members, and membership lists printed by a local bank. The society paid the tuition fees for two students to attend classes in advanced education for a period of two years. In 1979, the board started discussions about acquiring AC (non-profit) status. A “Talking Books” library was established by two US citizens, which was housed in the library.

## **1983**

As the society began to grow, its current headquarters became inadequate for its needs. In 1983 an agreement was reached with Neill James to rent the front portion of her property in the heart of Ajijic, where it remains to this day. The name of the society was changed to the Lake Chapala Society (LCS).

## **1985 to 1990**

The LCS began printing its own membership list, discussed renting VHS and Beta tapes to members, disbanded the Cemetery Committee, and started the Children's Art Classes on Saturday mornings. In January 1990, Neill James donated legal title of her estate to the LCS, with the condition that she remain in her home (located on the grounds), until her death. There was also a provision that the society would care for her during her old age. This obligation was earnestly fulfilled by the LCS until Ms. James' death at almost 100 years of age in 1994.

## **1991**

By the end of 1991, the following had been accomplished: the gardens were restored, and the society's charter legalized (a task which took twelve years to accomplish). The LCS was now a legitimate A.C. (non-profit).

## **1992 to 1993**

In 1992, the LCS established a business office to handle administrative affairs, mail service to the U.S. was instituted, a periodical library was set up and a formal student aid program started. Also, the format of monthly meetings was changed to an informal gathering with speakers and refreshments, courtesy of the La Nueva Posada, a restaurant and hotel in Ajijic. The LCS published its own 'directory' which included the phone numbers of members and local advertisers. A free blood pressure service was offered, and the first Canada Day/Independence Day celebration was hosted on the grounds. During 1993 flu shots were offered for the first time, and the U.S. Consulate began monthly visits.

## **1997**

In 1997 Ed Wilkes, a long-time Ajijic resident with a keen interest in education, died leaving his house on Galeana Street to the society. Two years later the house was retrofitted and named the Wilkes Education Center (WEC). The Children's Reading Room and English language program were relocated from the LCS grounds to the WEC and became the Biblioteca Publica (Public

Library). There the Spanish Language Library was expanded and a computer lab added.

Following the death of Neill James in 1994, the society took possession of the lower gardens and her house (per the stipulation of her estate), which brought about an expansion of activities to accommodate the significant increase in membership over the years.

## **2008 and on**

In 2008 an executive director was hired, and in December 2010, a new constitution was framed and adopted at an Extraordinary Meeting. In 2011 the governing board grew to 13 members in compliance with the new constitution.

Today, the society has 44 students receiving financial aid. The library has expanded, and the video rental library has its own space. The Patio cafe has become a favorite place for catching up with old friends and acquaintances, and the beautiful grounds are used for quiet time as well as many and varied activities.

Forty-five presidents and thousands of volunteers have brought the LCS to where it is today. Looking back to 1955, when the board decided to continue the society, little did they know that several of their original programs to serve the local community would still be alive and well after 60 years.

The LCS has played an important role in the evolution of the lakeside community by adapting to change. As the LCS prepares for the baby boomer generation, the current Board of Directors has implemented a new Strategic Plan to improve its member and community perception, optimize programs to assure continued relevance, and re-engineer the campus to meet current and future needs.

In August of 2016 The Lake Chapala Society was able to acquire the lake front property along the south side of the LCS campus. This acquisition allowed for an increase in services and programs as part of the LCS main campus. The acquisition was made possible thanks to generous donations from a few anonymous donors. The property previously owned by Ruth Darling, has allowed LCS to have additional meeting space and will allow for future expansion to better serve both the local Mexican community and the Expat community to expand collaborations.

# PROGRAMS AND SERVICES

Currently LCS has over 150 catalog offerings which are divided into the following areas:

- Services
- Programs - Classes and activities
- Programs specific for Mexicans
- Events

There are more than 40 different **services** being offered at LCS. Some of the services being offered are:

- **Bus trips** are one-day excursions to places of interest. Bus trips cover an important part of the LCS budget, with discounted fees for members and higher fees for nonmembers. Some of the destinations are:
  - o Shopping destinations such as Costco, Home Depot, and Guadalajara malls
  - o Sightseeing destinations such as Guadalajara's historic center, Tonalá, Tlaquepaque and the Guadalajara zoo.
- **Health offerings** include but are not limited to:
  - o Screenings for Blood Pressure, Glucose, Skin Cancer, and Hearing
  - o Vision exams to obtain vision prescriptions and order glasses
  - o Health fairs where members and non-members can purchase vaccinations and receive health information.
- **Information programs** include the Information Desk, Docent Program, Tech Help, the monthly Conecciones magazine and others
- **Legal offerings** including Immigration, Insurance, US Consulate and others are offered by outside entities, most who rent space from LCS. LCS is not a party to the advice offered and holds no responsibility.
- **Lending libraries.**
  - o The English language library is located on the main campus, for members only.
  - o The Spanish language biblioteca is at the Wilkes Center and is open to all.
- **Community Service offerings**

These programs are open to the community as a whole. Examples are:

  - o Emergency Planning and Post Life Planning
  - o Conexiones Entre Amigos - networking event
  - o Reaching Out

**Programs** are the largest group with more than 90 offerings. Thirteen are offered specifically for the Mexican community without a fee. Support from members make these offerings possible.

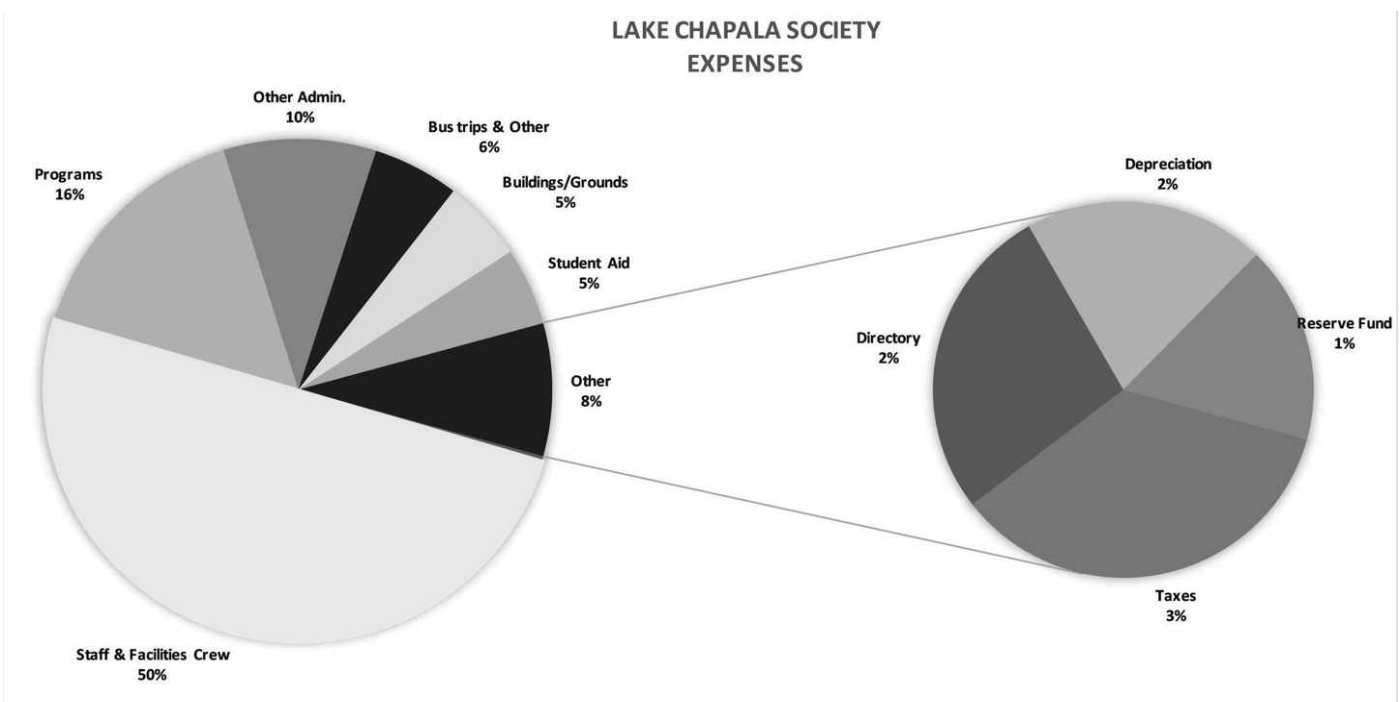
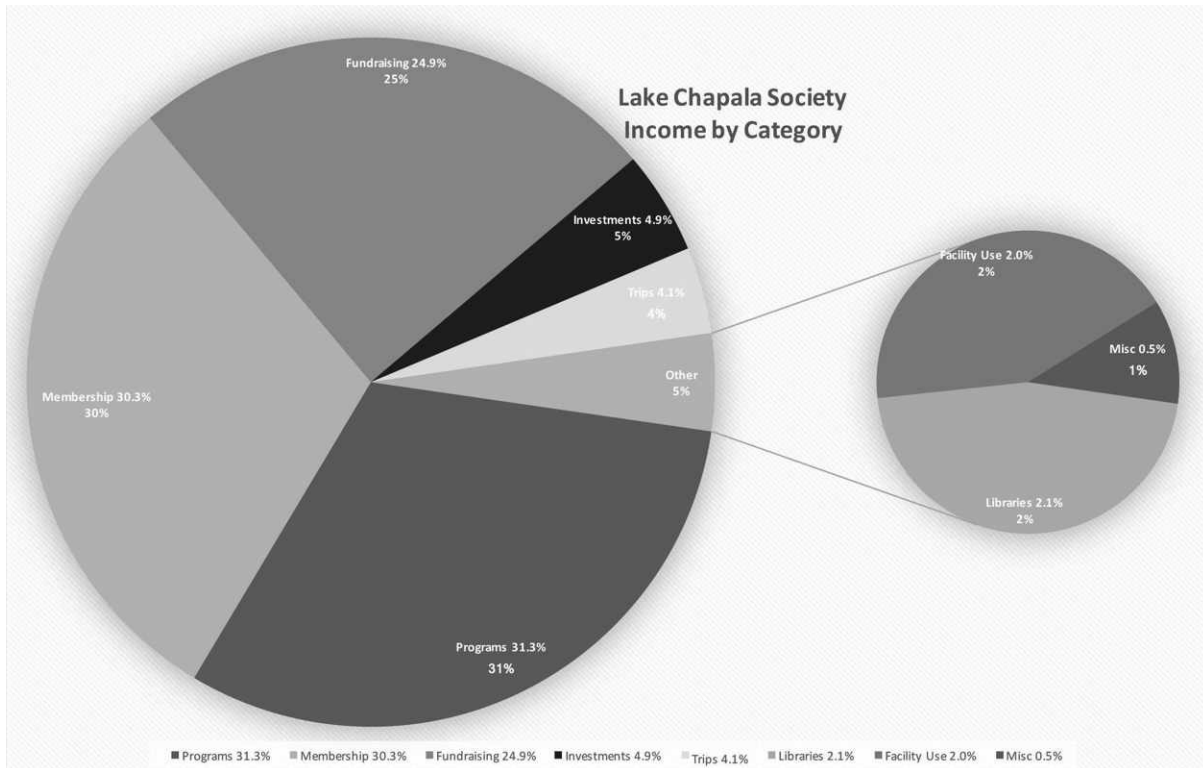
- **Some of the Programs are owned by LCS and usually charge a fee. They're an important part of LCS funding.** These include:
  - Personal Enrichment Program -- Classes on a variety of topics
  - Prueba Mexico -- Authentic Mexican experiences including cuisine, art, Mexican slang, and other topics
  - Spanish classes
- **Other Programs are conceived of, designed, and run by LCS members. These cover a wide variety of subjects, some may have a fee, and/or charge for materials.** They include:
  - Educational programs such as Ted Talks, Open Circle, Ceramics, various Spanish language classes, etc.
  - Recreational programs such as dance, yoga, Zumba and Tai Chi Chin
  - Social groups that include bridge, games, and films.
  - Community programs like Needlepushers
  - Embroidery class
- **Programs that are aimed at the Mexican community include:**
  - The Career Project
  - Family films at the Wilkes center
  - English classes, which include the interactive experience "The Difficult Journey"
  - Scholarship Program
  - Children's art, chess, and photography programs
- **Other programs are owned and run by outside groups but take place on the LCS campus.** These include:
  - Women's empowerment group
  - AA
  - Alanon
  - ToastMasters

**Events** are those activities that generate significant revenue for the LCS budget, as well as providing fun and interesting social experiences for members and the community at large. They include concerts, Tequila and Wine Tasting, the Holiday Fair, and a Recycling Party, among others.



# FUNDING

As a non-profit organization, the Lake Chapala Society relies on a variety of revenue sources. The largest source of revenue comes from our programs and represents approximately 31 percent of our total revenue. Membership, the second largest area, brings in 29 percent, and fundraising activities bring in 25 percent, with the remainder of 15 percent as miscellaneous income.



# LCS ORGANIZATIONAL STRUCTURE

## GOVERNANCE

The LCS is governed by a Constitution which was approved on December 14, 2010, revised March, 2015.

The main governing body of the LCS is the Board of Directors. This all-volunteer body holds regular meetings to set policy for the organization, ensure legal compliance and financial viability, and set strategic direction.

Six governance committees do more detailed work of creating strategic plans and policies in the following key areas:

- Community Committee
- Finance Committee
- Fund Development Committee
- Campus Committee
- Program Committee
- Audit Committee

The chairpersons of the committees are all Board members, ensuring communication and collaboration between the committees. Committee members are volunteers. If you have interest in serving on a committee, please contact the volunteer coordinator.

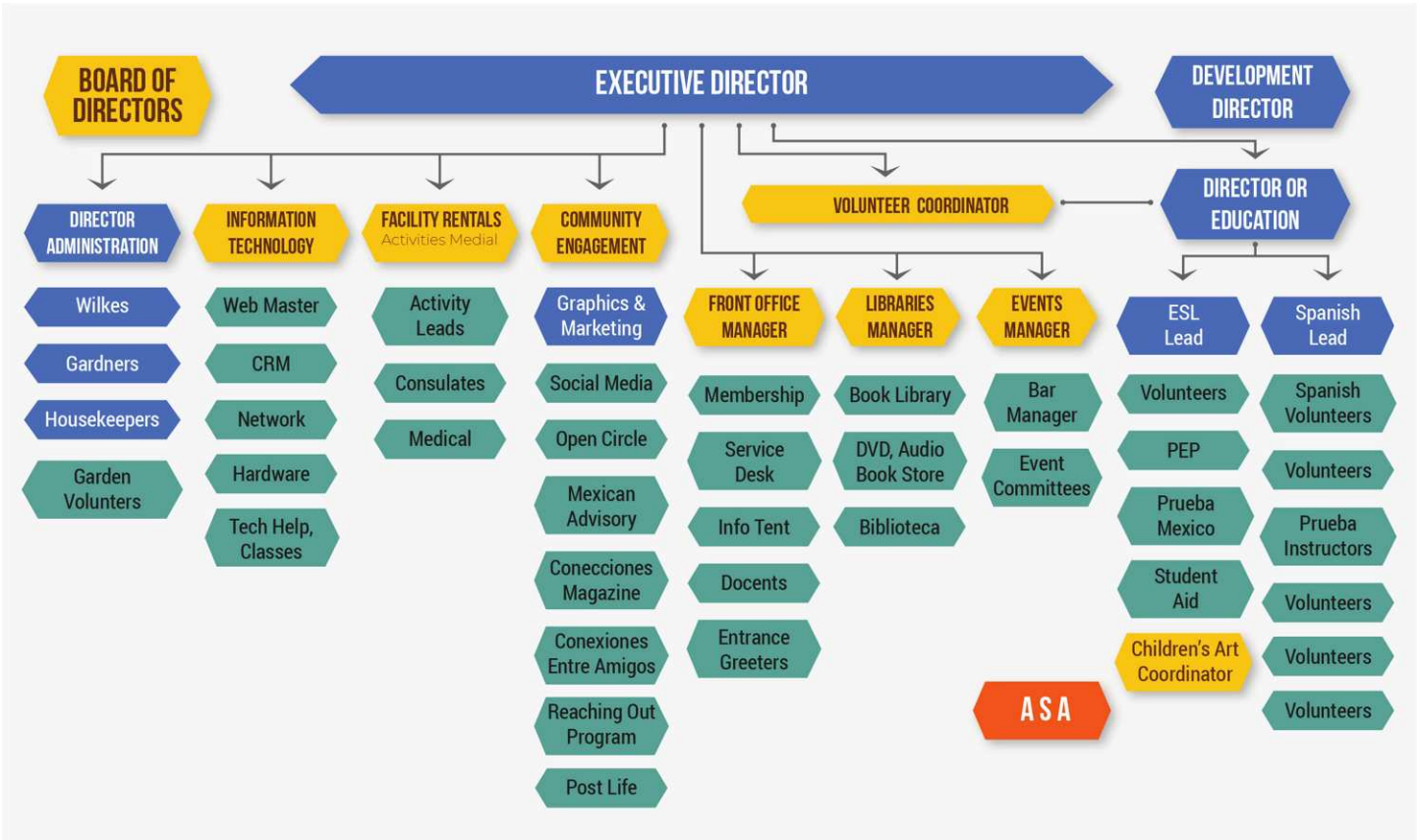
The Executive Director, who is hired by and reports to the full Board of Directors, oversees the day to day operations of the organization. Paid staff members and volunteer leaders all report to the Executive Director.

In March, 2019, the Board approved a Long-Range Plan, created via collaboration between the governance committees, for the Lake Chapala Society to extend the legacy as an oasis for personal enrichment, socialization and collaboration throughout the greater community. The plan is focused on improving, modernizing, reinventing and transforming LCS by creating a continuous quality improvement culture, and expanding the use of information technology with greater collaboration between and among the Mexican and foreign communities. We will take our best practices from LCS 1.0, with its rich history, culture and traditions of programs, services and activities over the past 60+ years and transcend the organization into Lake Chapala Society 2.0.

To understand the future direction charted for the LCS, please read our LCS 2.0 long range plan.

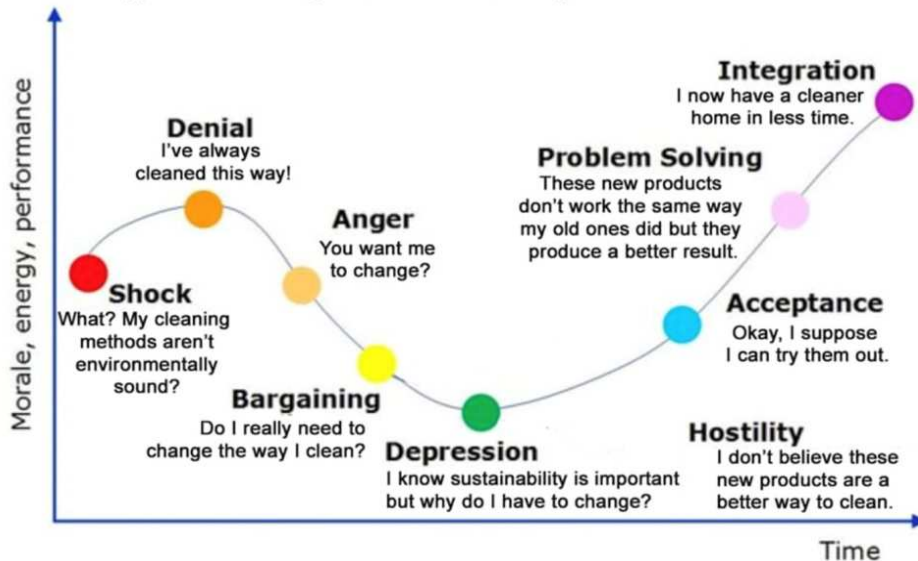
# ORGANIZATIONAL CHART LCS 2.0

This chart illustrates the reporting relationships between the Board of Directors, the Executive Director, and the various paid employees (blue boxes), volunteer leaders (yellow boxes), and volunteers (green boxes).



## Kubler-Ross Model

As Applied to the Integration of New Cleaning Products



# BOARD OF DIRECTORS

<b>Steve Balfour</b>	<b>President</b>
<b>Howard Feldstein</b>	<b>Vice President</b>
<b>George Radford</b>	<b>Secretary</b>
<b>Tim Boardman</b>	<b>Treasurer</b>
<b>Larry Barnhardt</b>	<b>Director at Large</b>
<b>Antoinette Brahm</b>	<b>Director at Large</b>
<b>Christy Caldwell</b>	<b>Director at Large</b>
<b>Richard Chase</b>	<b>Director at Large</b>
<b>Brian Dalziel</b>	<b>Director at Large</b>
<b>Yolanda Martinez Llamas</b>	<b>Director at Large</b>
<b>Elizabeth Villaseñor Ramírez</b>	<b>Director at Large</b>
<b>Michael Searles</b>	<b>Director at Large</b>
<b>Carole Wolff</b>	<b>Immediate Past President</b>
<b>TBD</b>	<b>Executive Director</b>

# EMPLOYEES

<b>Alfredo Pérez</b>	<b>Education Director</b>
<b>Diana Ayala</b>	<b>Development Director</b>
<b>Adela Alcaraz</b>	<b>Administration Director</b>
<b>Karen Domitzu Medrano</b>	<b>Directory and Marketing</b>
<b>Maria Huerta</b>	<b>WEC Manager</b>
<b>Celia Lopez</b>	<b>WEC Librarian</b>
<b>Shelley Huerta</b>	<b>Spanish Teacher</b>
<b>Felipe Gonzalez</b>	<b>Bookkeeper</b>
<b>Amador Contreras</b>	<b>Gardener</b>
<b>Sandy Pelayo</b>	<b>Gardener</b>
<b>Ana Luz Mora</b>	<b>Housekeeping</b>
<b>Berenice Gonzalez</b>	<b>Housekeeping WEC</b>
	<b>Housekeeping</b>

# VOLUNTEER MANAGERS

<b>Barbara Merchant</b>	<b>Volunteer Coordinator</b>
<b>Gary Freshly</b>	<b>IT</b>
<b>Mike Goss</b>	<b>IT</b>
<b>Mike Dittrich</b>	<b>IT</b>
<b>Chuck Ball</b>	<b>Website</b>
<b>Karen Schirack</b>	<b>Facility/Activities Manager</b>
<b>Karla Boentgen</b>	<b>Special Events</b>
<b>Danielle Page</b>	<b>Children's Art</b>
<b>Faralee Fuller</b>	<b>Membership Desk</b>
<b>Cate Howell</b>	<b>English Library</b>
<b>TBD</b>	<b>Spanish Library</b>
<b>Becky McGuigan</b>	<b>DVD Library</b>
<b>Bill Sheehan</b>	<b>Docents</b>
<b>Natalie Neal</b>	<b>Gardens</b>

# VOLUNTEER OPERATIONS COMMITTEE

**Barbara Merchant**  
**Susana Bancalari**  
**Glorine Barnhardt**  
**Sandy Britton**  
**Steve Balfour**

# SPECIAL SECTION:

## POLICIES AND PROCEDURES DURING COVID - 19 (FOR VOLUNTEERS AND EMPLOYEES)

As we learn to work through a new normal way of life, The Lake Chapala Society followed State of Jalisco procedures for closing our campus and we are following State of Jalisco guidelines for the gradual reopening of our campus. There is still so much not known about this virus. We reserve the right to limit, restrict or cancel activities as we begin slowly reopening our campus. We also have the right to reclose the campus if people do not follow the guidelines or if we are asked to do so by the government officials.

### **PUBLIC NOTICE:**

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. Keeping this fact in mind, the Lake Chapala Society is establishing norms for reopening the campus. Our primary objective is to enhance health and safety measures for our members, staff, volunteers, vendors, and guests. We expect all people working at or visiting the LCS Campus to follow these norms. However, know that by entering the campus, you voluntarily assume all risks related to the exposure of COVID-19. Online Services from your home are available for those not willing to wear a mask.

# KEEPING YOURSELF AND OTHERS SAFE

## 1. DON'T come to LCS if:

- A. You think you have COVID
- B. You think you have been exposed to someone with COVID.
- C. You have any symptoms of illness, even if you think the symptoms are due to something mild like allergies or a cold. Remember that the symptoms of COVID are many and varied and include:

### *Most Common*

- i. Fever
- ii. Dry cough
- iii. Tiredness

### *Less Common*

- iv. Aches and pains
- v. Sore throat
- vi. Conjunctivitis
- vii. Loss of sense of smell and/or taste
- viii. Rashes or discoloration of skin, especially on the fingers and toes
- ix. Diarrhea and/or vomiting
- x. Headache

### *Serious Symptoms - call medical professionals (COVID Hotline 333-823-3220)*

- xi. Chest pain or pressure
- xii. Difficulty breathing
- xiii. Loss of speech or movement

- D. You have participated in any high or moderate risk activities recently. This could include any activities where you were in close proximity to other people who showed signs of sickness, gatherings of people where people were not wearing masks, large activities that occurred indoors, if you were conversing with other people during that time, and you and others were at any point not wearing masks. This could include (but is not limited to): going to a party or any kind of social gathering; taking public transportation; involved in any activity in an overcrowded space.

## **2. Use appropriate protection equipment, at minimum a facemask, at all times while on campus.**

The LCS Standing Committees are charged with specific mandates developed by the Board of Directors.

## **3. Do not use the same mask day after day without washing.**

## **4. Follow proper sanitation habits such as washing hands regularly and proper personal hygiene procedures.**

## **5. Maintain a proper physical distance from other volunteers and anyone else on campus. Some positions involve closer contact and in such cases make use of physical barriers.**

## **6. If you see someone violating safety or sanitation policies:**

- A.** Call a manager
- B.** For activity leads, ensure participants maintain proper distancing. This may be achieved by setting seats a proper distance in advance of the activity. Also make announcements at the start and throughout the activity to maintain the distance.
- C.** Exercise activities - participants must bring their own exercise mats and take with them on departure. There should be no sharing of mats. People bringing water bottles with them must properly dispose of, or take with them, their water bottles so that others do not need to handle them.

## **7. If you see someone with COVID-like symptoms:**

- A.** Call a designated manager or inform the greeters at the gates.
- B.** Do not place yourself in direct contact with the person.

## **8. If you see evidence that disinfection procedures are not being properly followed, please report it.**

Examples: lack of soap or paper towels in bathroom, chairs not cleaned after a class, sanitizing stations with no sanitizer gel. The idea of reporting these issues is to get the problem solved, not to place blame.



# SANITATION PROTOCOLS FOR SPECIFIC AREAS

## GREETERS

**1. Nobody is to be admitted onto the campus without having their temperature taken.**

**A.** To take a temperature using the infrared thermometer:

- i. Set the temperature gun either centigrade or fahrenheit.
- ii. Aim directly at a person's skin (not through an acrylic or other barrier) to the place where you want to take a temperature reading. Usually 6 inches is considered the ideal distance for a temperature reading.
- iii. Squeeze and release the trigger.
- iv. Reading will appear.

**B.** Be careful not to point at eyes if you are reading on the forehead. Infrared targeting is always active when the trigger is being pressed.

**C.** If the reading is greater than 37 C, the person may not enter the campus.

**2. Everyone must wear a mask or face shield that covers the face from over the nose to over the chin.**

## CLEANING PUBLIC AREAS

**1. If you notice an area that needs to be cleaned, please inform the housekeeping staff.**

**2. Minimize contact with guests while cleaning, keeping a distance of at least 2 meters. Housekeepers: will put up a tape or ribbon to block areas while cleaning.**

**3. Gloves (single use or disinfected reusable) are to be used for all cleaning and trash removal. Gloves are to be changed, with proper hand hygiene, after each cleaning session of areas.**

**4. All cleaning and or grounds personnel must properly wear face masks. If wearing face shield, must keep mouth and nose mask on.**

**5. Cleaning Staff to disinfect high touch public area surfaces every 20 minutes, including but not limited to:**

- A. Gates
- B. Entry doors
- C. Handrails
- D. Benches and chairs
- E. Tables and counters
- F. Restrooms

**6. Cleaning Staff to disinfect other public area contact surfaces hourly, including but not limited to:**

- A. General furniture
- B. Gazebo handrails
- C. Bathroom vanities and accessories
- D. Bathroom fixtures and hardware
- E. Lights and lighting controls
- F. Exterior handrails
- G. Exterior stair handrails
- H. Exterior benches

Restrooms will be checked for cleanliness and adequate supplies (soap, paper towels, toilet paper) at least once every hour, more frequently during busy periods. In addition to the regular disinfection schedule, restrooms should be cleaned and disinfected as needed.

**7. Volunteers should care for specific disinfection consideration in their areas including the following “high touch” areas:**

- A. Desks, counter tops, tables and chairs
- B. Phones, tablets and remotes
- C. Cabinetry, pulls and hardware
- D. Doors and door knobs

**8. If applicable for certain areas, clean all items stored on shelves in rooms or place in bags and not expose to the open air when not in use**

# FRONT OFFICE

## 1. CLEANING AND DISINFECTING - Volunteers

- A.** Disinfect all visitor touch points after each transaction like Credit Card Devices, pens and registration countertops.
- B.** Any keys to be disinfected before stocking.
- C.** Open windows to keep offices ventilated.
- D.** Housekeeping staff will deep clean Offices, Registration Desks and general areas at the close of each area.

## 2. PHYSICAL DISTANCING PROTOCOL

- A.** Restructure stations to provide appropriate six-foot intervals.
- B.** Greeter to provide guidance to arriving and departing visitors and or members to ensure physical distancing measures are followed.
- C.** Implement peak period queueing procedures, including a Greeter, when the number of guests exceeds the capacity.

# BOOK AND DVD LIBRARY

- 1.** Phase One of the campus opening – the library will have a controlled opening.
- 2.** All people seeking books and attendants helping them – will be required to have a mask. Gloves will be available to the library workers.
- 3.** Members will not be able to roam the library.
- 4.** A designated person(s) will be at a counter in the doorway of the library behind an acrylic shield.
- 5.** Members will research through LCS's website for the books they would like to check out from the library.
- 6.** Members are to send an email, 24 hours in advance to the library email address with their desired books.

- 7. A designated person will enter the checked-out books into the computer system – Library Vision.**
- 8. Volunteers will assemble book bundles by member's name for pick up the day after the order is placed.**
- 9. Book returns – there will be a designated book drop box. The member who had the books, will drop their returned books into this box directly. This box will be sealed up each day and labeled with the date. The box will not be reopened for 72 hours, at which time the books will be checked back into the system and re-shelved.**
- 10. The person restocking the books will wear disposable gloves and immediately remove and discard them after shelving books.**
- 11. We will not charge any late fees during this period of time.**

## ACTIVITY LEADERS

Activities carry a particular risk because they tend to be done in groups and to involve talking and interacting. Indoor activities will be restricted at first, and outdoor areas with proper distancing are being set up to accommodate these activities.

If you want to carry on with your activity you must abide by Covid-19 restrictions. Please follow these guidelines:

- 1. Find out if your activity can be held or needs to be suspended during the current Covid-19 conditions.**
- 2. Find out where and when your activity can be held. You'll need to get on the schedule to use the designated outdoor areas, which may mean moving the activity from its former time and days. Contact: Activities Manager.**
- 3. Make sure all participants understand the safety precautions. EG, no moving chairs closer, members of the same household will continue to observe distancing, etc. Participants who ignore safety measures should be asked to leave the activity.**

- 4. Ensure that all participants who bring water bottles either take them with them when they leave or properly dispose of them.**
- 5. For Exercise groups - no sharing of exercise mats or other equipment, and all mats and equipment must be removed from the premises each day. There will be no onsite storage options.**
- 6. Lead by example. Use your mask correctly, observe distancing, and follow all recommended sanitation procedures for your activity space.**

## **SPECIAL EVENTS**

- 1. Seating capacities and floor plans are to be reviewed on an event by event basis to ensure appropriate physical distancing that follows LCS and local authorities protocol guidelines.**
- 2. As we pass through various phases, group sizes will be limited by the spaces assigned. Reference the capacity charts or speak to the Facility Manager.**
- 3. There will be posted signage around the campus reminding guests of protocols.**

## **SECURITY OPERATIONS**

Members of the Board of Directors and staff will serve as security personnel as needed. If you as a volunteer observe any violation of Covid-19 restrictions or have any concerns, take them to the designated security person for that shift.

# COVID-19 NOTICE

LCS cares about you and your health and safety. As volunteers, we must make a commitment to act each day to safeguard the health and wellbeing of our community.

As members, employees, and volunteers return to campus, we must inform you that there are coronavirus transmission risks associated with attending LCS in proximity to other persons, and of the possible resulting acquisition of COVID-19. All volunteers are assumed to have made the independent and voluntary decision to assume these risks.

For the protection of our members, employees and volunteers, activities on LCS campus will be done in strict compliance with CDC guidelines and LCS Re-Opening Protocol. However, each person's home/life situation is unique. If you feel your situation puts you at a higher risk, please consider not coming to LCS.

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## LCS COMMUNITY PLEDGE

Being a part of the LCS community means that I must take extraordinary steps to stay well and persistently protect each other. Therefore, I will take responsibility for my own health and help keep the LCS community safe by stopping the spread of COVID-19 by remaining up to date on the instructions provided by LCS.

**I pledge to:**

**Protect myself by:**

- Monitoring for the symptoms of COVID-19 and report to a medical professional if I experience fever or other suspected related symptoms.
- Washing my hands often with soap and water or using hand sanitizer.
- Avoiding touching my eyes, nose and mouth.

**Protect others by:**

- Maintaining appropriate social distancing.
- Staying home if I feel ill or after exposure to someone who is ill or has tested positive for COVID-19.
- Wearing an appropriate clean face mask and other protective equipment as directed by LCS.
- Being positive, sensitive and helpful to anyone around who may be troubled or struggling.

**Protect our community by:**

- Keeping my clothing, belongings, personal spaces and shared common spaces clean.
- Participating in screening, testing and contact tracing to preserve the wellness of the community.
- Carefully observing instructional signs and follow directions.

My signature below signifies that I agree to abide by the policies outlined in the Handbook. I understand that I will not be compensated monetarily for these services. I also agree to keep all LCS proprietary information, member information and any medical information confidential.

Print name: \_\_\_\_\_

Member Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_