

## ADMINISTRATIVE POLICY AND PROCEDURE

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**Subject:** SPECIAL EVENT AND SPACE RESERVATION POLICY

**Policy No.:** A139

Supersedes: May 2, 2019

Review Date: June 9, 2023

Origin Date: September 27, 2010

Revision Date: June 9, 2023

### **PURPOSE:**

The approval of special events is required to ensure the appropriate use of resources, space, and staff, and to ensure there are no time conflicts, regarding Rancho Los Amigos National Rehabilitation Center (Rancho) facility usage.

### **POLICY:**

Facilities Management must approve all requests for special events to be held on the Rancho campus. The requestor/contact person must receive written approval from Facilities Management before a special event can be placed on Rancho's Master Calendar or reservations are finalized.

### **DEFINITIONS:**

**Special events** are defined as activities that are not part of Rancho's day-to-day operations. This includes, but is not limited to, educational and marketing conferences, demonstrations by approved vendors, patient events (spinal injury games, art show, etc.), media events, employee events, and fundraising events.

**Requestor** refers to the individual seeking approval for a special event or location reservation.

**Soliciting** is any request, offer, enticement, or action which seeks to provide employment, or money, or the sale of a good or service, or which seeks to purchase or obtain employment, goods or the contribution of money.

### **PROCEDURES:**

#### **1. APPROVAL CRITERIA AND RESERVATION PROCESS**

The nature of special events should be consistent with and/or support Rancho's mission, vision, strategic goals, and/or purpose.

Facilities Management reserves the right to approve and deny any submitted request for a special event approval. In an attempt to evenly distribute special events during the fiscal year, requestor/contact persons may be provided with an alternative date and/or time frame. Please refer to Rancho's Conference Room and Space Use Calendar and plan accordingly.

Requestor/contact persons should follow the appropriate process for their reservations. Please note that approval of a conference room or space reservation does not guarantee approval of a special event.

Recurring reservations are valid through the current calendar year. Reservation requests for the following year can be submitted on or after November 1st of the current year. NOTE: This excludes Conference reservations to accommodate for one year in advance planning.

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Revised: 7/14, 7/15, 9/18, 5/19, 6/23

Reviewed: 7/14, 7/15, 9/18, 5/19, 6/23

Approved By:

**A. Submitting a Regular Reservation Request**

This process must be followed for reservations as part of Rancho's daily operations.

1. Refer to the Conference Room and Space Use Calendar to ensure requested date and time is not reserved by visiting Rancho Intranet > Applications > Rancho Los Amigos > Conference Room Space Calendars.
2. Click on the Reservation Request link located on the top right-hand corner of the calendar. Then, complete and submit the form.
3. Please note, the conference room is not reserved until a confirmation e-mail is received.

**B. Submitting a Special Event Reservation Request**

This process must be followed for all special functions on campus.

1. Follow the steps in section 1A to submit a reservation request.
2. The requestor must discuss and clear the special event with the appropriate Department Head prior to submission of the Special Event Approval Form (SEAF).
3. Download the Special Event Approval Form from Rancho's Intranet by clicking on Forms > Rancho Los Amigos > Employee Forms > Administration.
4. Complete and email the SEAF to Facilities Management at [RLAspecialeventrequest@dhs.lacounty.gov](mailto:RLAspecialeventrequest@dhs.lacounty.gov). This form must be submitted four (4) weeks prior to requested date to ensure there are no delays in the approval process. The requestor/contact person should expect a response from Facilities Management within 5 business days.
5. The requestor/contact person is responsible for ensuring documents are submitted to appropriate personnel. Multiple individuals are responsible for overseeing the usage of conference rooms and other spaces. To obtain the name of the individual(s) overseeing the use of a particular room or space, please refer to the Conference Room and Space Use Calendar by visiting: Rancho Intranet > Applications > Rancho Los Amigos > Conference Room Space Calendars.

Non-Rancho/Non-County requesters must email [RLAspecialeventrequest@dhs.lacounty.gov](mailto:RLAspecialeventrequest@dhs.lacounty.gov) to receive a list of available spaces, required documents, and pertinent Rancho contact information.

**(All Rancho events take precedent over non-county events).**

A place holder will be entered on the Conference Room and Space Use Calendar until the event is approved. Events will not appear on the Master Calendar until the event is fully approved by Facilities Management.

**2. RESCHEDULING/CANCELLING SPECIAL EVENTS**

The requestor is encouraged to refer to Rancho's Conference Room and Space Use Calendar to ensure the alternative date and/or location is available. They should contact Facilities Management if the special event needs to be relocated, rescheduled, or cancelled. Alternative date(s) for a special event cannot be guaranteed. Please contact the individual(s) responsible for overseeing the conference room or space reserved to cancel the reservation. A new reservation request should be submitted online to reserve an alternative location.

**3. USAGE OF SPECIAL EVENT-RELATED MATERIALS**

Printed/electronic materials, such as, but not limited to, brochures, flyers, and newsletters, that will be utilized to communicate, advertise, and promote events taking place on the Rancho campus must be submitted to the Office of Public and Media Relations for approval prior to dissemination. Written approval must be received by the requestor or contract person before the use of any materials. The following content must be included in printed and electronic materials as a condition for approval:

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- Rancho logo
- Mailing address
- Main number: (562) 385-7111
- TTY/TDD number (562) 385-8450
- Contact name and phone number/extension
- www.rancho.org
- www.twitter.com/ranchorehab
- www.facebook.com/rancholosamigosrehab
- www.instagram.com/ranchorehab
- To request reasonable accommodation, contact the ADA Coordinator's Office at (562) 385-7428 or by email at lawong@dhs.lacounty.gov five (5) business days in advance.

All printed and electronic materials must be submitted to the Office of Public & Media Relations, at least two (2) weeks prior to dissemination. If materials are submitted late, they may not be approved in time for the planned special event. Requestor/contact persons will be asked to remove unapproved materials posted within the Rancho facility. **Event flyers must be posted and displayed on white signage boards only. Posting flyers on wayfinding signage, walls, doors, posts and beams internal and externally is strictly prohibited. All materials related to the special event must be removed immediately after the event has ended.**

Non-Rancho/Non-County entities are prohibited from utilizing Rancho's logo and/or name to state or imply verbally and/or in writing that Rancho is sponsoring, cosponsoring, or endorsing an event, unless written approval is provided by the Office of Public and Media Relations (OPMR) in advance or if Rancho is indeed sponsoring, cosponsoring, or endorsing said event. Please note that Non-Rancho/Non-County entities must submit all printed and electronic materials for approval to RanchoPIO@dhs.lacounty.gov. In cases where permission is granted to utilize Rancho's logo and/or name, the aforementioned content should be included in printed and electronic materials.

#### **4. SMOKE- AND TOBACCO-FREE**

Rancho is a smoke- and tobacco-free campus. The use of all tobacco products, including e-cigarettes, is prohibited on campus, including parking lots and parking structure pursuant to Rancho No Smoking Policy No. A120.

#### **5. ALCOHOL USAGE**

Pursuant to Rancho's Alcoholic Beverages on Rancho Grounds Policy No. A121 persons, whether patients, employees, visitors, or other individuals are prohibited from entering Rancho grounds if transporting or having in their possession any alcoholic beverage. If requestor wants to receive written permission to transport and/or use alcoholic beverages for a special event, please email a written request specifying the special event, time frame, and location in which the alcohol will be utilized and/or transported to RanchoPIO@dhs.lacounty.gov. The OMPR will then forward the written request to the CEO. Once the request is approved or rejected, the requestor will be notified.

#### **6. NON-DHS EMPLOYEES ON RANCHO CAMPUS**

The Department of Health Services (DHS) protects the health information of its patients. Therefore, individuals not employed by DHS are not allowed to venture into areas where Protected Health Information is stored and where patients are being treated, unless there is appropriate supervision from DHS personnel pursuant to Rancho's Safeguards for Protected Health Information Policy.

#### **7. SOLICITING AND FUNDRAISING**

Rancho prohibits County and Non-County individuals/groups from soliciting or fundraising on Rancho campus, except as authorized in Rancho's Soliciting and Fundraising Policy. Requestor should refer to Rancho's Soliciting and Fundraising Policy No. A116 to ensure planned event is permitted and guidelines set forth are followed.

#### **8. DECORATIONS**

Before decorating any location on Rancho campus for a special event, the requestor/contact person is advised to review Rancho's Decorations Guidelines for a list of what is allowed and what is not allowed, as well as where decorations are permitted and prohibited. Decorations must be removed at the conclusion of the event.

#### **9. ADMINISTRATION ATTENDANCE**

If requestor/contact person is requesting specific members of administration attend a particular special event, this should be specified on the Special Event Approval Form, along with the capacity administration is expected to operate under (e.g. provide speech, opening remarks, mere presence, network, etc.). Administration representation cannot be guaranteed. Members of administration have varying and demanding schedules that, at times, prohibit them from attending certain functions. If members of administration requested are able or not able to attend said event, advance notification will be provided.

#### **10. FOOD CATERING**

The Food Services Department (FSD) is responsible for providing catering services for Rancho's special functions. The requestor/contact person are advised to refer to Rancho's Food Services for Special Functions Policy to ensure their special event is eligible for catering and required steps and guidelines are followed. Requestor/contact person will call the FSD at (562)385-7151 for assistance in completing the Catering Worksheet. The Catering Worksheet must be approved by Administration before catering can be provided. FSD requires one week notice to place the request and at least 48 hours' notice for any cancellation.

#### **11. SECURITY**

The Los Angeles Sheriff's Department must be contacted by the requestor/contact person if there are any security needs. Their office is located on the Rancho campus in the Sheriff's Station Office adjacent to the parking structure and can be reached at (562)385-7042.

#### **12. ANIMALS**

Pets/animals of any kind are not allowed on Rancho campus, with the exception of service animals. Please refer to Rancho's Service Animals Policy No. A434 to see what Rancho defines as a "service animal" and to ensure guidelines set forth are followed by visitors and patients with service animals.

#### **13. RANCHO DAY-TO-DAY OPERATIONS**

Special events, including attendees and activities, must not interfere with the day-to-day operations of Rancho. If a special event interferes with Rancho's day-to-day operations, the individual(s) in charge of the special event will be asked to remedy the issue(s) hindering Rancho's operations. If the issue(s) are not addressed and rectified, Rancho reserves the right to terminate the special event.

#### **14. NON-RANCHO/NON-COUNTY**

Non-Rancho/Non-County groups that plan on hosting a special event on the Rancho campus must submit a signed Hold Harmless Agreement Form; show proof of insurance that will indemnify Rancho in the event of any litigation or loss stemming from said event; and a completed Special Event Approval Form via email at [RLAspecialeventrequest@dhs.lacounty.gov](mailto:RLAspecialeventrequest@dhs.lacounty.gov).

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Non-Rancho/Non-County requestors are responsible for all damage and theft of property Rancho incurs as a result of a special event.

Non-Rancho/Non-County requestors must email [RLAspecialeventrequest@dhs.lacounty.gov](mailto:RLAspecialeventrequest@dhs.lacounty.gov) to receive a complete list of available spaces, required documents, and pertinent Rancho contact information.

**15. FORMS**

- Special Event Approval Form
- Communications Dissemination Form
- Hold Harmless Agreement Form
- Conditions for Use Agreement

**REFERENCES:**

Soliciting and Fundraising, Rancho Policy No. A 116  
Decorations Guidelines, Rancho Policy No. A432  
Food Services for Special Functions, Rancho Policy No. A323  
Safeguards for Protected Health Information, Rancho Policy  
Service Animals, Rancho Policy No. A434  
"Everyone" Email Guidelines, Rancho Guidelines  
Rancho No Smoking Policy, Rancho Policy No. A120



# RANCHO LOS AMIGOS

## NATIONAL REHABILITATION CENTER

### Special Event Approval Form

This form must be submitted to Facilities Management four (4) weeks prior to event. Failure to do so may delay the approval process. Please attach an additional sheet if more space is needed

Today's Date: \_\_\_\_\_  County  Non-County

Event Name: \_\_\_\_\_

Requesting Department/Service: \_\_\_\_\_

Date of Event: \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Alternate Date: \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

Location being requested: \_\_\_\_\_

Type of Event: \_\_\_\_\_

Purpose of Event: \_\_\_\_\_

#### FUNDRAISERS

Nature of Group Hosting Event: \_\_\_\_\_

How will Profits be used: \_\_\_\_\_

#### CONTACT INFORMATION

Contact Person: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Email: \_\_\_\_\_ Other: \_\_\_\_\_

#### PRINTED/ELECTRONIC MATERIALS

Please write down which materials will be utilized for the special event. This includes printed and electronic materials. Materials/Information that will be utilized for the special event must be submitted to the Office of Public & Media Relations two (2) weeks prior to the special event.

Please list all materials that will be submitted for approval:

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**FACILITIES SET-UP**

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A room set up diagram/layout must be submitted to Facilities Management at least 7-10 business days prior to event. Please refer to Rancho's Special Event and Space Reservation Policy (A139) for more information.

Number of Expected Attendees: \_\_\_\_\_

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**PARKING LOTS AND STRUCTURE**

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Parking lot(s) and structure cannot be utilized in manners that will hinder Rancho operations. Please list any special requests concerning the Rancho parking lot(s) and structure:

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**ADMINISTRATION ATTENDANCE**

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If requestor desires a member(s) of administration to attend a special event, please complete this section. If multiple members are desired under different or similar capacities, please be sure to specify below:

Date of Event: \_\_\_\_\_ Time: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Capacity (e.g. opening remarks, networking, etc.):

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List member(s) of administration whose attendance/participation is desired:

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**DO NOT WRITE BELOW THE LINE-OFFICE USE ONLY**

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**Note: Department Head/Service Chief needs to approve the special event before submitting this form to the OPMR for approval. Both signatures are required to consider the event approved. Non-Rancho/Non-County entities only require a signature from the Facilities Management.**

Department Head Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Facilities Management Approval: \_\_\_\_\_ Date: \_\_\_\_\_

Comments: \_\_\_\_\_

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**OFFICE USE ONLY**

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

Approved: \_\_\_\_\_ Rejected: \_\_\_\_\_

Processed by: \_\_\_\_\_ Date: \_\_\_\_\_



# RANCHO LOS AMIGOS

## NATIONAL REHABILITATION CENTER

### Communications Dissemination Form

This form must be submitted at least two (2) weeks prior to disseminating communications. If approval is being sought for the posting of physical communications in approved locations, please attach the document to this form.

Date: \_\_\_\_\_ County  Non-County

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#### COMMUNICATION TOOLS

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Please select the communication tool that will be used to disseminate information. If more than one tool is being sought, please use separate forms, unless the message can be formatted to fit each marked tool (If more space is needed, an additional sheet should be attached):

Intranet Announcement     Janus Board     Facebook/Instagram/Twitter     Flyer/brochure/poster/banner Approval  
 Other: \_\_\_\_\_

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#### All Staff Email ↓

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If a mass email is the desired communication tool, please complete this section.

1<sup>st</sup> Date of Distribution: \_\_\_\_\_ 2<sup>nd</sup> Date of Distribution: \_\_\_\_\_

Please check if there is an attachment

Email Subject Line: \_\_\_\_\_

Email Message (**please include the message you would like to convey**):

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#### CONTACT INFORMATION

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Name: \_\_\_\_\_ Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email: \_\_\_\_\_ Other: \_\_\_\_\_

Manager Approval: \_\_\_\_\_ Department: \_\_\_\_\_

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#### OFFICE USE ONLY

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Office of Public & Media Relations: \_\_\_\_\_ Date: \_\_\_\_\_

Approved     Denied

Reason: \_\_\_\_\_

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# RANCHO LOS AMIGOS

NATIONAL REHABILITATION CENTER

Description of Space Use:

Organization:

Date of Special Event:

Description of Special Event:

Location on the Rancho Campus:

### HOLD HARMLESS AGREEMENT

\_\_\_\_\_ (hereinafter referred to as "Organization/Individual") is utilizing the facility/space of Rancho Los Amigos National Rehabilitation Center (Rancho) with the express understanding that Rancho assumes no responsibility whatsoever for Organization/Individual's claim(s) for personal injury, loss of life, theft, damages, or otherwise, arising out of Organization/Individual's use of said facility. Organization/Individual waives, releases, and agrees to indemnify and hold harmless Rancho and its respective officers, employees, and agents from all liabilities, and the cost and expenses of defending all claims of liability, arising out of Organization/Individual's use of said facility/space.

Organization/Individual:

Signature (Person authorized to legally obligate the requesting entity):

\_\_\_\_\_

Witness:

\_\_\_\_\_

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

Rancho Los Amigos National Rehabilitation Center:

Signature:

\_\_\_\_\_

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

## **Rancho Los Amigos National Rehabilitation Center Space/Conference Room “Conditions for Use Agreement”**

Requestor/contact person of any Rancho Los Amigos conference rooms are expected to follow the conditions for use agreements:

Requestor/contact person makes the reservation with the designated department responsible for booking (see list of departments by conference room under the conference room reservation page)

- User(s) should allocate additional time for set-up and break down as needed. Office staff is not available to assist with set-ups, break-downs, or technical support.

**1<sup>st</sup> Floor Conference Rooms including the Auditorium** – Requestor/contact person will check in at the Resource Center before going to the conference room to check out key card and audio inventory check list

**All other Conference Rooms** – Check-in with the appropriate reserving department to gain access and check-out any needed Audio Visual equipment before going to the conference room (if needed).

### **For ALL Conference Rooms:**

Meeting Requestor/contact person Responsibilities:

1. It is your responsibility to turn on computers, set-up programs or presentations, shut down computers (systems), clean room, and return key card and inventory check list.  
NOTE: Basic instructions for the use of A/V equipment and Sharp Smart Boards are available at each conference room.
2. If you are using interior directional signs, please check out the white board stands in the Resource Center. Do not post signs on permanent directional signs or walls.
3. Ensure restrooms are neat and tidy. For service or supplies for the restrooms, contact EVS at extension 56000. For trash pick-up in the outpatient building, call 57577 (Servicon). For trash pick-up in any other part of the facility, call 56000.
4. If you need help with a piece of equipment that is malfunctioning, do not try to fix it. Call the Help Desk and request help from the local information systems, the request will be rerouted to them. Call (323) 409-8000.
5. Report any problems immediately to the reserving department.
6. The conference/meeting facilitator is responsible for locating the nearest fire exits, fire alarm pull station, and nearest fire extinguisher.

7. The conference/meeting requestor is responsible for instructing the conference/meeting attendees to the nearest safe exit when evacuation becomes necessary. The requestor is responsible to account for all attendees when they are outside of the building.
8. The department/agency requestor reserving the conference room is liable for any damage to County equipment or property.

**Once you are done using the conference room, you will need to follow these instructions:**

1. **Access card and equipment box** - must be returned to the Resource Center before 3:30 p.m. or to Administration (3<sup>rd</sup> Floor) before 5:00 p.m.
2. **After 3:30 p.m. use or weekends** - Only Rancho Employees will be allowed to keep the access card and equipment box after 5:00 p.m. or to be used during the weekend – Approved on a case-by-case basis.
  - o Attendees using the conference rooms after hours must make arrangements to enter and exit the building and lock up before leaving the building.
3. **Clean up** - Leave the conference room with chairs arranged, remove extra handouts and documents. Place trash in receptacles and call 57577 (for outpatient building) or 56000 (for other locations) for waste pick-up.
4. **Flyers and/or posters** – All directional flyers and/or posters must be removed from all the areas where they were posted.
5. **Environmental Services Requests** – Contact EVS to pick-up any additional tables/chairs that were specially set-up for your meeting.
6. **Dietary Requests** - Contact Dietary Services at extension 7151 to pick-up left over catering by the end of your meeting to leave the conference room ready for the next user.
7. Remove all food and beverages if brought from a private vendor.

**Requestor/user department will run the risk of not being able to use conference rooms at Rancho Los Amigos when there is continuous non-compliance.**