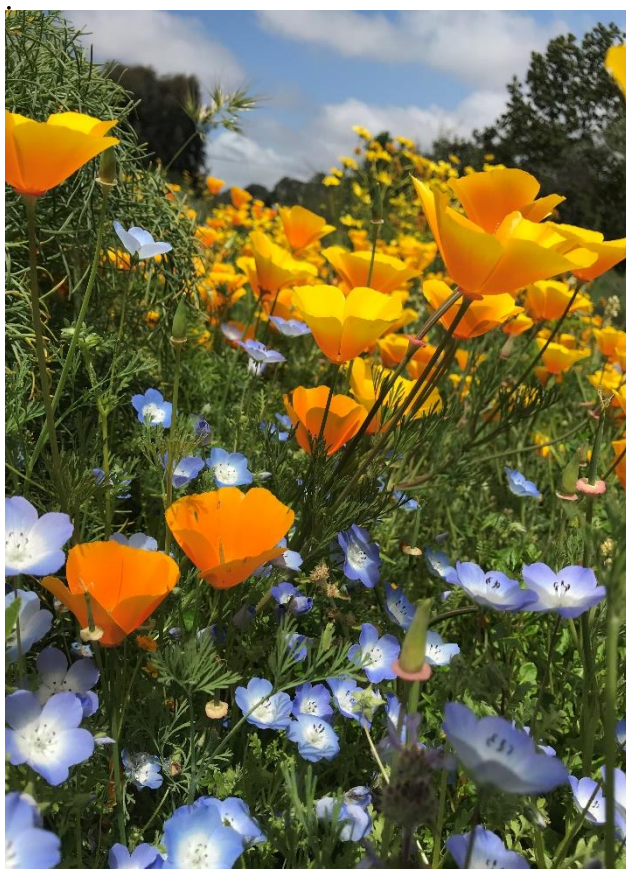


# San Diego Botanic Garden

## Volunteer Handbook



230 Quail Gardens Drive, Encinitas, CA 92024

**Phone:** 760.436.3036

**E-mail:** [info@SDBGarden.org](mailto:info@SDBGarden.org)

**Garden Website:**  
[www.sdbgarden.org](http://www.sdbgarden.org)

**Volunteer/Docent Website**  
[www.SDBGDocents.org](http://www.SDBGDocents.org)



Welcome!

We are honored you have chosen to volunteer at San Diego Botanic Garden. You are an integral part of our team and we recognize the talents and skills you bring to the Garden. I hope that you will find your work at the Garden rewarding, challenging and productive.

At San Diego Botanic Garden, we strive to help our volunteers feel welcomed and valued – your work is key to our growth and success. We work to create a positive and fruitful environment for all, and a welcoming and enriching environment for our visitors.

In this Volunteer Handbook, you will find an excellent overview of useful information and volunteer policies. We are always open to new ideas and suggestions -- please feel free to reach out to the Volunteer Manager or directly to me with questions and comments.

It is a privilege to have you on our team.

Welcome to the Garden!

Ari Novy, PhD  
President/CEO  
San Diego Botanic Garden

# Table of Contents

Message from Ari Novy, PhD .....	2
Mission Statement .....	4
SDBG Goals .....	5
Quick Facts about San Diego Botanic Garden.....	6
Volunteering at San Diego Botanic Garden.....	7
Volunteer Program Mission .....	7
Volunteer Policies and Procedures .....	10
Volunteer Conduct.....	12
Becoming a Docent .....	15
Safety Regulations .....	17
General Safety Rules .....	20
Volunteer Emergency Response Orientation .....	24
Acknowledgement Form .....	25

Cover photo by Brandi Eide



## Our Mission Statement

*To inspire people of all ages  
to connect with plants and nature*



## Our Goals:

- **Enable Learning** – Enable people to learn about plants and food sources and their vital role in our lives and in the natural environment.
- **Promote Environmental Stewardship** – Cultivate an appreciation for, and sense of, urgency for the stewardship of our environment.
- **Conservation** – Conserve rare and endangered plants and their ecosystems to preserve biodiversity.
- **Plant Introduction and Cultivation** – Collect and propagate beautiful, fascinating and/or significant plants and display them in attractive gardens for recreation and learning.
- **Provide an Urban Oasis** – Create a peaceful setting for people to experience beauty and the healing power of nature.
- **Nurture our Wildlife Sanctuary** – Encourage and foster the presence of indigenous wildlife.
- **Preserve our Legacy** – Honor our heritage by preserving historic plantings and structures in the Garden.
- **Foster a Visitor-Centric Experience** – Offer fun and friendly gathering spaces to foster delight and curiosity.

## How We Support Our Goals:

Growing strong ties to the community

Ensuring sound and strong financial health

Fostering and growing effective fund raising

Enhancing leadership and management skills and learning

Recruiting strong team members with vision and passion for the Garden

# Quick Facts about San Diego Botanic Garden

## Quick Facts

Four miles of trails amid 37 acres

Owned by the County of San Diego

Managed by the Quail Botanical Gardens Foundation, Inc., a private non-profit entity

More than 200,000 visitors annually

Open 363 days a year

4,800+ plants representing over 15 distinct bio-geographical regions

## Exhibits

Bamboo Garden

Desert Gardens

Tropical & Temperate Rainforest

California Gardenscapes

Undersea Succulent Garden

Mediterranean Garden

Subtropical Fruit Garden

Landscape for Fire Safety

Seeds of Wonder Children's Garden

Hamilton Children's Garden

Herb Garden

South American Desert Garden

Australian Garden

Birds & Butterflies Garden

Canary Islands Garden

Central American Garden

Mexican Garden

Native Plants/Native People

New Zealand Garden

Palm Canyon

Overlook Succulent Garden

South African Garden

## Admission

SDBG Members — free

Non-members — \$18

Seniors and active military -- \$12

Children 3 - 17 -- \$10

Children 2 and under -- free

## Physical Address/Phone/Website

230 Quail Gardens Drive

Encinitas, CA 92024

(760) 436-3036

[www.SDBGarden.org](http://www.SDBGarden.org)

## Mailing Address

P.O. Box 230005

Encinitas, CA 92023

## Senior Staff

Ari Novy, PhD, President/CEO

Brandi Eide, Managing Director

Colleen Walsh, Controller

Tony Gurnoe, Director of Horticulture

Sergio Bautista, Director of Facilities

Lita Dantes, Weddings & Events Manager

Sarah Sickler, Education Manager

John Clements, Horticulture Manager

Lisa Reynolds, PR/Marketing Manager

Michael Fisher, Visitor Services Manager

Jill Gardner, HR & Volunteer Manager

# Volunteering at San Diego Botanic Garden

## Volunteer Program Mission

The mission of SDBG's Volunteer Program is to optimize the services of a generous community that contributes time and talent to supplement the work of paid staff to accomplish the Garden's overall mission.

### Goals

- To recruit, train and retain an inclusive and diverse volunteer community that will complement and enhance the work of staff.
- To continually assess Garden needs and identify volunteer assignments that will meet the existing, and changing, needs of the Garden.
- To cultivate a culture of learning and support of key Garden initiatives.
- To help create and promote a community-wide understanding of the Garden and all its programs.

### Introduction

Welcome to the San Diego Botanic Garden's Volunteer Program. Volunteering can be educational, fulfilling and rewarding. SDBG volunteers contribute many *thousands* of hours each year, helping to make the Garden the wonderful place that it is. Some of our volunteers put in 10 hours annually; others work over 450. Whatever your level of investment, your efforts will be put to good use — and will be much appreciated!

**Note: Due the COVID-19 circumstances, the following information related to in-person meetings and gatherings may be altered.**

### Getting Started

The first step to volunteering at San Diego Botanic Garden is to attend a **Volunteer Information Session**, offered biannually. These meetings are designed to give prospective volunteers a look at the various assignments available, and the requirements of volunteering. Our goal is to help potential volunteers decide if this is the place they choose to contribute their time and talent.

Volunteers should then complete an application and authorization to conduct a background check. Applications can be found in the Administration Office/West Wing, at Admissions or on our website. They can be turned in at any of these locations or at the Volunteer Services Manager's office on the back perimeter of the Ecke building.

Any information obtained through a background check is kept confidential. If adverse

information is uncovered, it will be assessed by the Volunteer Services Manager. If this situation poses a danger or compromised situation for the Garden, the volunteer will be contacted with appropriate solutions.

New volunteers are then required to attend a **New Volunteer Orientation**. Here, a more in-depth look at volunteering at the Garden is offered.

While these informational sessions offer considerable information about volunteering, they are not substitutes for all policies and regulations within this handbook. It is each volunteer's responsibility to read, understand and comply with policies herein.

### **Volunteer Reporting Structure**

The SDBG Volunteer Program is managed by the Volunteer Services Manager. This oversight includes, but is not limited to, volunteer recruitment, orientations, policies, conduct, meetings, communications, scheduling and identifying volunteer assignments.

Specific Volunteer assignments are managed by the departments under which assignments fall. Volunteers are directed to the department head or their designee with assignment questions and guidance.

Department heads overseeing specific volunteer assignments include:

Administration, Brandi Eide  
Education Department, Sarah Sickler  
Horticulture Department, Tony Gurnoe and John Clements  
Human Resources & Volunteer Services, Jill Gardner  
Visitor Services, Michael Fisher

### **What SDBG Expects from Volunteers**

The staff and other volunteers of SDBG expect that:

- Volunteer commitments are honored or email/phone notification is timely
- Volunteers follow all SDBG policies and procedures
- Volunteers present a cooperative attitude with all Garden staff and other volunteers
- Volunteers follow work direction given by SDBG staff

### **What Volunteers Can Expect from SDBG**

As a volunteer, you can expect San Diego Botanic Garden to provide to you:

- Information about Garden policies and procedures that apply to your work
- Supplies necessary for your work, within reason and the Garden's ability to provide
- Supervision and training for your volunteer position



- Advice, support and answers to your questions and concerns

### **Monthly Meetings**

Once you become a volunteer at the Garden, you are encouraged to attend our regular monthly meetings for all volunteers.

Garden Ed. is held on the third Wednesday of the month at 8:30 a.m. either virtually or onsite. SDBG staff offers Garden updates and a variety of educational topics related to gardening.

Volunteer & Docent meetings are at 9:30 a.m. on the first Wednesday of the month (except July and December). During the business portion of the meeting, you will hear about current volunteer opportunities, important happenings within the volunteer group and staff updates. The monthly meetings include refreshments and social time, and conclude with a speaker discussing gardening topics. You may record two hours of volunteer time for attending the meeting and staying for the program.

### **On-the-Job Training**

All volunteer work in the Garden is staff-directed. When there is a need for specialized training, the appropriate department staff will arrange training. Examples include certain Horticulture Department assignments, Admissions and Visitor Services, Gift Shop, iPad use (event cashiering) and alcohol sales.

### **Ending your Volunteer Service**

You may resign from your volunteer service with SDBG at any time. We request that you notify the Volunteer Services Manager -- ideally two weeks prior to your departure.

## **Volunteer Policies and Procedures**

### **Records Management**

The Volunteer Services Manager maintains records for each SDBG volunteer. These records include positions held, duties performed, training attended, performance and all awards and recognition received. Volunteer information considered sensitive is confidential and protected. These records include applications and background checks.

Volunteers are responsible for updating contact information for themselves and their emergency contacts. In addition, volunteers taking an extended leave of absence, moving away or otherwise unavailable, should update their status with the Volunteer Services Manager.

### **Checking In**

Each day that volunteers come to the Garden for volunteering work, all must check in at predetermined locations. At the current time, checking in includes logging in, temperature checks and reviewing other COVID-19 precautions. Checking out at the same locations is required at the end of the shift.

### **Choosing Assignments**

All assignments are posted online. Volunteers are required to sign up for assignments before coming to the Garden. Once onsite, volunteers will work only the assignments for which they have signed up.

### **Attendance**

While you are a volunteer, we depend on you to complete your scheduled shifts. We do understand that, from time to time, situations may arise that prevent you from doing so. Please alert your project/event leader of any absences as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence, please alert your lead, preferably 24 hours in advance. This is particularly critical for assignments involving interaction with visitors, e.g. Gift Shop, Admissions, tours, etc.

Only if you cannot reach your contact or supervisor, call Jill Gardner, Volunteer Services Manager (760-436-3036 x 219) and leave a message about the assignment, date, and time you are scheduled to work.

Any volunteer who fails to report for a scheduled shift without notification for three shifts within six months or more will be considered to have voluntarily terminated their position at the Garden.

### **Volunteer Hours**

SDBG tracks the total number of hours that are spent volunteering at the Garden. Cumulative hours donated by all SDBG volunteers are important components of grant applications vital to the financing of a non-profit organization. You should also note that incentives are awarded to volunteers who contribute significant blocks of time:

<u>Milestone</u>	<u>Award</u>
90 hours	4 guest passes
200 hours	4 guest passes & \$10 Gift Shop Certificate
400+ hours	2 guest passes & SDBG Dual Membership

Note: Three positions offer double hours for weekend work. These include the Gift Shop, Welcome Center and General Tours, when available.

## **Nametags and Identification**

Every volunteer must wear a name badge. Doing so will help convey that SDBG volunteers and staff are approachable and willing to engage visitors. Your identification badge introduces you to visitors, who may need to ask for directions or just exchange friendly greetings. Your welcoming smile may turn a visitor into a new volunteer or a member! If you have not received your nametag yet, generic SDBG badges are available in the Welcome Center. **Engraved volunteer name badges are given after completing and logging 10 hours of service.**

## **Dress Code**

Volunteers are considered ambassadors for SDBG, presenting a positive image to constituents and the community. As such, volunteers will dress appropriately for the conditions and performance of their duties.

## **Driving**

Volunteers and staff are required to drive slowly and courteously when entering the Garden and driving through any parking lot or Garden roadways. It is also required that all volunteers and staff stop and identify themselves to the Welcome Center staff, to ensure recognition.

Any volunteer or staff member driving a cart must complete a staff-led training session, always use caution, drive slowly and yield to all pedestrians. Garden staff has revised and upgraded training components to ensure maximum-security measures.

## **Parking**

Volunteers are required to park in the Garden's overflow parking lot. It is critically important that we free up as much space as possible for our visitors to traverse the Garden safely. Individuals with mobility challenges may access handicap parking in the main lot. Those wishing to have this accommodation, contact Jill Gardner at [jgardner@sdbgarden.org](mailto:jgardner@sdbgarden.org). Those volunteering in the Conservatory may park at the Heritage lot.

## **Media Inquiry**

Volunteers are not authorized to make official or unofficial statements to the media at any time. All volunteers should be cognizant of any situation where they may be identified by their affiliation to the Garden, so as to ensure that the integrity and reputation of the institution are not compromised and to prevent any conflict of interest.

Please direct any media representative to the Marketing & Public Relations Manager, Lisa Reynolds, at 760-436-3036 x218 or [lreynolds@sdbgarden.org](mailto:lreynolds@sdbgarden.org)

## **Professional Photography & Videography**

A permit is required for any professional or planned photo and film sessions in the Garden or for educational assignments. Any photographer, videographer or artist who intends to use images taken in the Garden for portraits, commercial, professional, promotional, advertising, marketing or any other purposes (where payment of any kind is received by the photographer, videographer or artist for images taken at the Garden) must complete a Photography and Filming Application, a Hold Harmless Agreement and submit the applicable fee payment.

Permit and application fees are required from the Marketing & Public Relations Manager, Lisa Reynolds. She can be reached at [lreynolds@sdbgarden.org](mailto:lreynolds@sdbgarden.org) or ext. 218.

# **Volunteer Conduct**

## **Code of Conduct**

San Diego Botanic Garden has a standard of behavior that is required of all volunteers. It is our policy that volunteers maintain an environment that fosters mutual respect, cooperation and teamwork. It is expected that this culture of respect extends to all staff, volunteers and visitors.

- All visitors, volunteers and staff of San Diego Botanic Garden must be treated with patience and respect. If you are experiencing difficulty with any individual, please call the Volunteer Services Manager or other staff member to intervene.
- All are expected to be courteous and cooperative at all times.
- Any injury, accident or incident where you might have experienced harm while volunteering must be immediately reported to the Volunteer Services Manager or other staff member.
- All volunteers must absolutely refrain from any of the following conduct. Exhibiting these behaviors will result in immediate dismissal from the Garden:
  - Yelling, exhibiting intimidating behavior or making threats
  - Any physical contact with a visitor, vendor, another volunteer or staff
  - Offensive or derogatory comments or jokes or any form of harassment
  - Violation of any SDBG policy

## **Equal Opportunity**

San Diego Botanic Garden supports the principle that everyone should be given the opportunity to volunteer based on his or her ability to perform the job in a satisfactory

manner. San Diego Botanic Garden shall not be influenced by the volunteer's race, religion, color, gender, national origin, age, disability, veteran or marital status, or any other reason prohibited by law.

### **Ethical Standards**

SDBG supports the American Association of Museums' Code of Ethics: No individual, whether paid or volunteer, may use his or her position for personal gain or to benefit anyone at the expense of the Garden, its mission, reputation or the society it serves. No individual associated with the Garden (or any member of their immediate family or household) may receive compensation such as gifts, fees or gratuities. NEVER compromise your loyalty to the Garden.

### **Substance Use**

The possession, use or sale of illegal drugs or alcohol are never acceptable or permissible on SDBG property or while conducting SDBG business. This policy includes the use of marijuana.

In addition, the abuse of prescription and over-the-counter drugs can compromise one's work performance and conduct. Use of these products should be carefully considered in a work environment.

### **Smoking Policy**

Volunteers, employees, guests and vendors are not permitted to smoke on San Diego Botanic Garden property at any time. In addition, no smoking is allowed by the main entrances which are accessible to the public. This policy applies to all cigarettes, including electronic cigarettes and vaporizers.

### **Harassment**

San Diego Botanic Garden is committed to maintaining a work environment free of unlawful harassment. SDBG prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful.

This SDBG policy applies to all persons involved in its operation and prohibits unlawful harassment of, or by, any volunteer or employee of SDBG.

### **Reporting a Complaint**

Any volunteer who receives a complaint or observes what is perceived to be discrimination or harassment while performing their duties at the Garden should immediately report the

incident to the Volunteer Services Manager, Managing Director or President/CEO.

### **Conflict Resolution**

When a group of people works and volunteers together, problems may occasionally arise. It is important that any such issues are resolved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems to a greater extent. Our problem-solving procedure provides you with the opportunity for a review of any problem, dispute or misunderstanding that arises while your volunteering.

- In situations where differences arise between volunteers, or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, the Volunteer Services Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance concerns the Volunteer Services Manager, the Managing Director should be contacted.

### **Disciplinary Procedures**

A volunteer may be placed on corrective disciplinary action for significant behavioral or performance deficiencies that are determined to be within the volunteer's ability and intent to correct. The following guidelines may be used in some instances at the sole discretion of San Diego Botanic Garden:

Step 1: Oral warning with documentation in the volunteer's file

Step 2: Written warning to the volunteer and a copy in the volunteer's file

Step 3: Dismissal from the Garden

These steps may be taken in any order or alone, given the nature and severity of the issue.

### **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation may be made, including a meeting between the volunteer(s) involved and the Volunteer Services Manager and, if appropriate, the Managing Director and/or CEO. San Diego Botanic Garden reserves the right to terminate a volunteer for insubordination, dishonesty, harassment, embezzlement, intoxication or other inappropriate behavior that is unreliable, irresponsible or disruptive.

### **Off-site Responsibilities**

On the infrequent occasions that volunteers are conducting Garden business off site

(transporting plants, community outreach, etc.), volunteers must remember they are

representing the Garden and shall conduct themselves in a professional, safe and appropriate fashion.

### **Two-Way Radios**

Volunteer use of two-way radios is by staff approval only. Radios are located in the Gift Shop, Conservatory or from staff. These radios function on a party line, i.e. everyone is listening. Be polite and keep it short. General procedure is to identify yourself, your location, and whom you would like to reach.

You may not receive an immediate response. Do not repeatedly call for the same person if they do not answer -- be patient, wait for a few seconds and then broaden your request.

## **Becoming a Docent**

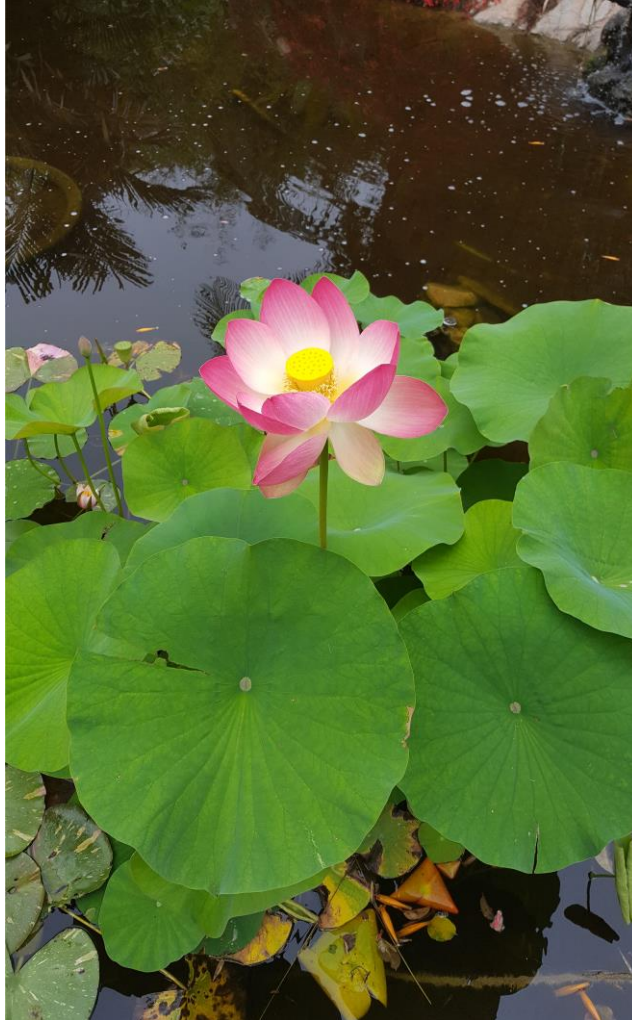
### **Training**

SDBG has an active, productive and exciting Docent training program. For those volunteers interested in expanding their knowledge of the Garden and its collection of plants, the Docent training program offers a series of nine classes in botanical and horticultural topics. As a prerequisite for enrollment, volunteers must have attended an Orientation, volunteered at least 10 hours, paid the course fee of \$60 and purchased a Garden membership. The program is offered in the Spring and Fall with the schedule available on the Garden website under the 'Support' tab. Select 'Docents Program': <http://www.sdbgarden.org/docent.htm>.

If you are interested in becoming a Docent, contact Jeff Clingan, Docent Training Coordinator, at [jclingan@sdbgarden.org](mailto:jclingan@sdbgarden.org).

Docent Training Classes include:

1. Introduction to the Docent Program and SDBG Overview
2. Botany Boot Camp / Larabee Legacy
3. Palms and Cycads
4. Trees of the San Diego Botanic Garden
5. Succulents and Desert Gardens
6. CA Native Plants / Firescape Gardens
7. Mediterranean Climate Gardens / Tour Guide Information
8. Bamboo and Subtropical Fruit Gardens
9. The Conservatory, Children's Programs & Gardens and Display Gardens



## **Safety Regulations**

Safety is the top priority at San Diego Botanic Garden. All volunteers are an integral part of the Garden's safety policies and adherence to these policies is required to keep the Garden safe for all. Maintaining a safe environment is achieved through a strong awareness and personal commitment to the safety and well-being of all volunteers, staff and visitors.

***Given the recent events associated with COVID-19, safety precautions are forefront of all Garden activities. All volunteers are required to abide by the same precautions, training and guidelines required of staff members. Some volunteering assignments and activities have been affected by the pandemic, all in accordance with state and county regulations. Any deviation from these procedures will be unacceptable.***

***The Garden purchases Volunteer Accident Insurance (Coverage is Excess over any other***



***Medical Insurance available to volunteer) and General Liability for volunteers while they are working on behalf of the Garden.***

If a volunteer is injured, it is important that they immediately advise a staff member and seek medical care if needed. An incident form will must be completed by the volunteer with any staff manager. Volunteers are required to submit emergency contact information as part of their application to the Volunteer Manager in case an emergency should arise.

## **Radio Codes**

SDBG uses two critical systems for notifying staff and volunteers of an urgent situation. These alerts are to be used with discretion, a calm demeanor and a clear head.

---

## **Code Adam (Lost Child Policy)**

Using a radio, say the following:

- Your name, to “All Staff, we have a Code Adam”
- Child’s age, description and where he/she was seen last seen. **Do not** announce the name.
- CLEAR RADIO OF ALL OTHER CONVERSATIONS UNTIL CHILD IS FOUND.
- Try to remain with the parent if possible. Get cell phone number.
- Staff member takes over—conduct radio contact and give directions.
- ALL staff/volunteers begin search.
- If possible, one staff person goes to main exit and monitors cars leaving.
- If possible, one staff person goes to overflow exit and monitors cars leaving.
- Monitor exits in HCG.
- If child is missing more than 10 minutes, call 911.
- ONCE CHILD IS FOUND, ANNOUNCE ‘ALL CLEAR’ ON THE RADIO.

---

## Code Green (Emergency)

If you hear a Code Green alert over the radio, it is signaling an emergency, possibly involving an injury. Please do not panic and assist if asked by a staff member. The procedure is as follows:

First staff responder:

- Announce Code Green
- Clear all radio traffic
- State your name, location (if you move, announce new location)
- If in doubt, call 911
- Alert Welcome Center to emergency vehicles coming
- Tend to the immediate need, then fill out paperwork; you can fill it out independently, later
- Don't move or touch the person, if possible

Second staff responder:

- Second staff responder announces they're with first staff responder

### Injuries

Quickly report any injuries or medical problems - including your own - to staff. Injuries fall into two categories: minor and serious. If minor, be sure to mention that a follow-up with the person's physician would be advisable. If a Band-Aid or other minor attention is requested, let the person use a first aid kit (for locations see last section of Emergency Equipment).

**For serious (major) injuries**, notify staff immediately.

Do not move the injured or ill person.

If staff is unreachable, dial 911.

Give first aid to your level of training; involve bystanders only if necessary.

Stay with the injured or ill person until help arrives; emergency vehicles are just minutes away.

An Incident Report Form (see page 23) must be completed by staff for any incident or injury, serious or minor. Incident Reports, which can be found in the first aid kits, must be filled out by staff and signed by the injured party and a witness.

If staff is unavailable, the Incident Report may be filled out by a volunteer.

Information on the report is to include:

- Name, address, phone number and age of injured party
- Factual description of the injury and how it occurred (OFFER NO PERSONAL OPINIONS)
- Statement of the time and exact location of the emergency
- Witness information

All completed Incident Reports should be turned into Jill Gardner, HR & Volunteer Services Manager, at her office outside the Ecke Building patio or in her mailbox in the Administration Office Building (West Wing).

## San Diego Botanic Garden

### General Safety Rules - All Staff and Volunteers

- *Obey all posted safety rules.*
- *Check in upon arrival, this includes a temperature check. \**
- *If you have any symptoms of illness, or have been in contact with anyone with COVID-19, stay home. \**
- *Follow social distancing requirements: stay six feet away from the nearest person. \**
- *Wear a face covering when within six feet of any person. Cover nose and mouth completely. \**
- *Cover all coughs and sneezes even when alone indoors or working outside. Wash hands immediately after if hand/tissue was used. \**
- *Practice hand hygiene by washing hands with soap and water frequently for at least 20 seconds. \**
- *Self-monitor personal well being throughout any time at the Garden. If a temperature check is needed or the volunteer is otherwise not feeling well, immediately notify a staff manager. \**
- *Disinfect and sanitize any shared tools; refrain from sharing as much as possible. \**

- ***Do not share food, beverages or carts with another person. \****
- ***Use only designated restrooms. \****

### **\*COVID-19 Requirements**

- Do not engage in any activity that would endanger co-workers or other volunteers by distracting them while they work.
- Drugs, alcohol, or employees under the influence are not allowed on the property.
- No horseplay is allowed on the property.
- All injuries, no matter how minor, must be reported to staff immediately.
- Report hazards and potential hazards to staff.
- Never move anyone who is injured unless they are in danger of further injury. Keep injured person(s) as comfortable as possible until help arrives.
- Emergency phone numbers, Incident Reports and first aid kits are available at the Welcome Center, Visitor Center, Ecke Building kitchen, Administrative Offices, Larabee House, Lawn House garage, and HCG offices.
- No employee or volunteer will enter a barricaded area unless specifically authorized to do so.
- When lifting heavy objects use your legs as much as possible, not your back. Leg muscles are stronger than back muscles. Bend at the knees. Don't stoop over. Keep your back straight.
- Enlist the help of others.

### **Buildings and facilities:**

- Good housekeeping must always be practiced.
- All walkways must be open and free of debris at all times.
- Storage shelving should be in a good state of repair.

### **Working Conditions and Procedures:**

- Slippery surfaces must be cleaned immediately upon discovery. Cones can be placed to alert others of wet/slippery surfaces.

### **Tools and Equipment:**

- All tools and equipment must be kept in good condition. Defective tools, broken handles, etc., must be removed from service and discarded or repaired.
- No employee or volunteer will use power tools or equipment without supervised training in the safe use of the tools.
- The right tool for the job must be used at all times. If you are not sure how to use a tool, ask a staff.
- Never perform maintenance or service on any equipment while it is running.
- Gasoline and other flammable materials must be stored and transported in approved safety cans.
- Proper footwear will be worn at all times.
- Electrical and power cords must be kept out of walk areas, either by stringing overhead, putting underground or taping or carpeting over.
- When in use, place a cone over any hose traversing a path.
- Never walk or work under any type of suspended load.
- If you get dizzy or are not comfortable with heights, do not attempt to work up off the ground.
- All ladders must be extended at least three feet above the working surface.
- All ladders must be equipped with safety feet or be secured to prevent the ladder from kicking out.
- All ladders with missing or broken rails will be removed from service and discarded.

### **Plant Hazards**

Be careful when working around or trimming spiny agaves, yuccas, and other plants. Use eye protection particularly when working in the desert gardens. Not only are the spines wicked and cause a painful swelling if one is poked, but the sap of many species is caustic.

The white, milky sap of many Euphorbias or spurges is toxic and dangerous if it gets into the eyes or on skin. Blindness can result. Use gloves when handling and clean the gloves afterwards.

Euphorbia tirucall 'Sticks on Fire' is a common variety that is especially hazardous.

Stinging nettle is a common winter and spring weed with stinging hairs on the stems. Use gloves when handling. The leaf sheathes of some bamboos and the leaves of Echium shrubs have irritating hairs that can cause itching or irritation.

### **Earthquake Emergency Protocol**

- When you feel an earthquake, duck under a desk or sturdy table.
- Hold onto the desk or table. If it moves, move with it.
- Stay under cover until the shaking stops.
- Stay away from windows, bookcases, file cabinets, and other heavy objects.
- If you are in a kitchen, move away from the refrigerator, stove and overhead cupboards.
- If you are inside, stay there; if you are outside, stay there. If in the Conservatory, move outside.

- Remain calm and reassure others. If the Ecke Building, West Wing, Larabee House or Lawn House is crowded, do not rush for the exit. Remain inside until the tremors stop. If in the Conservatory, move outdoors.
- Check for structural damage and if necessary, evacuate in an orderly fashion, encouraging others not to stampede.
- Do not light a match or turn on a light switch. Use a flashlight.
- Clean up hazardous materials.
- If you are outdoors, move to a clear area, away from trees, electrical poles and wires, buildings and other large structures.
- Do not use telephones except in extreme emergency. The telephone networks can be overloaded. Listen to local radio or television stations.
- Be prepared for additional tremors and aftershocks.

### Fire Emergency Protocol

- If a fire has just started or is still small, use a fire extinguisher.
- Call 911 immediately, if possible.
- Remain calm and reassure others. If the Ecke Building, West Wing, Larabee House or Lawn House is crowded do not rush for the exit. Be calm and evacuate in an orderly fashion, encouraging others not to stampede.
- If it is very smoky, crawl low - under the smoke - and leave the building immediately.
- **If you or someone else is on fire:**
  - **STOP**
  - **DROP** if necessary, push the other person down
  - **ROLL** to extinguish the flames (roll the other person over)
- Clean up hazardous materials, if possible.
- After evacuating the building, go to the main parking lot and stay out of the way of emergency vehicles.

### Fire Extinguisher Use

Follow the four-step "PASS" procedure:

- **Pull the pin:** this unlocks the operating lever and allows discharge.
- **Aim low:** Point the nozzle at the base of the fire.
- **Squeeze** the lever above the handle: this discharges the extinguishing agent. Releasing the lever stops the discharge.
- **Sweep** from side to side: move carefully towards the fire, keep the extinguisher aimed at the base of the fire, and sweep back and forth until the flames are out. If the fire reignites, repeat the process.

### Location of Fire Extinguishers

- Ecke Building: kitchen; meeting room
- Larabee & Lawn Houses; kitchen; office
- DFEC (Conservatory)

West Wing  
 Welcome Center  
 Gift Shop

## Volunteer Emergency Response Orientation

Team Leaders will review with new volunteers and return completed form to the Director of Horticulture.

Emergencies: In case of an emergency, dial 911 (from a landline if possible). Report the incident as soon as possible to staff a member who will complete an incident report to be turned in that same day to Human Resources.

Instructor's Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Locations	First Aid Kit	Fire Extinguishers	Defibrillators	Eye Rinsing Station	Emergency Phone (in-house)
Welcome Center	On top shelf above phone	Inside door to left			
Ecke Building	In the kitchen	In the kitchen	In south east corner of large meeting room		
Gift Shop:	Behind sales counter	Inside door near counter	Outside entrance to Women's restroom		
Hamilton Children's Garden	Office desk	Small storage shed below mtn stream	Inside family restroom		Outside office on SW corner (across from restrooms)
Larabee House	Horticulture Office	Horticulture Office			
Lawn House	Inside Garage above tool table	Inside small garage door		Garage Restroom	
Maintenance Shed near back entrance	In Carpenter's workshop	In Carpenter's workshop			
West Wing/ Administration Office	Top of black cabinet	Inside front door on right			