



Volunteer Program Handbook

2022

300 Quail Gardens Drive, Encinitas, CA 92024

Phone: 760.436.3036

E-mail: info@SDBGarden.org

Garden Website:

www.sdbgarden.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 Program Handbook, you will find an overview of useful information and volunteer policies. We are always open to new ideas and suggestions – please feel free to reach out to the Director of HR & Volunteer Programs or directly to me with questions and comments.

It is a privilege to have you on our team. Welcome to the Garden!

A handwritten signature in dark ink, appearing to read 'A. Novy'.

Ari Novy, PhD
President/CEO
San Diego Botanic Garden

TABLE OF CONTENTS

<u>MESSAGE FROM ARI NOVY, PRESIDENT & CEO</u>	<u>2</u>
<u>SDBG MISSION STATEMENT & VISION</u>	<u>4</u>
<u>ORGANIZATIONAL GOALS</u>	<u>5</u>
<u>QUICK FACTS ABOUT SAN DIEGO BOTANIC GARDEN</u>	<u>6</u>
<u>VOLUNTEERING AT SDBG</u>	<u>7</u>
<u>VOLUNTEER PROGRAM MISSION</u>	<u>7</u>
<u>DOCENT TRAINING</u>	<u>9</u>
<u>VOLUNTEER POLICIES & PROCEDURES</u>	<u>10</u>
<u>VOLUNTEER CONDUCT</u>	<u>13</u>
<u>SAFETY PROCEDURES</u>	<u>18</u>
<u>GENERAL SAFETY RULES</u>	<u>20</u>
<u>INCIDENT REPORT</u>	<u>23</u>
<u>VOLUNTEER EMERGENCY RESPONSE ORIENTATION</u>	<u>24</u>





*Mission: We garden to create, share and
apply plant wisdom in our world.*

Vision: A magnificent botanic garden that
empowers people of all backgrounds, ages,
and interests to improve their lives and
our world with its wonder



Organizational Goals:

- Be a great regional botanical garden with a national presence
- Become a signature, must-visit San Diego destination
- Be recognized as a resource by peers, policy makers, and the public
- Be a go-to collaborator for business, academia, land management and community organizations

Quick Facts about San Diego Botanic Garden

Quick Facts

Four miles of trails amid 37 acres

Land owned by the County of San Diego and City of Encinitas

Managed by the Quail Botanical Gardens Foundation, Inc. (dba San Diego Botanic Garden), a private non-profit entity

More than 200,000 visitors annually

Open 363 days a year

5,000+ plants representing over 15 distinct bio-geographical regions

Ongoing Festivals and events, programs, group tours, monthly bird watching, Ambassadors throughout the Garden

Garden Exhibits

Bamboo Garden

Desert Gardens

Tropical & Temperate Rainforest

California Gardenscapes

Undersea Succulent Garden

Mediterranean Garden

Subtropical Fruit Garden

Landscaping for fire safety

"Seeds of Wonder" Children's Garden

Hamilton Children's Garden

Herb 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

South American Desert Garden

Admission

SDBG Members — free

Non-members — \$18

Seniors and active military -- \$10

Children 3 - 17 -- \$10

Children 2 and under -- free

Physical Address/Phone/Website

300 Quail Gardens Drive

Encinitas, CA 92024

(760) 436-3036

www.SDBGarden.org

Mailing Address

P.O. Box 230005

Encinitas, CA 92023

Management

Ari Novy, PhD, President/CEO

Brandi Eide, Sr. Director, Horticulture & Facilities/Deputy CEO

Colleen Walsh, Controller

Jill Gardner, Sr. Director, People & Culture

Tomoko Kuta, Sr. Director Education & Visitor Services

Colin Khoury, Sr. Director of Science & Conservation

Lenise Andrade, Sr. Philanthropy Officer

Tony Gurnoe, Director of Conservation Horticulture

John Clements, Director of Gardens

Sergio Bautista, Director of Facilities

Ashley Grable, Marketing/Comm. Mgr.

Lita Dantes, Weddings/Events Manager

Sarah Morgan, Education Manager

Liz Dill, Admin Manager

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. Whatever your level of investment, your efforts will be put to good use — and will be much appreciated.

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 support the Garden's mission.

Program 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 of its programs.

Volunteer Program Structure

The SDBG Volunteer Program is managed by the Sr. Director, People & Culture, and the Volunteer Coordinator. This oversight includes, but is not limited to, volunteer recruitment, orientations, policies, volunteer conduct, meetings, communications, and scheduling volunteer assignments.

Specific Volunteer assignments are managed by the departments under which those assignments fall. Volunteers are directed to the department head or their designee with assignment questions and assistance. This departmental oversight includes identifying volunteer assignments and creating and delivering relevant training.

Department heads and staff overseeing specific volunteer assignments include:

- Caren Clayton, Volunteer Program
- Jeff Clingan, Lead Volunteer
- Conservation Horticulture, Tony Gurnoe
- Curation/Propagation, Jeremy Bugarchich
- Education, Sarah Morgan
- Facilities, Sergio Bautista
- Horticulture, John Clements
- Visitor Services, Nicolette Tennis

What SDBG Expects from Volunteers

- Volunteers follow all SDBG policies and procedures
- Volunteer commitments are honored or email/phone notification is timely
- Volunteers present a cooperative attitude with all Garden staff and volunteers
- Volunteers follow work direction given by SDBG staff
- Volunteers always represent as supportive Garden ambassadors to the public

What Volunteers Can Expect from SDBG

- Advice, support and answers to your questions and concerns
- 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
- An annual event to recognize and thank you for your contributions to the Garden

Monthly Meetings

Once you become a volunteer at the Garden, you are encouraged to attend our regular monthly meetings for all volunteers. Monthly Volunteer Meetings are at 10:00 a.m. on the first Wednesday of the month (except July and December). These meetings are facilitated by Garden staff and include educational opportunities, training, monthly updates on Garden activities and a monthly speaker.

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 create and deliver relevant training.

Ending your Volunteer Service

Volunteers taking an extended leave of absence, moving away or are otherwise unavailable, are asked to update their status with Caren Clayton, Volunteer Coordinator at cclayton@SDBGarden.org.



Docent Training

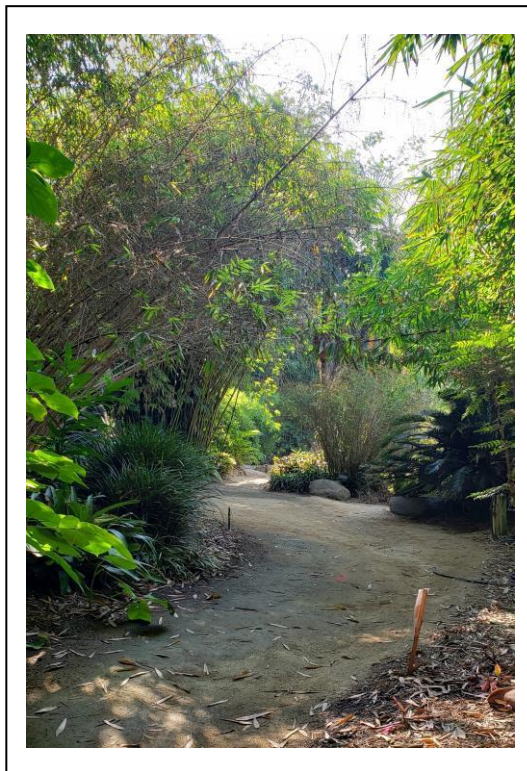
SDBG has an active, productive and exciting Docent Training program. For those volunteers interested in expanding their knowledge of the Garden and its collection of plants, the Docent Training program offers a series of botanical and horticultural topics.

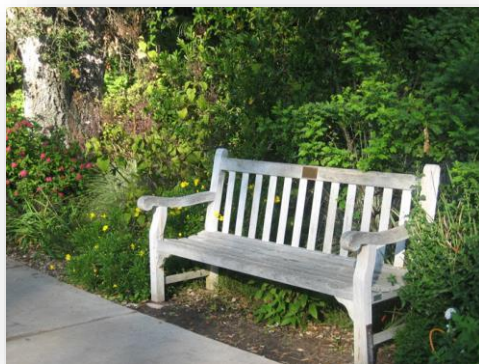
As a **prerequisite** for enrollment, volunteers must have attended Orientation, volunteered at least 5 shifts/15 hours, and paid the course fee. The program is offered in the Spring and Fall with the schedule available on the Garden website.

If you are interested in becoming a Docent, contact Jeff Clingan, Chair, Volunteer Advisory Council and Docent Training Coordinator, at jclingan@SDBGarden.org.

Docent Training Classes include:

1. San Diego Botanic Garden and Docent Program Overview
2. Botany Bootcamp / Larabee Legacy
3. Cycads, Palms and the Rain Forest
4. California Native Plants / Trees of the San Diego Botanic Garden
5. Herb Garden / Native Plants & Native Peoples
6. Succulents and Desert Gardens
7. Mediterranean Climate and Gardens
8. Bamboo and Subtropical Fruit Gardens
9. The Dickinson Family Education Conservatory / Children's Programs





Volunteer Policies and Procedures

Getting Started

- **Applications:** The first step to volunteering at San Diego Botanic Garden is to complete an online application and an authorization to conduct a background check. Applications are accepted year-round. Please note, we receive a high volume of applications and are not always able to place every applicant. Volunteer applicants will be accepted when help is needed in their area of interest or expertise.
 - After submitting your application, you will be contacted by email within four weeks to discuss your time commitment, areas of interest, and current opportunities. If a volunteer opportunity is available, you will be invited to attend the Volunteer Orientation.
- **Orientation:** Next, accepted volunteers will attend a Volunteer Orientation, offered on an as-needed basis. These meetings are designed to give new volunteers a look at the various assignments and requirements of volunteering, to include Garden policies and procedures.
 - While these informational sessions offer considerable information about volunteering, they do not substitute for all policies and procedures within this handbook. It is each volunteer's responsibility to read, understand and comply with all information herein.
- **Garden Membership:** All volunteers are required to be Garden members. Membership information will be provided at Orientations and must be completed within three months of becoming a Volunteer.

Records Management

The Sr. Director of People & Culture 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, to include applications and background check results.

Volunteers are responsible for updating contact information for themselves and their emergency contacts.

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 cancel the assignment online via SignUp Genius and/or alert the Volunteer Coordinator of any absences as far in advance as possible so that an appropriate substitute may be found. This is particularly critical for assignments involving interaction with visitors, e.g., Gift Shop, Admissions, Ambassadors and Tour Guides.

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

Recording Hours

SDBG tracks the total number of hours that volunteers work in 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 and effort:

<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

Volunteers' hours are tracked through the Garden's volunteer management system, Volgistics. Logging in and out with Volgistics is extremely important to capture your time spent volunteering.

Name Tags and Identification

Every Volunteer must wear a name badge while volunteering in the Garden. 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!

Engraved volunteer name badges are provided 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. **Any volunteer or staff member driving a car must complete a staff-led training session, use caution at all times, drive slowly and yield to all pedestrians.** Garden staff have revised and upgraded training components to ensure maximum safety measures. Contact Caren Clayton (cclayton@sdbgarden.org) to arrange a training session.

Parking

Volunteers park in one of two parking lots, depending on the location of their assignment.

1. Those working in or near the Conservatory (northeast corner) should use the Conservatory lot or, when large visitor attendance, in the adjacent San Dieguito Heritage lot across the street.
2. For those working in all other locations within the Garden, park in the Horticulture Building parking lot, inside the back gate.

It is critically important that we limit vehicles on any Garden roads to protect our staff, volunteers and visitors.

When arriving for your shift, you will login to Volgistics via a provided iPad. At the end of the shift, you will log out of Volgistics. Each volunteer is given a login pin number to be used for check in/out. Check-in locations are at the Horticulture Building or the Conservatory, again depending on the location of work.

Media Inquiry

Volunteers are not authorized to make official or unofficial statements to the media at any time. Please direct any media representative to the Communications & External Relations Manager, Ashley Grable at ext. 204 or at agable@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 Communications & External Relations Manager, Ashley Grable at ext. 204 or agable@SDBGarden.org.



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 Sr. Director of People & Culture (ext. 219) or the Volunteer Coordinator (ext. 206) for assistance.
- 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 Sr. Director of People & Culture or the Volunteer Coordinator.
- All volunteers must absolutely refrain from any of the following conduct; exhibiting these behaviors will result in immediate dismissal from the Garden:
 - Offensive or derogatory comments or jokes or **any form of harassment**
 - Yelling, exhibiting intimidating behavior or making threats
 - Any physical contact with a visitor, vendor, another volunteer or staff
 - Use of illicit drugs
 - Coming to the Garden under the influence of drugs/alcohol
 - Violation of any SDBG policy

Equal Opportunity

Quail Botanical Gardens Foundation, Inc. supports the principle that everyone should be given the opportunity to volunteer based on their 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, sexual orientation, veteran or marital status, or any other reason prohibited by law.

Diversity & Inclusion

SDBG's Diversity Statement as created by the SDBG IDEA Council (Inclusion, Diversity, Equity and Accessibility):

"Celebrating the uniqueness of plants and people"

"San Diego Botanic Garden is committed to creating, maintaining and growing a welcoming and inclusive environment. Just as our natural world relies on plant diversity, we believe that cultivating diversity amongst our staff, volunteers, business partners and visitors contributes to a flourishing Garden.

We are dedicated to ongoing conversations as we celebrate and support the unique attributes of all people."

SDBG is committed to the highest standards of civility and decency toward all. We are committed to promoting and supporting a community where all people can work together in an atmosphere free of abusive or demeaning treatment.

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. If you have concerns regarding ethics or conflict of interest, please contact the Sr. Director of People & Culture.

Substance Use

The possession, use or sale of illegal drugs is 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 and alcohol can compromise one's work performance, conduct or safety. Use of these products should be carefully considered in a work environment.

Volunteers, employees, visitors 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 Sr. Director of People & Culture, the Deputy CEO 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 to have a review of any problem, dispute or misunderstanding that arises during the course of 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 Director of HR & Volunteer Programs 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 Sr. Director of People & Culture contact the Deputy CEO or President/CEO.

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 Sr. Director of People & Culture and, if appropriate, the Deputy CEO and/or President/CEO. San Diego Botanic Garden reserves the right to dismiss a volunteer for any reason.

Off-site Responsibilities

On the occasions that volunteers are conducting Garden business off site, 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 distributed by 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.

Safety Regulations

Safety is a top priority at San Diego Botanic Garden. All volunteers are an integral part of the Garden's safety policies and adherence to those policies is expected in order 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.

COVID-19 Safety Protocols

Due to COVID-19, safety precautions are at the forefront of all Garden activities. All volunteers are required to abide by the following precautions at all times when onsite at SDBG, all in accordance with federal, state and county regulations. Any deviation from these procedures will be unacceptable.

San Diego Botanic Garden requires all volunteers to be fully vaccinated against COVID-19 and to show proof of vaccination. At this time "fully vaccinated" refers to two initial vaccine (one for J&J). Should this requirement change, management will communicate the change via email to all volunteers.

Proof of full vaccination (or approved medical or religious exemption request) or weekly testing is a condition of employment or volunteer service. This policy applies to all current and future employees and volunteers.

All volunteers are required to:

- Follow all current federal and state guideline for isolation due to exposure or testing positive for COVID-19.
- Wear a face covering when indoors with another individual. Nose and mouth must be covered 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 wellbeing throughout any time at the Garden.

Emergency Communications

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

- **Code Adam (Lost Child)**

On 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.
- Manager on duty/staff member takes over—conduct radio contact and give directions.
- ALL staff/volunteers begin search.
- If possible, one staff person goes to Conservatory exit and monitors cars leaving.
- If possible, one staff person goes to overflow exit and monitors cars leaving.
- If child is missing more than 10 minutes, call 911.
- GIVE "ALL CLEAR" ON RADIO IMMEDIATELY ONCE CHILD IS FOUND.

• **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 Admissions and staff of 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

Injuries

The Garden purchases Volunteer Accident Insurance (coverage is in excess of any other Medical Insurance available to volunteers) which covers volunteers while they are working on behalf of the Garden.

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 unavailable, call 911 or emergency medical personnel, as required.

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 21) 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, Sr. Director, People & Culture, located on the Ecke Building patio.



General Safety Rules - All Staff and Volunteers

- Obey all posted safety rules.
- 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.

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 member.
- 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.
- 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 can 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. Blindness can result. Use gloves and eye protection when handling and clean the gloves afterwards. Euphorbia tirucalli '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.
- 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.
- 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 House: kitchen; office
- Lawn House: kitchen; office
- Horticulture & Facilities Buildings
- HCG Tree House
- West Wing
- Admissions/Conservatory
- Gift Shop

San Diego Botanic Garden
Incident Report Form

INFORMATION ABOUT PERSON INVOLVED IN THE INCIDENT

Full Name

Home Address

Phone

Visitor ☐

Vendor ☐

Volunteer ☐

Staff ☐

Was protective gear being used? Describe:

INFORMATION ABOUT THE INCIDENT

Date

Time

Location

Conditions

Description of Incident

Was the individual injured? If so, describe body parts and details.

Were first responders notified?

Police ☐

Fire ☐

Was medical treatment provided?

Yes ☐

No ☐

Refused ☐

If yes, where?

ER ☐

Urgent Care ☐

On site ☐

If **on site**, what was provided?

REPORTING INFORMATION

Person Reporting, Print Name

Date

Emergency Response Orientation

Locations	First Aid Kit	Fire Extinguishers	Defibrillators		
Ecke Building	In the kitchen, above stove	In the NE and SE corners of the meeting room	In south east corner of meeting room		
West Wing/Administration	Shelf below cubbies	Inside front door on right			
SOW bathroom	On top of cabinet to the right				
Visitor Services/DFEC	On counter in VS				
Gift Shop	On counter behind front door				
Conservatory		1)In hallway between Conservatory and bathrooms 2)On wall towards the SE door			
Old Gift Shop			Outside entrance to Women's restroom		
Hamilton Children's Garden Office	Office desk		Inside family restroom		
Hamilton Children's Garden Shed	On shelf closest to door	Back wall of small storage shed below mountain stream			
Lawn House	Inside Kitchen	In main room behind door			
Larabee House	On the small table outside the wedding office	1)Kitchen office 2)Hallway by Weddings			
Propagation	Inside Cabinet				
Hort Admin	In the kitchen on top of fridge	1)Inside main room by kitchen door 2)Small one by seed collection unit			
Facilities Garage	On wall to the right of the door	South interior wall		South wall	
Maintenance Shed near back entrance	In Carpenter's workshop	In Carpenter's workshop			
Off Site Travel Kit	Hort Office (or Tony's truck)	Small one in Travel kit			

Thank you for your contributions to the Garden!

