



SAN DIEGO
BOTANIC
GARDEN

Volunteer Program Handbook 2022

300 Quail Gardens Drive, Encinitas, CA 92024

Phone: 760.436.3036

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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 black ink that reads "A. Novy".

Ari Novy, PhD
President/CEO
San Diego Botanic Garden

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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, Gift Shop

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

Children 3 - 17 -- \$10

Children 2 and under -- free

Seniors and military -- \$12

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, Sr. Director of Finance

Jill Gardner, Sr. Director, People & Culture

Tomoko Kuta, Sr. Director Education & Visitor Svs.

Colin Khoury, Sr. Director of Science & Conservation

Lenise Andrade, Sr. Philanthropy Officer

Tony Gurnoe, Director of Conservation Horticulture

John Clements, Director of Gardens

CEO

Sergio Bautista, Director of Facilities

Felise Buckhorn, Event Manager

Ashley Grable, Mrkt/Comm Mgr.

Lita Dantes, Weddings/Events Manager

Sarah Morgan, Education Manager

Liz Dill, Admin Manager

Volunteering at San Diego Botanic Garden

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:

- Volunteer Coordinator, Caren Clayton
- Conservation Horticulture, Tony Gurnoe
- Curation/Propagation, Jeremy Bugarchich
- Education, Sarah Morgan
- Facilities, Sergio Bautista
- Horticulture, John Clements & Tory Massie
- Visitor Services, Nicolette Tennis

Volunteers are expected to contribute a minimum of 15 hours (5 shifts) in their first three months and at least 60 hours per year. 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 are expected to contribute a minimum of 15 hours (5 shifts) in their first three months and at least 60 hours per year

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 currently held virtually and are facilitated by Garden staff. They 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

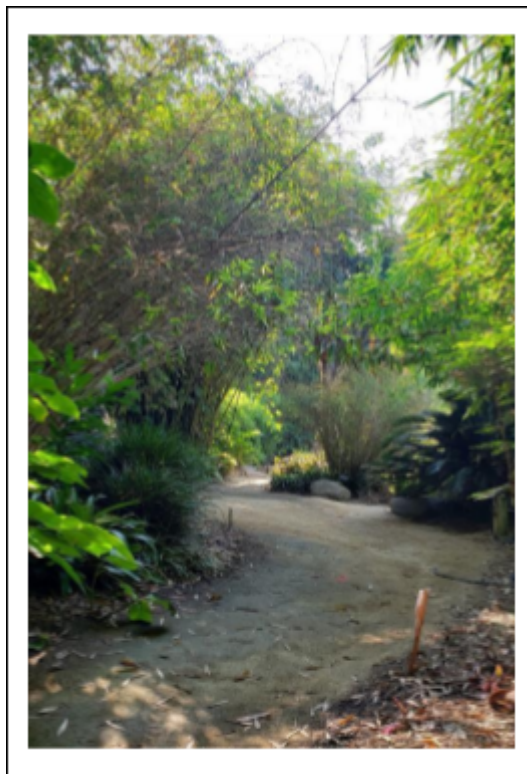
SDBG has an active, productive and exciting Docent Training program. For those volunteers interested in expanding their knowledge of the Garden and its collection of plants, the Docent Training program offers a series of botanical and horticultural topics.

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's website.

If you are interested in becoming a Docent, contact Jeff Clingan, Chair, Volunteer Committee 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. Please email Caren Clayton at cclayton@sdbgarden.org.

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 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 generous 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 6 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(s).

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. The volunteer code for entering through the back gate is given at Orientation. **This code is to be used only by SDBG volunteers and not shared with external parties.**
3. There is no volunteer parking in the old main lot, unless otherwise instructed. This is to minimize cars driving through the Garden when visitors are present. It is critically important that we limit vehicles on any Garden roads to protect our staff, volunteers and visitors.

Checking In/Out

When arriving for your shift, you will log in 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 Marketing & Communications Manager, Ashley Grable at agrable@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 and can be obtained from the Marketing & Communications Relations Manager, Ashley Grable at agrable@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, other 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 or email (preferable) the Sr. Director of People & Culture at jgardner@sdbgarden.org or ext. 219 or the Volunteer Coordinator at cclayton@sdbgarden.org or 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

Diversity & Inclusion

Quail Botanical Gardens Foundation, Inc. (DBA San Diego Botanic Garden) 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 any volunteer's race, religion, color, gender, national origin, age, disability, sexual orientation, 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. If you have concerns regarding ethics or conflict of interest, please contact the Sr. Director of People & Culture at jgardner@sdbgarden.org.

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.

Smoking Policy

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 entrance which is 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 any form of 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 Sr. Director of People & Culture 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, e.g., community outreach or off-site restoration projects, 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 these 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

At the current time, SDBG has no restrictions related to COVID-19. We do, however, strongly suggest that mask wearing and social distancing would be wise in areas that are heavily trafficked or indoors. Volunteers are invited to wear masks at any time, regardless of others' actions.

Should restrictions or guidelines become necessary at any time, all volunteers will be advised via email. Volunteers must follow the same precautions mandated for staff.

Emergency Use of Radios

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 last seen. **Do not announce the child's name.**
- CLEAR RADIO OF ALL OTHER CONVERSATIONS UNTIL CHILD IS FOUND.
- Try to remain with the parent if possible. Get a cell phone number of the parent/guardian.
- Manager on duty/staff member takes over to conduct radio contact and give directions.
- ALL staff/volunteers begin searching.
- If possible, one staff person goes to the Conservatory exit and monitors cars leaving.
- If a child is missing for more than 10 minutes, call 911.
- GIVE "ALL CLEAR" ANNOUNCEMENT ON THE 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 of People & Culture, whose office is 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 sheaths 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

Staff use this form to report accidents, injuries, medical situations or incidents.

Return form to HR and notify a supervisor of the incident.

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



Thank you for your contributions to the Garden!