

# RED BUTTE GARDEN

## E - VOLUNTEER HANDBOOK

**Hello new volunteers! Welcome to the Red Butte Garden Volunteer Program! Please read through this handbook and contact the Volunteer Coordinator or your direct supervisor with any questions or concerns.**

### **Welcome from the Volunteer Coordinator**

Even before Red Butte Garden developed its formal volunteer program in 1989, volunteers have played an integral role in the Garden's success. Our volunteers contribute their time and many talents with remarkable dedication and enthusiasm, and provide essential support to the staff and missions of the Garden. I hope you find many opportunities to make your own unique contribution to this amazing Garden, and that you feel a special connection to the beautiful haven it provides; it would not be what it is without your wonderful service.

With much appreciation,

Julie Duckett  
Volunteer Coordinator  
801.585.5688 | [julie.duckett@redbutte.utah.edu](mailto:julie.duckett@redbutte.utah.edu)

Lindsey McBride  
Assistant Volunteer Coordinator  
801.585.0899 | [lindsey.mcbride@redbutte.utah.edu](mailto:lindsey.mcbride@redbutte.utah.edu)

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### **Mission Statements:**

#### *Red Butte Garden Mission:*

To connect people with plants and the beauty of living landscapes.

#### *Volunteer Mission Statement:*

As Red Butte Garden volunteers, we take pride in our efforts to support the Garden by working alongside the staff with dedication and passion to ensure the Garden's success. Volunteering at Red Butte Garden is an opportunity for us to support a community treasure, increase our knowledge, develop and share our interests and skills, create long-lasting friendships with dedicated individuals, and have our efforts valued and appreciated.

### **Red Butte Garden Vision:**

A community that understands, values, protects, and is enriched by the world of plants.

### **General Garden Information:**

#### *Red Butte Garden Departments*

- . *Administration:* Oversees human resources, payroll, accounting, site development, the web site, and information technologies.
- . *Conservation:* Oversees RBG's involvement in rare and endangered plant conservation.
- . *Development:* Oversees the membership program, fundraising through grant writing, the Garden Gala, and individual and corporate gifts and donations.
- . *Horticulture:* Oversees the care and maintenance of the formal gardens, natural area, curation, greenhouses, and mechanics.
- . *Communications:* Oversees public relations, marketing, publications, and social media.
- . *Programs:* Oversees classes, tours, festivals, events, exhibits, school programs, volunteer program, and community outreach events.
- . *Visitor Services:* Oversees visitor services, private events, gift shop, gallery exhibits, and the outdoor concert series.

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### *Location*

Walter P. Cottam Visitor Center, 300 Wakara Way Salt Lake City, UT 84108

The volunteer office is located on the first floor of the Visitor Center.

### *Phone*

801.585.5688	Volunteer Coordinator	801.581.7745	Greenhouse
801.581.6395	Administration	801.585.0556	Visitor Center
801.587.9740	Horticulture	801.585.5853	Conservation

### *Supervisor Contacts*

Conservation: Bruce Pavlik, 801.585.5853, [bruce.pavlik@redbutte.utah.edu](mailto:bruce.pavlik@redbutte.utah.edu)

Floral Walk/Rose Garden: Crystal Reece Kim, 801.587.9944, [crystal.kim@redbutte.utah.edu](mailto:crystal.kim@redbutte.utah.edu)

Four Seasons Garden: Jill Frei, 801.581.8109, [jill.frei@redbutte.utah.edu](mailto:jill.frei@redbutte.utah.edu)

Greenhouse: Eric Cook, 801.581.7745, [eric.cook@redbutte.utah.edu](mailto:eric.cook@redbutte.utah.edu)

Natural Area: Neal Dombrowski, 801.587.9951, [neal.dombrowski@redbutte.utah.edu](mailto:neal.dombrowski@redbutte.utah.edu)

School Programs: Amie Cox, 801.581.7230, [amie.cox@redbutte.utah.edu](mailto:amie.cox@redbutte.utah.edu)

Garden Guides: Franny Johnson, 801.585.0899, [volunteer@redbutte.utah.edu](mailto:volunteer@redbutte.utah.edu)

Special Events/Concerts: Lauren Miller, 801.585.5688, [lauren.miller@redbutte.utah.edu](mailto:lauren.miller@redbutte.utah.edu)

Terrace Gardens: Angie Decker, 801.585.1880, [angie.decker@redbutte.utah.edu](mailto:angie.decker@redbutte.utah.edu)

Water Conservation Garden: Fritz Kollmann, 801.587.9950, [fritz.kollmann@redbutte.utah.edu](mailto:fritz.kollmann@redbutte.utah.edu)

Youth Programs: Jason Alba, 801.587.9928, [jason.alba@redbutte.utah.edu](mailto:jason.alba@redbutte.utah.edu)

### *Website*

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

### *Email*

[volunteer@redbutte.utah.edu](mailto:volunteer@redbutte.utah.edu)

### *Hours of Operation*

January 2 - March 31; October 1 - December 23

Seven days a week, 9am - 5pm

April 1 - 30; September 1 - 30

Seven days a week, 9am - 7:30pm

Closed at 5pm for concerts in September

May 1 - August 31

Seven days a week, 9am - 9pm

Closed at 5pm for concerts

Closed Thanksgiving Day and December 24<sup>th</sup> - January 1<sup>st</sup>

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### *Admissions*

Adults (ages 18-64) \$14

U of U Faculty & Staff, Military (with ID), and seniors (65+): \$12

Children (ages 3-17): \$7

U of U students with valid ID, Members, Children under 3: Free

Half price admission December, January, and February

Groups of 12 or more receive \$1 off the regular admission price for each person. Full group payment is due at time of Garden entrance in a single transaction.

### **Red Butte Garden History**

- 1930 Dr. Walter P. Cottam joins the University of Utah, Botany Department.
- 1931 Dr. Cottam plants native plants in what becomes known as 'Cottam's Gulch', an area southwest of Presidents Circle on the U of U campus.
- 1931-1958 Dr. Cottam plants new and unusual trees from around the world on the University of Utah campus. Dr. Cottam also cataloged the trees on campus.
- 1961 State legislature designates The University of Utah campus as a state arboretum.
- 1968 The federal government gives The University of Utah surplus land from Fort Douglas, with the provision that a portion of the land be set aside for a botanic garden. The Research Natural Area, Red Butte Garden, and Research Park resulted from this grant.
- 1982 The greenhouse is built and a study is conducted to determine the site for Red Butte Garden.
- 1983 The University of Utah dedicates 100 acres for Red Butte Garden. Ground is broken and the first docent classes began.
- 1984 Red Butte Garden opens to the public.
- 1989 Major fund raising campaign begins. A formal volunteer program is created.
- 1990 4.5 miles of hiking trails are constructed in the natural area.
- 1993 An additional 200 acres of natural areas are given to Red Butte Garden. These lands are co-administered by Red Butte Garden and the US Forest Service. Red Butte Garden has a ground breaking for the new Visitor Center, entrance, and garden areas.
- 1994 The Walter P. Cottam Visitor Center opens.
- 1999 The Children's Garden opens.

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- 2002 The Richard K. Hemingway Orangerie opens. The University of Utah dedicates over 600 acres of undeveloped foothills along the Wasatch front as an open space preserve named the Heritage Preserve. This aids in nature studies, research and education.
- 2003 The new Greenhouses open totaling 14,000 square feet. These are used to aid in annual and unusual perennial production.
- 2004 The Garden's multi-year bulb planting program is initiated.
- 2006 The wayside structures are built and dedicated.
- 2008 The new Amphitheater is dedicated.
- 2009 The new Rose Garden is dedicated.
- 2010 The new Administration Building is dedicated.
- 2013 The Rose House opens to the public.
- 2015 Groundbreaking for Water Conservation Garden

### **The Volunteer Program**

The Volunteer Program assists Red Butte Garden by providing volunteers to aid in the many goals of the Garden's mission while providing volunteers with the resources they need to be successful in their support of those goals. You will find volunteers working in almost every aspect of Garden operations, engaging in a remarkable variety of tasks. Whether they are propagating seeds in the greenhouse, planting perennials in the Garden, hiking trails in Southern Utah looking for endangered plants, hiking the Natural Area trails with a group of 3rd graders, or taking tickets at our concerts and festivals, volunteers play a crucial role at the Garden.

Volunteers are an extension of the Red Butte Garden staff and are appreciated and valued for their time, talents, and devotion. At the present time the program has nearly 300 active volunteers who have contributed 25,000+ hours this last year toward the mission of Red Butte Garden.

A volunteer coordinator oversees the involvement of volunteers throughout the Garden and runs the Volunteer Program. The volunteer coordinator recruits, places, provides support, represents, and recognizes volunteers. The program is further supported by an assistant volunteer coordinator and the many volunteer crew leads in each department who work alongside and supervise the volunteers in their specific tasks.

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### Becoming a Volunteer

Those who want to volunteer must be willing to contribute their time and skills, and have a desire to learn about gardening and the ecology of the Great Basin. Volunteering with Red Butte Garden provides an opportunity to learn and grow as an individual and to assist in providing the community with a valuable resource for the education and appreciation of living landscapes. All volunteer positions at Red Butte Garden require no previous experience and many offer hands-on training.

In accordance with the University of Utah's Equal Opportunity act, there will be no discrimination in volunteer opportunities regardless of race, ethnicity, color, religion, national origin, sex, sexual orientation, age, or status as a disabled person.

Every effort is made to place volunteers in assignments that will meet their goals, use their skills, and accommodate their schedules. The priority of every volunteer placement is to assist Red Butte Garden staff in meeting the Garden's goals and objectives. Assignments are conditional upon the volunteers' health, performance, satisfaction with assignments, and a continued need for service. Any volunteer who believes that he or she has a disability under the law and needs reasonable accommodation in order to perform any essential function(s) of their assignment should contact the volunteer coordinator. Due to the requirements of most volunteer positions, volunteers are required to be at least 14 years of age. Volunteer groups, such as work, school, social clubs, churches, scouts, and family groups are welcome; please contact the volunteer coordinator for scheduling information.

To become a volunteer you **must**...

1. Be able to commit to at least 20 hours of volunteer service per year.
2. Complete and submit a volunteer application. (Found on the web site, at the Visitor Center, or you can request one be sent via email or post from the volunteer office).
3. Complete a brief in-person or telephone interview with the volunteer coordinator.
4. Complete a University of Utah background check.
5. Be selected for and placed into a particular assignment.
6. Attend any additional orientations and/or trainings relative to your specific volunteer assignments.

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### Volunteer Code of Conduct

#### As a volunteer with Red Butte Garden and Arboretum:

- I will uphold the mission of Red Butte Garden and Arboretum: To connect people with plants and the beauty of living landscapes.
- I will be respectful to the time of the supervisors and other volunteers. I will arrive on time for scheduled shifts and inform supervisors in advance if I am going to be late or unable to make a scheduled shift. When a volunteer has a question, problem or concern, the volunteer is required to direct all enquiries to the volunteer coordinator.
- I will come prepared to successfully complete my volunteer shift. I will wear the appropriate clothing, bring any required materials, and attend any training that will help me succeed.
- I will remember that as a volunteer I am always a representative of the Garden, even outside of my assigned volunteer shifts. My actions will influence other's perceptions of the Garden, so I will represent Red Butte Garden in a respectful and courteous manner.
- I will respect the privacy of the organization and the people within it. I will consider all Garden records, files, personal information, and conversations confidential and respond accordingly.
- I will value my peers, and treat them, Garden members, visitors, and staff with respect and professional courtesy at all times. I will not discriminate based on ethnicity, religion, gender, national origin, age, sexual orientation, veteran status, or disability.
- I will respect the Garden's policies and procedures. If I have any questions, concerns, or issues that need to be addressed I will follow the correct grievance procedures.
- I understand that volunteering for any organization is a privilege, not a right, and that I can be released from my volunteer duties at any time.

### Volunteer Opportunities

#### Interpretation:

- Garden Guides: Volunteers share their love and knowledge of plants with others by leading private and public tours, hosting programs, and being an ambassador for the Garden throughout the community. Positions available April through September.
- School Programs: Education volunteers lead weekly two-hour field classes through the Garden for a unique learning experience that highlights topics found in the science core curriculum of their grade level. Positions available April, May, June, September, and October.
- Youth Programs: Volunteers assist Summer Camp Staff in teaching children ages 4-12 about the wonderful world of plants and animals. Our camps take place all over the Garden during the months of June, July, and August.

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### Horticulture:

- **\*\*Greenhouse:** Volunteers at the greenhouse are the foundation for the plants and flowers of the Garden, beginning with propagation from seed and cutting, then to transplanting, spacing, thinning and pruning. In addition to growing and caring for young plants, greenhouse volunteers plant and care for a portion of the Garden's outdoor annual displays. Positions available year-round.
- **Horticulture:** Volunteers work along side gardening professionals helping to maintain the gardens admired by thousands of visitors every year. Tasks include planting, pruning, weeding, mulching, deadheading, dividing, and general garden care. Opportunities are available in curation and research as well. Positions available March through October.
- **Natural Area:** Volunteers will learn more about Utah flora, Natural Area preservation practices, and general garden maintenance. They will assist with restoration projects, trail maintenance, invasive species removal, and native seed collection. Positions available March through October.

### Garden Events:

- **Family and Community Programming:** Volunteers assist with programs including Garden After Dark, Arbor Day, Monday Family Nights, Campouts, Winter Solstice, and community outreach events. Opportunities occur both on-site at the Garden and out in the community. Volunteer activities range from behind the scenes tasks like setting up for events and preparing supplies to one-on-one interactions during programs such as greeting guests, taking tickets, hosting crafts, and providing Garden information. Positions available year-round.
- **\*\*Special Events:** Volunteers assist with events including Plant Sale and the Summer Concert Series. Volunteer activities range from setting up events, taking tickets, cleanup, and providing Garden information. Positions available May - September.

### Other:

- **Conservation:** Volunteers assist and learn from experienced Plant Conservationists concerning native plant species, rare plant curation and propagation while working in the field through out the state of Utah. Positions available year-round.
- **Administrative:** Volunteers help membership, fundraising, special exhibits, and volunteer staff. Positions available on an as-needed basis throughout the year.

**\*\*No positions currently available. Bronze pin necessary for eligibility.**

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### Volunteer Benefits

Volunteering not only can have a very meaningful impact on your community, but it also lowers blood pressure and stress, increases self-esteem, and enhances immune systems. Along with the opportunity to increase their understanding of the natural world, volunteers at Red Butte Garden gain valuable skills and can create friendships that last a lifetime. At Red Butte, we strive to honor and recognize each of our volunteers through the volunteer benefit program. (Those who volunteer for community service, school credit or other compensation are not eligible for RBG benefits beyond the individual membership). Volunteer time logs *must* be turned in to the volunteer office in order to receive benefits. All yearly benefits are awarded at the end of the year.

All Red Butte Garden volunteers receive:

- Free admission to the Garden on days they volunteer.
- Invitations to volunteer gatherings.
- The opportunity to earn additional benefits for hour contributions, as outlined below:

### Yearly Hour Benefits

<b>30+ hours/year:</b>	Individual Garden Membership and Invitation to annual Volunteer Appreciation Reception
<b>50+ hours/year:</b>	Upgraded membership (Family or Circle of Friends level) and 20% discount in the Gift Shop at Red Butte Garden
<b>75+ hours/year:</b>	Red Butte Garden gift and Two (2) guest admission passes
<b>100+ hours/year:</b>	Two (2) tickets to a Red Butte Garden Summer Concert Series show (Restrictions apply)
<b>150+ hours/year:</b>	One gift membership (Family or Circle of Friends level) Complimentary Red Butte Garden class or workshop (restrictions apply)
<b>300+ hours/year:</b>	Two (2) additional tickets to a Red Butte Garden Summer Concert Series show (Restrictions apply)

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### Milestone Service Awards:

- 1 year at 40+ hours – Red Butte Garden name tag
- 3 years at 40+ hours – Bronze Service Pin
- 5 years at 40+ hours – Silver Service Pin
- 10 years at 40+ hours – Gold Service Pin
- 15 years at 40+ hours – Platinum Award gift
- 20 years at 40+ hours – Diamond Award, Garden Recognition
- 25 years at 40+ hours – Lifetime Award, Lifetime Membership to Red Butte Garden

### **Federal Tax Deductions**

Volunteers can receive tax deductions from the federal government on out-of-pocket, unreimbursed travel expenses such as parking fees and standard mileage rate determined annually by the IRS. If you have any questions about how you should file, please consult a tax professional.

### **RSVP program**

The Retired and Senior Volunteer Program (RSVP), a program of Salt Lake County Aging Services and the Corporation for National and Community Service, is a volunteer program for people age 55 and older, and has made a difference throughout Salt Lake County for the past 34 years. Red Butte Garden is one of over 70 RSVP volunteer sites. Volunteers who are at least 55 years old are welcome to enroll as RSVP volunteers. RSVP benefits include: travel reimbursement assistance if needed, invitations to recognition events, and supplemental accident and liability insurance at no cost to volunteers. If you would like additional information about RSVP or to enroll in the program call 801-468-2490 and an RSVP representative will be happy to assist you.

### **Volunteer Guidelines**

#### **Active/Inactive Volunteer**

Active volunteers are those who volunteer 20+ hours a year with Red Butte Garden. Volunteers who have not contributed at least 20 hours in the past volunteer year (Nov 1 – Oct 31) or have abandoned their assignment will be moved to an inactive status after reasonable efforts have been made to contact the volunteer. Volunteers are to notify the volunteer coordinator when they willingly become inactive. To become an active volunteer again you will need to contact the volunteer coordinator.

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### **Supervision**

Once you have been placed into a volunteer group you will get to know your volunteer supervisor. This supervisor is the one who trains, supervises, and communicates with you on a regular basis. While your supervisor is your main contact at RBG, you are always welcome to contact the volunteer coordinator for any reason.

### **Nametags**

Please wear your nametag each time you volunteer for Red Butte Garden, whether on or off site. This allows everyone to get to know your name, and helps staff and visitors identify you as a volunteer.

### **Dress**

Wear clothing that is appropriate to the tasks you will be asked to perform. When working outdoors you must be aware of the current and potential weather conditions and be prepared for them. Layering is recommended as well as sun protection such as hats, sunscreen, sunglasses etc. Wear closed toed shoes when working outside and bring a filled water bottle with you. Please do not wear clothing that could be offensive to guests or your fellow volunteers and staff.

### **Weather Hotline**

Please be prepared for inclement weather when traveling to and from RBG and when volunteering outside. The National Weather Service Forecast can be reached at Tel: (801) 524-5133 ext #1, or by visiting [www.wrh.noaa.gov/slc/](http://www.wrh.noaa.gov/slc/)

### **Parking**

Volunteers and staff are encouraged to use public transportation or carpool. Find UTA info at [www.rideuta.com](http://www.rideuta.com) or call 888-743-3882. Once you reach the U of U the black U of U shuttle can drop you off at the Visitor Center upon request (does not run on weekends).

### **Personal Belongings**

Personal belongings may be stored in locked car trunks, on your person, or in the lockers provided in the greenhouse and the Visitor Center (locks are not provided.) Please take all belongings with you at the end of your shift. RBG is not responsible for replacement in case of damage, loss, or theft. Please be cautious of your belongings and do not bring items of value with you when volunteering.

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### **Attendance, Punctuality, and Cancellations**

Once assigned to your volunteer position, you should meet your supervisor in your assigned location at your scheduled shift time. Your supervisor and co-workers value your contribution and depend on you to be present at your scheduled times. Volunteers, like staff, are asked to arrive on time and stay for the duration of their shift. If you are sick or unable to attend a volunteer shift, please contact your volunteer supervisor or the volunteer coordinator to let them know as soon as possible. If for any reason the supervisor needs to cancel a shift, they will contact you via email or phone ASAP.

### **Training**

All volunteer opportunities at RBG require no previous experience and many offer on the job, hands-on training. Some positions require additional orientation and training. Volunteer supervisors are responsible for providing volunteers the training they need to perform their tasks with safety and efficiency. If you feel you need more training in order to perform your task safely or you would like to review any aspect of your training, please ask your supervisor for assistance.

### **Customer Service**

As a volunteer for Red Butte Garden you are an extension of the staff and as such you are expected to represent RBG with a helpful, respectful, and courteous manner.

### **Reporting Time & Volunteer Time Logs**

Volunteers are responsible to track and report their volunteer time to the volunteer coordinator on both July 1st and October 31st. The volunteer hour accumulation runs Nov 1st to Oct 31st. *If you volunteer in more than one area, please report your time for each area on separate time logs.* You can find a Volunteer Time Log on the last page of this document, on the web site, on the volunteer bulletin boards, from your supervisor, or from the volunteer coordinator. Volunteer time logs can be submitted by e-mail, mail, or dropped off at the Volunteer Office.

Reporting your volunteer time earns you the aforementioned benefits. In addition, your documented hours demonstrate community support when the Garden writes proposals for grants and when applying for other funding. You may include up to an hour of travel time per shift.

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### **Share the Garden**

As a volunteer with RBG you are encouraged to promote its gardens, classes, festivals, events, exhibits, sales, and concerts. For more information on upcoming attractions at RBG visit the Garden web site, bulletin boards, ask your supervisor, or read through the quarterly calendar and newsletter.

### **Change of Information**

Please contact the volunteer coordinator with any changes in your personal and emergency contact information.

### **Change of Assignments**

Many people volunteer in a variety of areas or move from one location to another to gain more experience. After fulfilling your initial requirement of volunteer time, you may add to or change your volunteer assignment. Contact the volunteer coordinator to discuss opportunities and scheduling.

### **Confidentiality**

Consider all Garden records, files, personal information and conversations confidential.

### **Equal Opportunity/Harassment**

In accordance with the University of Utah's Equal Opportunity policy, there will be no discrimination, harassment, or prejudicial treatment in volunteer opportunities regardless of race, ethnicity, color, religion, national origin, sex, sexual orientation, age, or status as a disabled person. It is the policy of the University of Utah to maintain an academic and work environment free of sexual harassment for students, faculty, staff, and participants.

Please report any discrimination or harassment to your supervisor or volunteer coordinator and/or to the University of Utah's Office of Equal Opportunity and Affirmative Action (OEO/AA) at 801-581-8365.

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### **Alcohol & Drug Use**

While volunteering at RBG or representing RBG, alcohol and/or drug use is prohibited. If volunteers are found to be using these substances while volunteering, it is cause for dismissal from the volunteer program.

### **Smoking**

In compliance with the Utah Clean Air Act and to preserve and protect our collections, Red Butte Garden is a non-smoking facility. Your supervisor can direct you to designated smoking areas.

### **Resignation/Dismissal**

If you resign permanently from your volunteer assignment, please give reasonable notice to your supervisor and the volunteer coordinator so a replacement may be found. You may be asked to complete an exit evaluation to help us assess and improve our volunteer program.

Volunteers who do not adhere to the policies, procedures, and guidelines of RBG or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has an opportunity to discuss the reasons for possible dismissal with supervisory staff. Possible grounds for dismissal may include but are not limited to the following: gross misconduct or insubordination, being under the influence of alcohol and/or drugs, theft of property or misuse of RBG equipment or materials, abuse or mistreatment of visitors or co-workers, failure to abide by RBG policies, procedures and guidelines, and failure to satisfactorily perform assigned duties.

### **Grievance Procedures**

The first step to resolve problems is for you to contact your supervisor. This person knows more about you and your assignment than any other member of management and is in the best position to satisfactorily resolve most problems. We will strive to resolve the issue in confidence as soon as possible. However, if the problem concerns your supervisor, cannot be discussed with him or her, or if you are unhappy with the response you receive from your supervisor, direct your concern to the volunteer coordinator or programs department director.

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### **Emergency & Safety Procedures/Insurance**

The safety of volunteers, staff, and guests is of utmost importance to us. Please report any unsafe conditions immediately to your supervisor.

In the event of an emergency, such as a natural disaster, leave all buildings and join staff and other volunteers at the lower level of the Visitor Center parking lot. Wait for instructions from staff or emergency personnel.

In case of an accident/injury, notify staff and co-workers immediately. Garden staff members and volunteers are not trained medical personnel. As such, assisting persons with non-life threatening injuries is limited to assisting the patient in administering their own care.

With life threatening injuries, an ambulance must be called immediately. Do not transport the injured person or act outside your scope of certification.

Report all safety concerns to your supervisor immediately.

Volunteers are covered under Workers Compensation and the Garden's general liability policy. Report all injuries to your supervisor and the volunteer coordinator as soon as possible. All injuries require a mandatory accident report be completed within 24 hours

