

Memphis Botanic Garden Volunteer Manual

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Dear Volunteer,

I am thrilled that you have chosen to volunteer with the Memphis Botanic Garden. Volunteers are a vital part of achieving our goals of making Memphis and surrounding connect with nature and have played a key role in a number of activities in the past including working Education Festivals, Live at the Garden concert series, and many other events and duties. I hope that you find the duties of your particular job description to be fulfilling and that your volunteer experience with us is rewarding and positive. The

work of our organization has been greatly extended through volunteer service into areas that, otherwise, could not be considered because of limited resources. We are grateful for all that our volunteers do and look forward to continued growth and relationship in the coming years. While this manual is not all inclusive, I hope it will serve as a guide as you begin your journey with us!

The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions please feel free to contact me at any time.

Once again welcome and thank you!

Sincerely, Brianna Siebert

Brianna Siebert at brianna.siebert@memphisbotanicgarden.com

901-636-4102

Membership and Volunteer Manager

**Information about the Memphis Botanic Garden:**

The Memphis Botanic Garden offers a variety of volunteer opportunities for all ages and ability levels. Each opportunity ties back to our mission statement which is Memphis Botanic Garden strives to enhance lives by connecting people with nature, increasing awareness and appreciation of our environment. Our 96-acre property includes 28 specialty gardens, which provide an in-depth look into various families of plants, flowers, and trees. The Garden serves over 40,000 school-aged children annually through organized education programs, offering them the opportunity to get outdoors and learn through hands-on activities and nature play. Students come from 192 area schools, including 102 Memphis public schools where 83% of the children qualify for lunch assistance programs, reaching an under-served population through our educational programs. We invite our guests to join us for a year-round schedule of special events and programs, including the Live at the Garden Summer Concert Series, monthly wine tastings, family activities, art exhibits, classes, workshops, and more. No matter which of the above activities you choose to partake in, you are helping us achieve our mission.

**Point of Contact**

Brianna Siebert, Membership and Volunteer Manager, will be your point of contact while volunteering at the Memphis Botanic Garden. Please come to me with any questions, concerns, or comments. If there is a secondary point of contact, you will be given their contact information prior to volunteering for that specific event.

**Emergency Procedures**

In the event of an emergency, please notify the nearest staff member and then contact Brianna Siebert at 901-268-0406 (emergency number only). First aid kids are denoted by red and white signs saying “First Aid” and are located in the Horticulture Building, the Front Desk, The Guest House, and Box Office Gate A.

**Public Hours of Operation**

Central Daylight Time Hours:

9 a.m.-6 p.m.

Central Standard Time (Winter) Hours:

9 a.m.-4:30 p.m.

**Parking Instructions**

Parking will be dependent on the location of the activity you will partake in, so please be sure to read the details listed online and in the reminder email (sent the day before an event) for accurate information.

**Media Requests**

If you are asked to speak with the media in conjunction with you and your activities or opinions of the Memphis Botanic Garden, please forward the request to Hillary Cox at Hillary.cox@memphisbotanicgarden.com or phone number 901-636-4120.

**Expectations of Volunteers**

Take your commitment to our organization to heart, performing your duties to the best of your ability.

• Respect the mission and goals of the Memphis Botanic Garden.

• Deal with conflicts or difficulties in an appropriate manner as outlined in this manual.

• Respect the property of the Memphis Botanic Garden.

• Be courteous, friendly and cooperative.

• Offer constructive feedback about our organization in an appropriate manner.

• Be willing to learn and take part in orientation and training sessions.

• Follow through on commitments and advise your supervisor if you are unable to work as scheduled.

• Demonstrate respect for the direction and decisions of your supervisor(s).

• Treat co-workers (paid and unpaid), clients and members of the public fairly and without discrimination.

• Honor the confidentiality.

This list is not exhaustive and may not cover every situation or provide you with a set of absolute standards.

**Appearance of Volunteers**

The type of clothing worn is dependent on the activity being performed. This will be listed online on Volunteer Odyssey as well as in the reminder email. However, please wear clothing that is free of offensive language, large logos, and are generally considered family friendly.

**Organization Standards for Volunteer Involvement**

**Standard 1: Mission-based Approach**

The board of directors, leadership volunteers and staff acknowledge and support the vital role of volunteers in achieving the organization’s purpose and mission.

**Standard 2: Human Resources**

Volunteers are welcomed and treated as valued and integral members of the organization’s human resources team. The organization has a planned approach for volunteer involvement that includes linking volunteers to the achievement of the mission, providing the appropriate human and financial resources to support the volunteer program, and establishing policies for effective management.

**Standard 3: Program Planning and Policies**

Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

**Standard 4: Program Administration**

The organization has a clearly designated individual with appropriate qualifications responsible for the volunteer program.

**Standard 5: Volunteer Assignments**

Volunteer assignments address the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the abilities, needs and backgrounds of the volunteer and the organization.

**Standard 6: Recruitment**

Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base.

**Standard 7: Orientation and Training**

Each volunteer is provided with an orientation to the organization, its policies and practices, including the rights and responsibilities of volunteers. Each volunteer receives training customized to the volunteer assignment and the individual needs of the volunteer. This may occur via email, prior to the events, or the day of the event.

**Standard 8: Supervision**

Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.

**Standard 9: Recognition**

The contributions of volunteers are consistently acknowledged with formal and informal methods of recognition.

**Standard 10: Evaluation**

The impact and contribution of volunteers and the volunteer program are continually evaluated to ensure the needs of the organization are being met in fulfilling its mandate.

**Grievance Policy**

In situations where differences arise between volunteers or between volunteers and staff it is advised to first try to resolve these differences amongst the parties involved. If a third party is needed, the Volunteer Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization. If the grievance is in regard to the Volunteer Manager, an appeal may be made to our Assistant Director Mary Helen Butler at maryhelen.butler@memphisbotanicgarden.com.

**Site Map**

**Below is a map of the Memphis Botanic Garden. Please try to familiarize yourself with the different areas and buildings!**

