



Garvan Woodland Gardens

University of Arkansas

Volunteer Handbook

Contents

1. Current Volunteer Opportunities
2. How to Become a Volunteer
3. Volunteer Information Form
4. Volunteer Training
5. Volunteer Policies and Procedures
6. Volunteer Rewards and Recognition
7. History of the Garden: See web site
8. Map of the Gardens: See web site

How To Become A Volunteer

If you would like to become a volunteer at Garvan Woodland Gardens then there are just a few simple steps to follow.

1. Fill out a Volunteer Information Form. You can get one of these forms from the Welcome Center or from the Business Office, which is also known as the green cottage. You can also find a link on the volunteer page that will take you to a down-loadable online copy of the Volunteer Information Form.

2. Return your Volunteer Information Form to the Visitor Services Manager. You may either bring the form to the business office or mail it. The address is:

540 Arkridge Road
Hot Springs, AR 71913

You may e-mail the form to gardeninfo@garvangardens.org

3. Someone will call you to schedule a time for you to volunteer as soon as we receive your form. Please write down what time you have signed up for and be sure to show up on your scheduled day. If something happens and you are not able to come on your scheduled day, please call 501-262-9605 or 501-262-9300 and let us know you will not be able to come.

Volunteer Training

Someone from the Gardens will contact volunteers who indicate on their Information Form that they would like to be golf cart tour guides. Trainees will meet the staff person at the Garden at an agreed upon time. Training consists of two parts: learning to drive the golf cart and learning what to tell people while giving them golf cart tour. We will provide you with a packet of material containing information you can share with people.

Docent and Tour Guide Workshops are offered throughout the year and are open to all Gardens' volunteers who wish to learn more about the Gardens and related horticulture. Workshops for each new year are scheduled in December or January. When dates of the new workshop series are known, they will be posted on the web site.

Once or twice a year a first aid and CPR class is held for the staff members of Garvan Woodland Gardens. If space is available in the class, Gardens' volunteers are welcome to register.

Staff supervisors are responsible for volunteers' on-the-job training.

Volunteer Policies And Procedures

Absences – Volunteers who cannot report for their job assignments should notify their staff supervisors as soon as possible so that a substitute can be found. Volunteers should inform staff in advance of vacations and other plans that will cause them to be absent.

Americans with Disabilities Act (ADA) – Volunteers who identify unmet needs of visitors, volunteers, or members who are disabled are encouraged to bring those needs to the attention of the Volunteer Coordinator. The Gardens is committed to compliance with the ADA and will make appropriate accommodations when possible.

Confidentiality – Volunteers may learn information that has not been released to the public, or that is not intended for the public. Garden volunteers are expected to maintain the confidentiality of the information.

Drug Free Workplace – The Gardens has a vested interest in maintaining a safe and efficient work environment for volunteers and employees. Use of drugs, being under the influence of alcohol, or being in an impaired condition poses safety and health risks, and is prohibited. Violation of this policy will result in the termination of one's status as a volunteer.

Grievance Procedures – A volunteer who has a concern about a work-related issue should discuss the issue with his/her staff supervisor or with the Volunteer Coordinator. Every attempt will be made to resolve a problem informally through the discussion process. However, if a matter remains unresolved, it will be referred to the Executive Director, whose decision will be final.

Guest Relations – When dealing with the public, remember that as a volunteer you represent Garvan Woodland Gardens and have an important role to play in enhancing the visitors' perception of the Gardens. Volunteers should always be friendly and helpful. If a visitor's question cannot be answered, the visitor should be directed to an appropriate staff person for an answer. If a volunteer observes inappropriate behavior from a visitor, he/she should report the problem to the nearest staff member.

Resigning as a Volunteer – If at some point you decide you can no longer volunteer at Garvan Woodland Gardens for whatever reason please contact the Visitor Services Manager with that information.

Scheduling – Once assigned to a program area, volunteers are responsible for working during the times and dates scheduled. If you are unable to make your scheduled time, please contact the Visitor Services Manager.

Sexual Harassment – No volunteer should experience unsolicited or unwelcome sexual overtures from any employee or volunteer. Any incidents of this nature should be reported in a timely manner to the staff supervisor or to the Visitor Services Manager for investigation.

Smoking – Smoking is not permitted on the grounds of the Garden. Volunteers are requested to select a discreet location in which to smoke, out of the sight of visitors.

Time Sheets – It is vital that the Gardens have a record of the amount of time given by volunteers. All volunteers must record the hours they work. The volunteer time sheets are kept in two notebooks (A-L and M-Z) that can be found in the volunteers' credenza in the Welcome Center and in a single notebook (A-Z) in the Green Cottage.

Volunteer Rewards and Recognition

Recognition Dinner – Each fall, the Gardens' holds a volunteer recognition dinner in honor of all of the people who have recorded volunteer hours during the previous 12 months. This recognition event is dependent upon adequate annual funding of the Gardens.

Volunteers of the Quarter – Each quarter two or three volunteers are recognized in the Volunteer Spotlight section of the *Garden Leaves* newsletter.