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Dear Volunteer,

Thank you so much for your interest, time, and service in support of Boyce Thompson Arboretum (BTA). As a volunteer here, you are participating in a rich tradition—supporting the legacy of William Boyce Thompson, and conserving and protecting our living collections of plants from around the world.

Our mission is to instill in people an appreciation of plants. We do that in many ways—through education, recreational opportunities, and research and conservation. Each volunteer is an important ambassador for BTA as we reach out to our community of visitors. We strive to provide an experience for our visitors that will help instill a love for plants, the natural world, and a sense of stewardship.

We often hear, "We couldn't do it without you," but in this case, it's true! Volunteers are our lifeblood, and each volunteer is essential to our work. Thank you!

We hope that your experience here will be challenging, enjoyable, and rewarding.

I look forward to meeting you.

Sincerely,

Lynne Nemeth
Executive Director
lynne.nemeth@btarboretum.org
Value of Volunteers

The time, talent and dedication of our volunteers has made Boyce Thompson Arboretum thrive over its nearly 100 years in existence. Hundreds of volunteers have given countless hours of service to propel BTA towards the fulfillment of its mission and its current success.

BTA recognizes and appreciates the value that our volunteers bring to the grounds. The BTA staff are committed to making volunteering here enjoyable, productive and rewarding. We take responsibility for our volunteers’ experience and commit to provide:

● Meaningful service that benefits both the volunteer and BTA in alignment with each volunteer’s experience, education and preferences
● Orientation to BTA grounds and its history
● Effective and professional training, communication and supervision for volunteer duties throughout the time each person serves as a volunteer
● An atmosphere of teamwork between volunteers and paid staff
● Respect to volunteers and between volunteers
● A physically safe workplace and one that is free from harassment
● A uniform and name tag in a timely manner
● Professional conflict resolution if necessary
● Opportunities for volunteers to provide feedback, give suggestions and ask questions
● Recognition, both formal and informal, for each person’s contribution
● Information that directly affects volunteers’ service and area of responsibility
● Regular communication of BTA news and development that reflect both the short and long-term goals of BTA

The Volunteer Coordinator is here to create a positive experience for all volunteers. Please let me know if you have any questions, concerns or ideas. Volunteering should be a win-win experience, with both BTA and the volunteer (you!) benefiting. Thank you for choosing to volunteer at BTA. I look forward to working with you.

Volunteer and Event Coordinator
Shelbi Lindesmith
shelbi.lindesmith@btarboretum.org
(520) 689-4512
Boyce Thompson Arboretum

The Arboretum was founded April 1, 1924, incorporated as Arizona’s first non-profit research institution on October 5, 1927, and officially dedicated and opened to the public on April 6, 1929.

The purpose of the Boyce Thompson Arboretum is to instill in people an appreciation of plants through the fostering of educational, recreational, research and conservation opportunities associated with the world’s arid land plants. An Arboretum is an area that focuses on trees and other woody plants. Although the Colonel’s original intent was to plant trees (hence the name, Arboretum), he soon realized that all types of plants from around the world should be included.

The Arboretum is managed by: the non-profit 501(c)(3) Boyce Thompson Southwestern Arboretum, Inc.

Boyce Thompson Arboretum Mission Statement

The Mission of Boyce Thompson Arboretum is to instill in people an appreciation of plants through the fostering of educational, recreational, research, and conservation opportunities associated with arid-land plants.

Boyce Thompson Arboretum Board of Directors

Boyce Thompson Arboretum is governed by a Board of Directors, who act as directors of policy within the organization and ambassadors of its mission in the wider community.
Benefits and Rewards of Volunteering

1. Initial Orientation and Education through your Service

2. Potlucks and Volunteer-Only Events
   a. Relationship building within the volunteer community

3. Gift Shop Discounts
   a. 20% off Gift Shop Items
   b. 30% off Plant Sale (contingent on volunteering at that plant sale)

4. Annual BTA Volunteer Recognition Event (Held in late spring)
   a. Awards Service
   b. Entertainment
   c. Food and Beverage

5. Department Recognition

6. Giving Back to your Community
Volunteer Requirements

Boyce Thompson Arboretum requires all volunteers do the following as part of their commitment to BTA:

1. Attend Initial Volunteer Orientation.

2. Pay $15 for a background check.

3. Honor the time commitment for your chosen volunteer assignment.

4. Record volunteer hours weekly.

5. Perform volunteer service according to training from BTA staff or designated BTA trainer.

6. Communicate accurate information to guests or redirect them to the appropriate source of information.

7. Wear volunteer shirt at all times when serving on BTA property and representing BTA off-site. Unless otherwise specified by Supervisor/Manager.

8. Report any contact information changes to Volunteer Coordinator within one week of a change.


10. Does not participate in any activity that negatively affect the safety of guests, staff or volunteers.

11. Does not participate in any activity that negatively affect the safety of BTA’s plant collection.

12. Volunteers ages 13-17 must be supervised by a parent, guardian or chaperone at all times while on BTA property.

13. Volunteers under the age of 13 must be directly monitored and accompanied by a parent, guardian or chaperon at all times while on BTA property (not provided by BTA).
Boyce Thompson Arboretum Policies

1. **Alcohol and Drugs**
   When on duty and/or wearing BTA volunteer badge, volunteers must not drink alcohol, use illegal drugs or be under the influence of either substance. If an Accident occurs while volunteering and the volunteer is under the influence of drugs or alcohol, the Volunteer Insurance Policy is nullified.

2. **Smoking**
   Smoking is strictly prohibited at the Boyce Thompson Arboretum except in personal vehicles.

3. **BTA Property**
   BTA property, merchandise or supplies may not be borrowed for personal use.

4. **Selling**
   Selling of goods of any kind is not permitted onsite, unless during a scheduled event as a vendor.

5. **Gifts**
   Volunteers may not accept gifts, favors, loans or other dispensations or things of value that are given to them in connection with their duties at BTA. Any tips received should be turned into the gift shop as a donation for the Arboretum.

6. **Pets**
   Leashed and well-behaved pets are welcome. Pets must be on a leash no longer than six-feet and under the physical control of the owner. Pet owners are responsible for cleanup.

7. **Wildlife**
   Do not pick flowers, fruits, or plant parts from any plant. Do not remove anything from the Arboretum grounds including plants, leaves, flowers, fruits, sticks, rocks, feathers or wildlife. Do not damage or harm any plant or animal or encourage others to do so.

8. **Media and Reporters**
   If any media personnel, not accompanied by BTA staff, approach a volunteer, the volunteer should immediately refer them to the Gift Shop or contact a staff person to be in touch with Marketing Department.
Recording Hours

All volunteers must record the total number of hours served each week. This includes hours for training.

Why is recording hours important?

1. Volunteer hours are an in-kind donation with a monetary value for BTA.
2. Hours are used to determine volunteer awards. Hour tallies are recorded for each season; April-September and October-March.
3. Staff program managers are able to report the number of volunteer hours used for conducting their programs, and include those hours in grant proposals.
4. Recording volunteer hours maintains your volunteer status as active.

What volunteer activities count toward service hours?

1. Service at BTA including orientation
2. BTA service done at home or off site
3. Volunteer meetings/events

Volunteers may record their volunteer hours in two ways:

1. Volunteer Binder
   Record hours in Volunteer Binders. One located in the Smith Building and one located in the Gift Shop.

2. Online
   Volunteers can email their hours to volunteer@btarboretum.org. Please list the number of hours per day and total hours.

   EXAMPLE EMAIL:
   September 2019

   9/9: 3 hours
   9/18: 8 hours
   9/25: 2 hours

   Total Hours: 13
Leave of Absence

Volunteers are asked to notify their staff supervisor and Volunteer Coordinator if they are unable to volunteer for an extended period of time.

Resignation

In the event that a volunteer will no longer continue serving at BTA, we ask that a notice of resignation be submitted to the Volunteer Coordinator two weeks prior to the effective date and their volunteer badge be returned.

Grievances

When a volunteer has a problem or complaint that cannot be resolved by themselves or staff program supervisor, the Volunteer Coordinator will resolve the problem.

Grounds for Dismissal

- Treating guests, other volunteers or staff without respect or in an abusive manner.
- Continuing to give misinformation or performing tasks incorrectly after remediation.
- Not following the rules of BTA as outlined in Boyce Thompson Arboretum’s Code of Ethics.
- Participating in any behavior that negatively affects the safety of BTA’s plant collection, staff, guests or volunteers.
- Continuing to violate volunteer requirements and policies after remediation.
- Participating in illegal activities on BTA property.
- Violation of any State or Federal Law

Boyce Thompson Arboretum reserves the right to terminate a volunteer at any time.
Code of Ethics

BTA will conduct business honestly and ethically wherever operations are maintained. We strive to improve the quality of our services, products, and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust, and sound business judgment. Our managers and employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices, at all times consistent with their duty of loyalty to BTA.

We expect that officers, directors, and employees will not knowingly misrepresent BTA and will not speak on behalf of BTA unless specifically authorized. The confidentiality of trade secrets, proprietary information, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) about BTA or operations, or that of our customers or partners, is to be treated with discretion and only disseminated on a need-to-know basis.

Personal Safety

It is our goal to provide and maintain safe working conditions, to follow safe operating procedures, and to comply with all safety laws and ordinances. Employees should be alert to any unsafe conditions and report any problems immediately to their Supervisor/Manager or the Executive Director. Prevention of accidents and unsafe conditions is the key, and ordinary common sense is the best approach. The principles of workplace safety are similar to the ones people should follow at home, on the road, or wherever they are. Here are some general guidelines employees should follow that can help ensure a safer workplace:

- Watch out for and report conditions that may cause accidents
- Learn how to operate equipment properly
- Develop safe personal habits that will prevent injury
- Practice common sense and show consideration for others to avoid injury
- Know the location of the nearest fire extinguisher, fire exit, and first-aid kit
Safe Workplace Policy

BTA employees, clients, and visitors are provided a safe and secure work environment through the Safe Workplace Policy. This policy includes the following types of actions, behaviors, and/or circumstances:

- Firearms are prohibited on BTA property. However, employees may lock personal firearms in their vehicles if they routinely carry firearms.
- Threatening, intimidating, coercive, abusive, harassing, or violent verbal, written, or physical behavior toward others, including coworkers, clients, vendors, and visitors to BTA will not be tolerated.
- Intentionally destroying company property or the property of others is prohibited and will result in immediate disciplinary action, up to and including termination of employment.

BTA requires all employees to report threats of violence, intimidating encounters, harassment, or the possession of firearms in accordance with this policy to their Supervisor/Manager. No adverse action will be taken against anyone who, in good faith, makes such a report.

If the situation is of an immediate or life-threatening nature, employees should leave the area immediately. After finding a safe location, employees should call 911 and, when able, notify their Supervisor/Manager or the Executive Director. If the situation is not life-threatening, employees should notify their Supervisor/Manager and provide all the necessary information so that the incident can be investigated.

If you are injured on the job, no matter how minor the injury, you must let your Supervisor/Manager know as soon as possible.
Volunteers’ Health and Security

- Protect your valuables. Do not leave them in your car or unattended.
- For volunteers’ health and safety, please remember to wear a hat, sunscreen and drink plenty of water.
- All volunteers must leave buildings when staff members leave in the evenings, unless they are helping with a legitimate, sanctioned event. Excluding Host Volunteers.

Insurance Coverage

Boyce Thompson Arboretum purchases Special Risk Insurance for volunteers while they are serving at Boyce Thompson Arboretum.

If a volunteer is injured in the course of the volunteer’s service at BTA, it is important that they advise their supervisor, or any staff person, and get medical care if needed. An Incident Report will need to be completed by the volunteer with a staff member on duty in coordination with the Volunteer Coordinator. Volunteers are required to submit an emergency contact as part of their personnel file to the Volunteer Coordinator in case an emergency should arise.