# Table of Contents

Welcome ........................................................................................................................ 3
  From the Executive Director
  From the Volunteer Coordinator

Boyce Thompson Arboretum ........................................................... 5
  History and Mission
  BTA Fast Facts

Benefits of Volunteering......................................................................................... 7

Volunteer Requirements .......................................................................................... 8

Volunteer Procedures ............................................................................................. 9
  BTA Policies
  Recording Hours
  Leave of Absence
  Resignation
  Grievances
  Grounds for Dismissal

Safety Procedures .................................................................................................. 12
  Code of Ethics
  Personal Safety
  Safe Workplace Policy
  Volunteers’ Health and Security
  Insurance Coverage
Dear Volunteers,

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 Colonel William Boyce Thompson, and conserving and protecting our living collections of plants from around the world.

Our mission is to inspire appreciation and stewardship of desert plants, wildlife, and ecosystems through education, research and conservation. Each volunteer is an important ambassador for BTA as we reach out to our community of members and visitors. Your efforts contribute to an improved quality of life, increased science literacy, and enhanced appreciation for the natural world by students and visitors of all ages.

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 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 arboretum. Our 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
- A culture of teamwork and mutual respect among and between volunteers, paid staff and BTA leadership
- 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 to provide feedback, give suggestions and ask questions
- Recognition, formal and informal, for each person’s contribution
- Information that directly affects volunteers’ service and area of responsibility
- Regular communication of news and developments that reflect the short- and long-term goals of the Arboretum

As volunteer coordinator, I am 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.

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

The Arboretum was founded April 1, 1924 by Colonel William Boyce Thompson, incorporated as Arizona’s first nonprofit research institution 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 Boyce Thompson Southwestern Arboretum, Inc., a 501(c)(3) nonprofit organization, EIN #88-0061520.

Boyce Thompson Arboretum Mission Statement:
“The mission of Boyce Thompson Arboretum is to inspire appreciation and stewardship of desert plants, wildlife, and ecosystems through education, research and conservation.”

-- Revised December, 2019

Boyce Thompson Arboretum Board of Directors:
Boyce Thompson Arboretum is governed by a volunteer board of directors, who act as directors of policy within the organization and ambassadors of its mission in the wider community.
BTA Fast Facts

Plant exhibits from eleven of the world’s deserts, a native riparian habitat and colorful specialty gardens – all in a spectacular setting, with the backdrop of Picketpost Mountain. After more than five years of work, the recently acquired Wallace Desert Garden opens Fall 2020.

BTA Assets

- Arizona’s oldest and largest botanical garden
  - Founded by mining magnate William Boyce Thompson in 1924
- Plant collections from around the world
  - 18,900 arid-land plants [includes Wallace collection]
  - 3,900 taxa (species, etc.); 405 rare/endangered species
  - Countries and regions represented: United States, Mexico, Australia, Madagascar, India, China, Japan, Israel, South America, the Middle East, Africa, the Mediterranean, and the Arabian Peninsula
  - The Wallace Desert Garden: 5,000 new plants
  - Three nationally accredited plant collections: desert legumes, oaks, and eucalyptus
  - Home to “Mr. Big,” an Arizona Champion Tree
- On the National Register of Historic Places; historic buildings on site
- 135 acres of gardens amidst 353 acres of Upland Sonoran Desert and the Queen Creek riparian area; 4.7 miles of trails
- 100,000 visitors every year
- More than 6,500 members
- *Desert Plants*, a scientific journal, now in its 40th year
- The “most enchanting” Audubon Important Birding Area in Arizona; 275 species sighted
- Specialty tours highlighting wildflowers, butterflies, medicinal plants, birds, wildlife, history, geology and more
- One hour or less from central Phoenix (60 miles)
Benefits and Rewards of Volunteering

- Initial Orientation and Education throughout your Service
- Volunteer-Only Events and Opportunities
  - Relationship building within the volunteer community
- Gift Shop Discounts
  - 20% off gift shop items
  - 30% off plant sale (contingent on volunteering at that plant sale)
- Volunteer Appreciation Breakfast in Spring and Annual Meeting in Fall
- Inner Departmental Recognition
- Contributing to the Mission of Boyce Thompson Arboretum
Volunteer Requirements

All volunteers are required to do the following as part of their commitment to BTA:

1. Attend initial volunteer orientation, held monthly by the volunteer coordinator.

2. Pay for initial background check.

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

4. Record volunteer hours monthly. Hours are due no later than the 5th day of the month following their completion.

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

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

7. Wear a volunteer shirt and/or name tag at all times when serving on BTA property and when representing BTA off-site, unless otherwise directed by supervisor or when inappropriate for duty (e.g. formal event or weather conditions, etc.).

8. Report any contact information changes to the volunteer coordinator within two weeks of changes to keep all personnel files up to date.


10. Avoid any activity that negatively affects the health or safety of guests, staff, volunteers, plants, wildlife, the natural environment and/or infrastructure on BTA property.

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

12. Volunteers under age 13 must be directly monitored and accompanied by a parent, guardian or chaperone (not provided by BTA) at all times while on BTA property.
Volunteer Procedures

BTA Policies

1. Alcohol and Drugs
   When on duty and/or when wearing BTA volunteer name tag and/or shirt, 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 Boyce Thompson Arboretum except in personal vehicles parked in the main parking lot.

3. BTA Property
   BTA property, merchandise or supplies may not be borrowed for personal use, with the exception of library books, and only with the approval of BTA’s librarian.

4. Selling
   Selling of goods of any kind is not permitted onsite, unless during a scheduled event as a contracted 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 in to the gift shop as a donation for the Arboretum.

6. Pets
   Leashed and well-behaved pets are welcome to accompany volunteers when deemed appropriate. 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 Visitors Center or contact a staff person to put them in touch with the Executive Director.
Recording Hours

All volunteers must record the total number of hours served per day, each month. 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. Hour tallies are recorded for each month. This data shows trends for volunteer activity throughout each season.
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. Initial orientation
2. Direct service done on-site
3. Direct service done at home or other off-site locations
4. Volunteer trainings and meetings

Volunteers may record their volunteer hours in two ways:
1. Hours Clipboard
   Record hours on one of two volunteer hours clipboards. One is located in the Smith Building and the other is located in the Visitors Center.

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

   EXAMPLE EMAIL:

   9/9: 3 hours
   9/18: 8 hours
   9/25: 2 hours
Leave of Absence

Volunteers are asked to notify their staff supervisor and the volunteer coordinator if they are unable to volunteer for an extended period of time (e.g. seasonal resident, surgical procedure, etc.).

Resignation

In the event that a volunteer no longer wishes to volunteer at BTA, we ask that a notice of resignation be submitted to the volunteer coordinator at least 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 their staff program supervisor, the volunteer coordinator will intervene to mediate the issue.

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 as outlined in Boyce Thompson Arboretum’s Code of Ethics and/or Volunteer Policies.
- Participating in any behavior that negatively affects the safety of BTA’s plant collection, staff, guests, volunteers, wildlife or natural environment.
- 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.
Safety Procedures

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 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 at all times, as a representation of our business practices, consistent with their duty of loyalty to BTA.

We expect that officers, directors, employees and volunteers will not knowingly misrepresented 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. Volunteers 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 volunteers and 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

Boyce Thompson Arboretum employees, volunteers, contractors and visitors are provided a safe and secure 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 and file an incident report.
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, use sunscreen, drink plenty of water and balance electrolytes. Water and snacks are always available from the volunteer coordinator, but volunteers are also encouraged to supply their own.
- 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 BTA.

If a volunteer is injured in the course of 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 to the volunteer coordinator as part of their personnel file in case an emergency should arise.