



BOYCE THOMPSON  
ARBORETUM

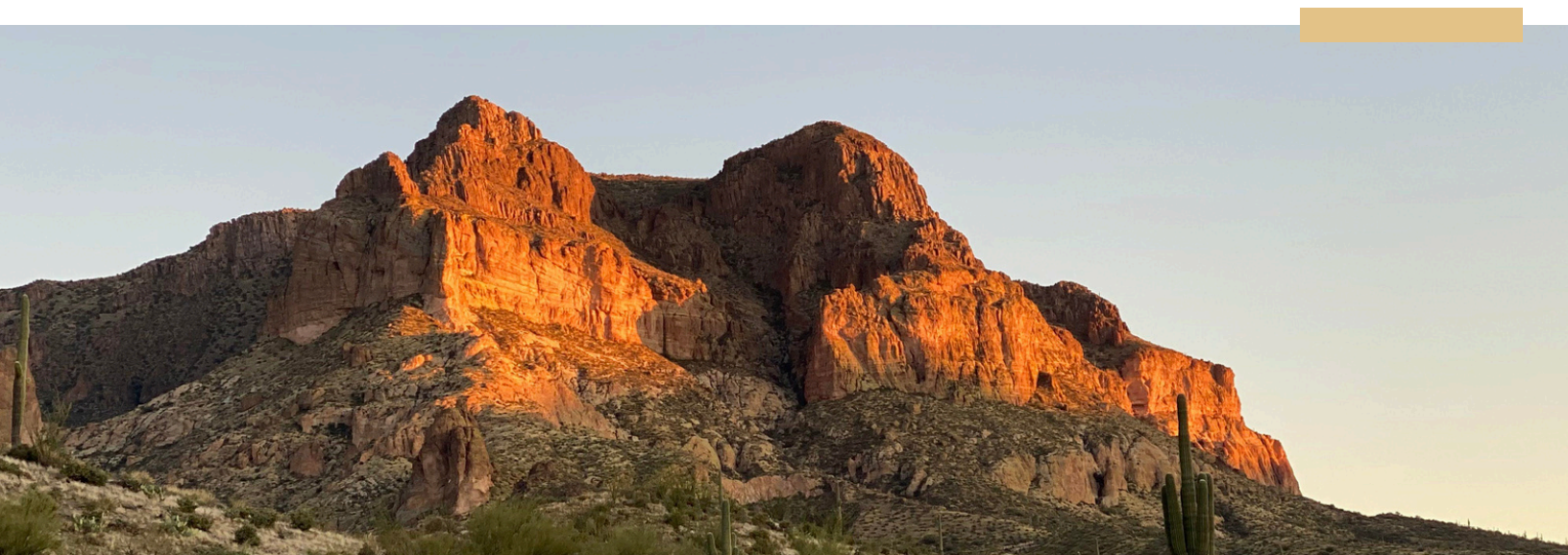
VOLUNTEER  
**HANDBOOK**

# We Appreciate You

The time, talent, and dedication of our volunteers has made Boyce Thompson Arboretum (BTA) thrive since 1924. Volunteers have given countless service hours propelling BTA towards fulfilling its mission and ensuring its current success. We could not operate without you!

We recognize and appreciate the value that our volunteers bring to the Arboretum. BTA's staff is committed to making volunteering here enjoyable, productive, and rewarding. We take responsibility for our volunteers' experience and our goal is:

- To match your desired volunteer interest, skills and experience with Arboretum needs that provide you with a sense of fulfillment and accomplishment.
- To provide instruction by Arboretum staff, orienting you to its mission, history, team, operations and plant collection.
- To create a collegiate atmosphere amongst volunteers interested in plants, wildlife, the environment and the general outdoors in the free exchange of ideas.
- To establish a team environment that is physically safe and free from harassment.
- To equip you with appropriate volunteer apparel and identification.
- To conduct regularly scheduled training programs, giving you the latest on Arboretum operations. To recognize your volunteer contribution both in formal and informal ways.



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# Volunteering at BTA

## Our Volunteer Philosophy

BTA encourages the teamwork of employees and volunteers so that we can offer our members and visitors the best experience possible. Our volunteers share their passion, knowledge, time, and talents to advance the mission of BTA.

We strive to create an atmosphere of engagement, camaraderie, diversity, community, respect, and fun for all volunteers by offering various opportunities. We are dedicated to ensuring that volunteers feel appreciated and recognized for their contributions.



## Volunteer Rights

Volunteers are essential to the success of BTA. The volunteer rights outline our commitment to you as a volunteer.

- Receive equal opportunities regardless of race, sex, age, religious beliefs gender identity, sexual orientation, financial status, or disability as long as reasonable accommodations can be made to enable you to fulfill the volunteer responsibilities.
- Receive training and supervision that will improve your understanding of the Arboretum and the job you are assigned.
- Be assigned meaningful projects essential to the Arboretum's growth and everyday operations.
- Have access to the tools and materials necessary to fulfill your duties.
- Be involved in evaluating the volunteer program.
- Be shown respect for your skills, dignity, and individuality.

## Volunteer Commitment

The volunteer responsibilities parallel the volunteer's commitment to BTA.

- Perform volunteer duties as outlined in your position description to the best of your ability and in the best interest of the Arboretum.
- Follow Arboretum regulations and guidelines.
- Meet time commitments.
- Be an advocate for the Arboretum and its mission.
- Arrive on time and ready to work with the team.
- Give and receive honest and constructive feedback.

# Volunteer Benefits

There are many reasons to volunteer and the rewards of volunteering are abundant: the sense of personal achievement, the satisfaction of helping an organization be successful, the chance to meet and interact with others who have similar interests, and the opportunity to help the garden meet its goals.

## Our Benefits Include:

- Free admission to the garden on your volunteer day
- Monthly volunteer updates via email with information about BTA and special events/projects
- Volunteer-Only events and meetings
- 20% discount in the Gift Shop
- 30% discount during the Plant Sale (contingent on volunteering at that plant sale)
- Interdepartmental recognition
- Education throughout your service

## Service Recognition Awards

Every May, volunteers will be recognized for their accomplishments from the past year. Awards include honoring hours served, years as a volunteer, and other merits.



# Volunteer Opportunities

Volunteers are welcome to work as often as they wish. Volunteers must complete one shift annually to remain an active Volunteer. The minimum number of hours per volunteer shift is 3 hours, (4 Hours for Docents). All volunteers should come prepared with weather-appropriate clothing, closed-toed shoes, sunscreen, a hat, water, and snacks. Volunteer assignments include:

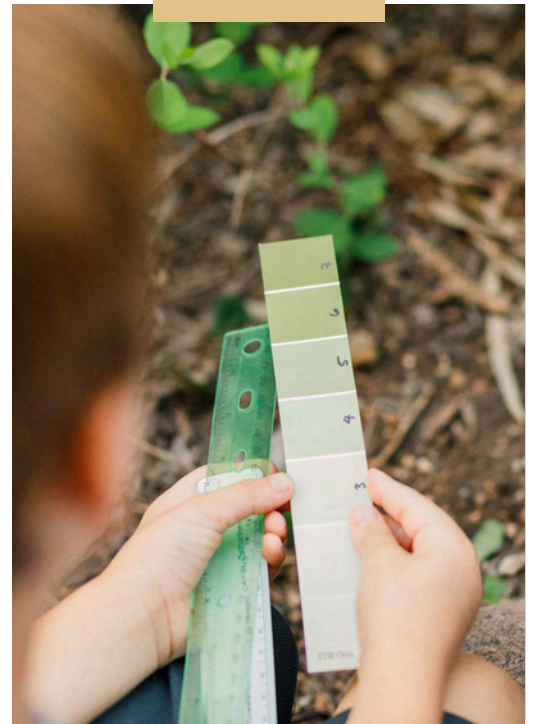
## Docents

- Docents lead 60-minute public and private tours from October - May with our education department. When not leading tours, docents rove the Arboretum answering visitor questions, interacting with guests, helping visitors find specific gardens, and serving as an ambassador to the Arboretum. Additionally, docents can sign-up to staff the portable Discovery Station, a mobile cart that carries items found around the Arboretum.
- Every docent will receive the necessary training prior to leading tour groups. Training takes place on from October- January.
- Continuing education will be made available after completing the docent training and these courses are determined by the Education Coordinator and are subject to change.
- Docents work outside and the job may require frequent bending, stooping, sitting, and standing for long periods.



## Field Trips

- Field trip volunteers provide an educational experience for school groups throughout the year with our education department.
- Every field trip volunteer will receive training on the curriculum designed by the Education Department prior to leading a school group on-site. Field trip volunteers work with other trained BTA volunteers to lead groups of various sizes.
- Chaperones provided by the school group may accompany you but only serve as an aide. They are not trained on the field trip curricula.
- Field trips occur October-April, Tuesday-Friday between 9 am and 1 pm.
- Field trip volunteers work outside and the job may require frequent bending, stooping, and standing for long periods.
- Field trip volunteers are required to show proof of an active Arizona fingerprint clearance card prior to volunteering with youth.

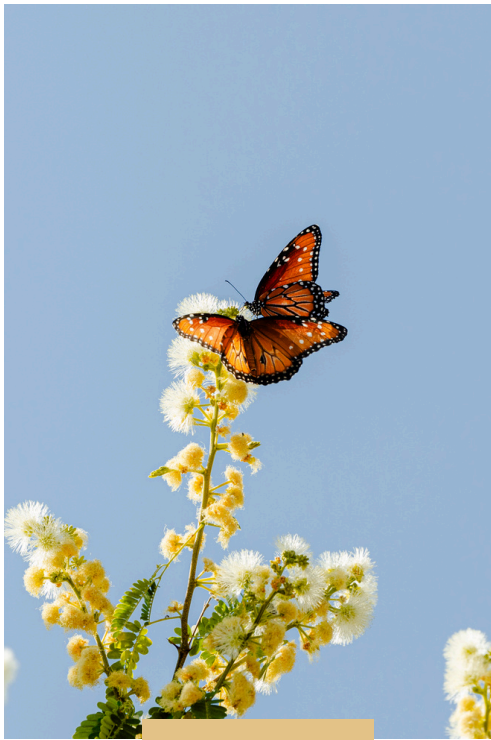


## Horticulture Aide

- Horticulture volunteers perform tasks like weeding, watering, mulching, pruning, and more with our horticulture department.
- Horticulture volunteers will be scheduled according to the needs of the Horticulture team.
- All skill levels are welcome and on-the-job training is part of the experience.
- Some tools will be provided, but it is required to bring your own work gloves. BTA will have extra gloves available if needed.
- Horticulture volunteers mainly work outside. The job may require frequent bending, stooping, kneeling, and standing for long periods.

## Greeter

- Greeters work with our visitor's service and membership department to act as the first friendly face in the Arboretum.
- Greeters provide a welcoming presence, answer questions about the gardens, provide information about memberships, and help guests find facilities like bathrooms and drinking fountains.
- Help is particularly important on days when visitor volume is high, especially on weekends.
- Greeters mainly work outside, in sunny or shady conditions. Inside work may be available for certain tasks. This position may require standing and talking for long periods.



## Wayfinding

- Walking the BTA grounds during open hours and assisting visitors with finding their way around the center.
- Setting up a station where visitors can ask questions during their visit.
- Share with visitors upcoming events including bird walks, special events and family events.
- Assist guests in locating amenities including restrooms, water filling stations and visitor center.
- Wayfinders work mainly outside in all weather conditions. This position may require sitting, walking, or standing for long periods of time.





## Special Events

- The Arboretum hosts many events throughout the calendar year. These opportunities are open to all volunteers and listed in Volgistics.
- Event volunteers are critical to the success of these events. They provide behind-the-scenes support, engage directly with attendees, and are ambassadors for the Arboretum.
- Event volunteers work outside and the job may require frequent bending, sitting, and standing for long periods. Events are typically held on evenings or weekends.

## Map Station

- Visitor Center volunteers work alongside our visitor's service department to answer guest questions about our gardens. A strong understanding of the Arboretum is essential to this role.
- Map Station volunteers are particularly important on days when visitor volume is high, especially on weekends.
- Visitor Center volunteers mainly work outside. Inside work may be available during high volume visitation and the warmer months. The job may require standing for long periods.



## Special Projects

- Special projects are open to all volunteers and are announced via email when opportunities arise. Special projects volunteers work with various departments.
- Special projects may require a specific skill set and/or prior knowledge of the project.
- Depending on the nature of the project, volunteer work may be done on-site or at an approved off-site location.

# Specialized Volunteers

## Master Gardeners

We welcome all Pinal County Master Gardeners to volunteer with us. Every Wednesday, Master Gardeners have the opportunity to work with a horticulturist on various projects including watering, weeding, propagation, and more. Hours served on BTA property count toward a Pinal County Master Gardener Certification and annual required volunteer hours. These hours must be logged through your personal profile set up by the Master Gardener program.

In addition, Master Gardeners must record their hours served with BTA while on-site. Master Gardeners are required to become regular volunteers with BTA to serve on-site.



## Host Volunteers

BTA recruits host volunteers that live on-site in their RVs for a set period. The Volunteer Coordinator recruits, interviews, and on-boards new host volunteers from September-May for seasonal positions.

The volunteers recruited for this program serve as full-time volunteers and work with either our Visitor's Center department or Education department.

Host volunteers are contracted through BTA and are required to fulfill the commitment outlined in the host volunteer agreement.

Host volunteers are a part of our volunteer program but serve in a different capacity. Work schedules are determined by a department manager and the number of hours served each day may vary depending on the day of the week.



# Volunteer Commitments

We require that all volunteers do the following as part of their commitment to BTA:

- Attend the initial volunteer orientation.
- Pay for an initial background check and an AZ fingerprint clearance card (if applicable).
- Check your email and VicNet mail regularly. This is the primary channel of communication with our volunteer team.
- Honor the time commitment for your chosen volunteer assignment.
- Sign up for volunteer shifts at least 2 days in advance using your VicNet profile.
- Check in and check out for each volunteer shift.
- Perform volunteer service according to the training provided by BTA staff or volunteer coordinator.
- Communicate accurate information to guests or redirect them to the appropriate source of information.
- Wear a volunteer shirt/and or name tag at all times when serving on BTA property and when representing BTA offsite, unless otherwise specified by the volunteer coordinator.
- Update contact information via your online volunteer profile VicNet to keep all personnel files up to date.
- Follow the rules and policies of BTA as outlined by the code of ethics and general Arboretum guidelines.

## Age Restrictions

Volunteers in our volunteer program must be at least 11 years of age or older.

Volunteers ages 11-13 must be directly monitored and accompanied by a parent, guardian, or chaperone at all times while on BTA property.

Volunteers ages 14-17 must check in with the volunteer coordinator prior to each shift, and at the end of each shift.

Minors may be restricted from performing certain volunteer services depending on the nature of the project. Minors will not be screened through a background check until they are 18 years of age and can volunteer as an adult.



# Dress Code

What we wear says a lot about us. As representatives of BTA, our apparel can contribute to others' impressions of our organization. It is important to present a professional image when volunteering with us.

## Attire Do's

- Wear your BTA Volunteer t-shirt and name tag
- Wear clothes that are neat, clean, and appropriate for your assignment.
- Wear closed-toe shoes.
- Sun protection like sunscreen and a wide brimmed hat are recommended.

## Attire Don'ts

- Camouflage clothing
- Cut-off or torn jeans/pants
- Open-toe shoes (such as flip-flops, sandals, etc.)
- Wear jewelry that may be a distraction or safety concern
- Sports bras, muscle tank tops, camisoles, spandex or oversized/excessively loose fitting t-shirts
- Shorts that are shorter than mid-thigh (i.e. short shorts)
- Clothing with political messages, sports teams or logos other than the BTA logo.

This list is non-exclusive and BTA reserves the right to change the dress code.

Please see the Volunteer Coordinator with any dress code questions. Dress code violations may result in the volunteer being asked to leave for the day. Repeat dress code violations may result in the ending of the volunteer agreement.

**Exceptions:** Volunteers working during special programs/events may be allowed alterations in the dress code policy with the approval of the staff member in charge of the program/event.

**NOTE:** Volunteer apparel with the BTA logo must be purchased from the gift shop or provided directly by the Volunteer Coordinator. Use of the BTA logo for personal apparel is not permitted (e.g. purchasing a t-shirt/polo and screen printing or embroidering the BTA logo to create custom volunteer apparel).

# Volunteer Resources



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## Volunteer and Visitor Engagement Coordinator Brenna Murphy-Reynolds

Email: [brenna.murphyreynolds@btarboretum.org](mailto:brenna.murphyreynolds@btarboretum.org)

Phone: 520-689-4721 (call or text)

## Visitor Guidelines

- Stay on designated trails at all times.
- 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.
- All fires including charcoal, wood, and LPG propane are prohibited.
- Smoking is strictly prohibited at BTA except in the main parking lot in front of the Visitor Center.
- Children must be closely supervised by an adult at all times.
- Do not pick flowers, fruits, or plant parts from any plant.
- Do not remove anything from the Arboretum grounds including plants, leaves, fruits, sticks, flowers, rocks, feathers, or wildlife.
- Do not damage or harm any plant or animal.

## Connect with Us!

**Main Line Phone:** (520) 689-2723

**General Email:** [info@btarboretum.org](mailto:info@btarboretum.org)

**BTA Website:** [btarboretum.org](http://btarboretum.org)

**Facebook:** [@BoyceThompsonArboretum](https://www.facebook.com/BoyceThompsonArboretum)

**Instagram:** [@btarboretum](https://www.instagram.com/btarboretum)

**LinkedIn:** [@btarboretum](https://www.linkedin.com/company/btarboretum)

**Twitter:** [@BoyceThompson](https://twitter.com/BoyceThompson)

## Helpful Links

[VicNet Login](#)

[Hours & Admission](#)

[Arboretum Map](#)

## Manager on Duty (MOD)

If you are unsure how to handle a situation and your staff supervisor is not present, please contact the Manager on Duty. Volunteers are not required or expected to alleviate issues. Our staff has been trained to address difficult situations and respond appropriately. If you need assistance, please find your staff supervisor or the closest staff member with a radio.

BTA delegates one person to serve as the Manager on Duty. The responsibilities of that person are as follows:

- The Manager on Duty shall be on-site and available by radio from open (6 am or 8 am) until the last visitor leaves at closing.
- The Manager on Duty shall have a utility cart or other means of transportation easily accessible to them.
- The Manager on Duty shall be available to alleviate issues during high volume visitation. This includes but is not limited to answering phones, responding to visitor questions/concerns, and other various tasks as needed. Staff should call the Manager on Duty for assistance or direction when their direct supervisor is unavailable.
- The Manager on Duty shall provide leadership for staff, volunteers, and visitors during any incident or emergency. They make the final decision on how to proceed and will initiate evacuation procedures when necessary.

## BTA Ranger

Our ranger is on-site to serve staff, volunteers, members, and visitors. The ranger drives a golf cart around the Arboretum and assists people as needed. The ranger golf cart carries a first aid kit and water in case of emergencies.



# Volunteer Policies

## Open Door Policy

BTA believes in an open-door communication policy. You are encouraged to bring your volunteer policy or procedure related issues or concerns to the attention of the Volunteer Coordinator or a member of BTA management at any time.

## Volunteer Code of Conduct

BTA expects all of our volunteers to adhere to a high standard of business and personal integrity as a representation of BTA. The Volunteer Code of Conduct provides all volunteers with a set of guidelines and expectations for appropriate conduct and behavior. All volunteers are expected to adhere to the following standards during their time as a BTA volunteer:

- Volunteers shall act honestly and ethically while in the performance of their volunteer duties.
- Volunteers shall treat all employees, volunteers, and community members with respect, courtesy, and dignity.
- Volunteers shall not discriminate and shall be respectful of ethnic, national, and cultural differences.
- Volunteers shall not harass, bully, or mistreat staff or other volunteers.
- Volunteers shall not share personal/political views while representing BTA. Boyce Thompson Arboretum is an apolitical organization.
- Volunteers will not knowingly misrepresent BTA and will not speak on behalf of BTA unless specifically authorized.
- Volunteers shall not disparage or defame BTA, or any of its partners or collaborators.
- Volunteers must maintain the confidentiality of trade secrets and proprietary information about BTA. This includes but is not limited to financial or sales reports, marketing or business strategies, product development, customer lists, patents, and trademarks.

# Policies and Procedures

## Recording Hours

All volunteers are required to record the total number of hours served per day, each month.

This includes hours for orientation, training, direct service done on-site and direct service done at home or other off-site locations.

BTA uses the Volgistics Software to protect your private information and provide you with an online volunteer profile.

## Alcohol & Drugs

When on duty and/or wearing a 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 are under the influence of drugs or alcohol, the Volunteer Insurance Policy is nullified.

## Smoking

Smoking is strictly prohibited at the arboretum except in personal vehicles.

## Selling

Selling of goods of any kind is not permitted on site, unless during a scheduled event as a contracted vendor.

## Checking In/Out

Volunteers are required to check in when they arrive and check out when they leave each time they serve on property. The check-in station is located in the Volunteer Hub.

## Pets

Leashed and well-behaved pets are welcome to accompany volunteers when deemed appropriate by your staff supervisor. 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.

## BTA Property

BTA property, merchandise, or supplies may not be borrowed for personal use with the exception of library books with the approval of BTA's Staff

## 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.



## 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.

## Leave of Absence

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

## Resignation

If a volunteer no longer wants to volunteer at BTA, a notice of resignation will be submitted to the Volunteer Coordinator two weeks before the effective date. The volunteer's name tag must be returned to the Volunteer Coordinator on their last scheduled shift or seven (7) days after a notice of resignation is submitted to the Volunteer Coordinator. The name tag can be delivered in person or through the mail (postage not provided by BTA).

## 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.
- Continuing to violate volunteer requirements and policies after remediation.
- Participating in illegal activities on BTA property.
- Violation of any state or federal law.
- Not following the rules of BTA as outlined in BTA'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.

This list is non-exclusive and BTA reserves the right to terminate a volunteer at any time.

## Media and Reporters

If any media personnel, not accompanied by BTA staff, approach a volunteer, the volunteer should immediately refer them to the Visitor's Center or contact a staff person who will refer them to the Marketing Department.

## Grievances

When a volunteer has a problem or complaint that cannot be resolved by themselves or their staff supervisor, the Volunteer Coordinator will intervene to mediate the issue.

# Volunteer Safety Procedures

## Infections Diseases

Volunteers work closely with our staff and other volunteers. If you are scheduled to volunteer and are feeling ill, it is important to take care of yourself and stay home. To prevent the spread of infectious diseases, we ask all volunteers to notify the Volunteer Coordinator immediately if they are feeling unwell or suspect they have recently been exposed. Information relayed by the volunteer to the Volunteer Coordinator is confidential.

Please return to your volunteer duties when it is safe to do so and inform the volunteer coordinator of your expected return. Highlighted infectious diseases in Arizona include:

- COVID-19
- Hepatitis
- Influenza
- Measles

The Volunteer Coordinator will continue to evaluate new and existing infectious diseases as they may effect our operations. Updates on mitigation strategies from BTA to keep you safe will be communicated promptly and available on your Volgistics volunteer profile in VicNet.



## Automatic External Defibrillator (AED)

BTA has two (2) AEDs on-site. One is located in the entryway of the Visitor Center bathroom and the other is located outside the bathrooms at the Smith building.



## Injuries

Volunteers should report all injuries to their supervisor or staff immediately, regardless of how minor the injury may be. Staff will assess the injury and provide the volunteer with basic first aid supplies or call 911. Any life-threatening injuries or conditions should be dealt with by calling 911.

## Animals and Insects

BTA is home to many creatures. Some are entirely harmless, but others are not. It is important to be aware of your surroundings while volunteering and to let staff remove/monitor dangerous, venomous, or poisonous animals/insects that may pose a threat to you, staff, or our visitors. It is our job to keep you safe while working on-site.

When on-site, use your best judgment and please remember these tips:

- Unless otherwise permitted, please stay on the trails.
- Travel with a friend or staff member and stay alert.
- Do not feed, pet, or approach native animals. If you encounter an animal that makes you feel uneasy, please find the nearest staff member and inform them of the location and provide a brief description of the animal.

BTA is also pet-friendly and many visitors enjoy bringing their dogs (and cats!) to the Arboretum. Any dog/pet posing a threat or that has already harmed visitors, volunteers, staff, other dogs/pets, or living plant collections will be asked to leave immediately by a BTA staff member. Never break up altercations between animals; domestic or otherwise.

If you encounter a pet that is posing a threat or has already harmed another pet/human, immediately call the Manager on Duty or find the nearest staff member with radio. BTA staff will enforce the rules and respond appropriately to the situation.



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## First Aid

First aid stations are located in the Visitor Center gift shop and in the Smith building (only for staff/ volunteer use). Each station is marked with a red first aid sign. Volunteers should only provide basic first aid supplies to visitors such as tweezers and band-aids. BTA staff will address severe injuries and/or will provide aspirin/Benadryl if needed. All staff is First Aid/AED/CPR certified and are willing and able to assist if there is an emergency. Please follow the directions of the staff and/or your supervisor if there is an emergency.

**The first aid kits located inside buildings contain:**

1 Ace Bandage	Hydrogen Peroxide	Triangular Bandages
1 Adhesive Gauze	Sterile Gauze Pad	Conforming Bandage
Wound Wipes	Aspirin	Rubber Gloves
Assorted Gauze	Tweezers	Eyewash
1 Box Assorted Band-aids	Scissors	Instant Ice
Antiseptic Solution or Ointment	Burn Ointment	Benadryl

BTA will provide all docents with a portable first aid kit to carry during their shift.

**The first aid kits for docents contain:**

Rubber Gloves	Scissors	Instant Ice
Wound Wipes	Assorted Band-aids	Aspirin
Tweezers	Sterile Gauze/Pads	Benadryl

First aid kits are stocked regularly and will be checked by the BTA Safety Committee. If supplies are low, please inform the Volunteer Coordinator.

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## Working Outside

All staff and volunteers working outside should take steps to protect themselves from the elements. Long-sleeve shirts and wide-brim hats are highly recommended when working outside or anytime sun exposure is possible. It is recommended to apply sunscreen to any exposed skin repeatedly throughout the day. Ample hydration is required at all times but is critical during warmer months.



# Heat Safety Policy

Heat illness and heat-related death can happen at surprising temperatures, in unsuspecting conditions, and even to those in the best physical condition. It is vital for the safety of BTA staff, volunteers, and visitors to abide by the following procedures to ensure safety.

Anyone exhibiting signs or symptoms of heat illnesses should cease work immediately and notify their staff supervisor. The notified staff person should immediately enact the heat illness procedure, on page 22.

Below, please find our heat risk response and additional precautions.

Heat Risk Response				
Risk Level	Conditions	Volunteer Response	Visitor Notifications	Additional Precautions
<b>Moderate</b>	Heat index or temperature is over 100 degrees	Take frequent breaks if working outside	Visitors should be advised of heat risk. Visitor's Center staff must ensure all visitors have water available.	Those who don't typically work outside should take extreme caution when outside (event staff and volunteers)
<b>High</b>	Excessive heat warning, extreme caution on the heat index or temperatures over 105 degrees.	Take frequent breaks if working outside.	Visitors should be advised of heat risk. Visitor's Center staff must ensure all visitors have water available.	All outside work should have shade coverage or be done during early morning times.  Those who don't typically work outside should take extreme caution when outside (event staff and volunteers).

<b>Severe</b>	Heat index is in the Danger Zone or temperatures above 110 degrees.	Outside work should only take place when temperatures or heat index are below 110 degrees.	Visitors should be advised of heat risk. Visitor's Center staff must ensure all visitors have water available.	All outside work should have shade coverage or be done during early morning times.  Event cancellation or modification should be considered.
<b>Extreme</b>	Heat index or temperature is at or above 115 degrees.	Outside work should only take place when temperatures or heat index are below 110 degrees.	Closure or modification of Arboretum hours should be considered by the Executive Director.	All outside work should have shade coverage or be done during early morning times.  Event cancellation or modification should be considered.



# Heat-Related Illness

When temperatures are on the rise, watch for the following symptoms:

## Thirst

By the time your body tells you that you are thirsty, you are already mildly dehydrated.

## Heat Cramps

Heat cramps are muscular pains and spasms due to heavy exertion. They usually involve the abdominal muscles or the legs. The loss of water and salt from heavy sweating causes heat cramps.

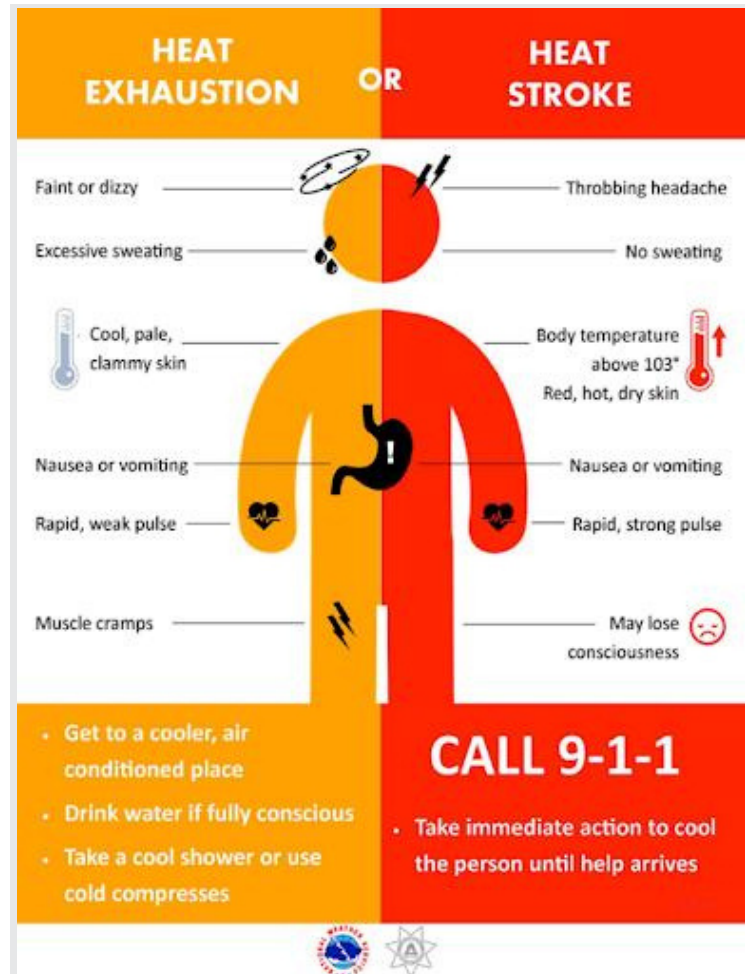
## Heat Exhaustion

Heat exhaustion is less dangerous than heat stroke. It typically occurs when people exercise heavily or work in a warm, humid place where body fluids are lost through heavy sweating. Fluid loss causes blood flow to decrease in the vital organs, resulting in a form of shock.

As a result, the body is not cooled properly. Signals include cool, moist, pale, flushed, or red skin; heavy sweating; headache; nausea or vomiting; dizziness; and exhaustion. Body temperature will be near normal.

## Heat Stroke

Also known as sunstroke, heat stroke is life-threatening. The victim's temperature control system, which produces sweating to cool the body, stops working. The body temperature can rise so high that brain damage and death may result if the body is not cooled quickly. Signals include hot, red and dry skin; changes in consciousness; rapid, strong pulse; and rapid, shallow breathing. Body temperature can be very high— sometimes as high as 105 °F.



# Preventing Heat-Related Illness

Anyone can be susceptible to heat-related illness. Those at greatest risk are infants and young children, adults over 65, people who are homeless, people who are overweight, people who overexert during work or exercise, and people who are physically ill or on certain medications or suffer from depression, insomnia, or poor circulation.

Heat-related illness may be serious or even deadly if unattended. Staying healthy during the summer is easier if you take the time to protect yourself by making sure you are drinking enough water and limiting your exposure to the heat. Follow these simple rules:

**Drink Water.** Even people who stay mostly indoors all day should drink at least 2 liters of water per day. People who spend time outdoors should drink 1 to 2 liters per hour that they are outdoors. People who do strenuous activities outdoors should be cautious because your body can lose up to 4 liters of water per hour during strenuous activity. You should carry water with you and drink it even if you do not feel thirsty. Be heat-safe and avoid alcohol, which dehydrates the body. Avoid using salt tablets unless directed to do so by a physician.

**Dress for the Heat.** Wear lightweight, light-colored clothing. Light colors will reflect away some of the sun's energy. It is also a good idea to wear hats or to use an umbrella. Always apply sunscreen to exposed skin. Eat small meals and eat more often. Avoid foods that are high in protein, which increases metabolic heat. Monitor Those at High-Risk Check on other volunteers for signs of heat exhaustion or heat stroke.

**Slow Down.** Avoid strenuous activity. If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4:00 a.m. and 7:00 a.m.

**Take Regular Breaks.** You should always take regular breaks When engaging in physical activity on warm days. Take time out to find a cool place. If you recognize that you or someone else are showing symptoms of a heat-related illness, stop the activity and find a cool place. Remember, have fun, but stay cool.



# Emergency Procedures

## Emergencies

- In every emergency, the first person to discover the situation or receive a report from a visitor is known as the "Initial Observer". The Initial Observer plays an important role in the emergency response process: they are responsible for relaying the information and notifying others. If you are the Initial Observer, please make sure you stay on-site if told to do so by your supervisor/Manager on Duty. You may need to assist with providing details about the incident.
- Emergencies, disasters, and accidents can occur in any setting and at any time. Always act to protect the safety of yourself and those around you. If you are unsure how to respond, defer to the Manager on Duty or find the nearest staff member with a radio.
- For all volunteers' safety, please immediately communicate any suspicious activity/threats to your supervisor or the volunteer coordinator. Staff will assess the situation and take action if needed.
- During incidents that are not a threat to all on-site (medical emergency, animal bite, etc.), volunteers who are not the first on the scene (initial observer) should not respond to the incident.
- During incidents that pose an imminent threat to all on-site (active shooter, building/forest fire, etc.), volunteers should act to protect their safety and then follow instructions from the Manager on Duty or staff supervisor. Personal safety is paramount.

## Weather

While it is our policy to remain open during most periods of inclement weather and maintain normal business hours whenever possible, our volunteers reserve the right to cancel their scheduled shift if they have concerns about road conditions, do not feel comfortable working outdoors, etc. If we are experiencing extreme weather conditions and our staff cannot be outdoors to perform their work duties, volunteers will be notified by the volunteer coordinator in advance, if possible. Please communicate any changes in your volunteer schedule due to weather to the volunteer coordinator as soon as possible.

## Closures

At times, emergencies (such as severe weather, fires, power failures, etc.) can disrupt our day-to-day operations. BTA reserves the right to close to the public, its employees, and/or volunteers. Volunteers scheduled to work will be notified by the Volunteer Coordinator in advance, if possible.

No volunteer should come on-site if they feel unsafe in any way. If an emergency occurs during your volunteer shift, please follow the directions of the staff and/or supervisors.

## Radios

If your volunteer position requires radio use, BTA staff will provide training. If you need help, please ask your staff supervisor or the volunteer coordinator. We are happy to assist and provide training on how to use the radios.

## Radio Use in Emergency Situations

If a volunteer is the first person to discover an emergency/situation or receive a report from a visitor. Please follow the below radio protocol:

- Call on the radio for the Manager on Duty, stating your location and a summary of the situation.
- Upon the announcement of any incident on the radio, all routine radio traffic must cease to keep the radio free for emergency coordination. Please keep all transmissions brief and to the point.
- Once the Manager on Duty has arrived, the volunteer should wait for further instructions. Please do not leave the area unless specifically asked by the Manager on Duty.
- After an incident in which normal business can resume, an announcement from the Manager on Duty will be made via radio that the emergency has ended.
- If you do not have a radio and are the first person to discover an emergency/situation or receive a report from a visitor, please find the nearest staff member with a radio.



# Personal Safety

Volunteers should be alert to unsafe conditions and report problems immediately to their staff supervisor. Here are some general guidelines volunteers 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 with training from your designated supervisor.
- For volunteers' health and safety, please remember to wear a hat, and 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.
- Know the location of the nearest fire extinguisher, fire exit, and first-aid kit.
- Volunteers should leave the area immediately if an emergency situation is life-threatening and notify the MOD.
- Protect your valuables. Do not leave them in your car or unattended.
- All volunteers must leave buildings when staff members leave in the evenings unless they are helping with a legitimate, sanctioned event (excluding host volunteers). Volunteers should never be on-site without supervision of a staff member.

## Safe Volunteer Environment

Volunteers must uphold and contribute to a safe working environment here at BTA. To ensure a safe and secure environment, volunteers must abide by the following guidelines:

- Firearms are prohibited on BTA property.
- Threatening, intimidating, coercive, abusive, harassing, or violent verbal, written, or physical behavior toward others will not be tolerated.
- Intentionally destroying BTA property or the property of others is prohibited and will result in immediate disciplinary action, up to and including termination of the Volunteer agreement.
- Volunteers are required to report threats of violence, intimidating encounters, harassment, or the possession of firearms in accordance with this policy to their staff supervisor or the volunteer coordinator. No adverse action will be taken against anyone who, in good faith, makes such a report.

## Insurance Coverage

BTA purchases special risk Insurance for volunteers while they are serving on the property. If a volunteer is injured in the course of their service at BTA, it is important that they advise their staff supervisor, or any staff person, and get medical care if needed. An incident report must be completed by the volunteer with a manager 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.

# Frequently Asked Questions

## Can my family/friends volunteer with me?

Yes. Please inform the volunteer coordinator prior to the scheduled shift. The volunteer department will inform your staff supervisor of the expected number of guests. Guests joining you for volunteer work must be at least 11 years of age and sign the one-day volunteer liability waiver.

## What if I cannot make it to my volunteer shift? Who do I contact?

Volunteers can remove a shift from their schedule up to 24 hours before the shift. If you must cancel outside that window, please call, text, or email the volunteer coordinator ASAP to inform them of your absence. You do not have to provide personal details of why you must cancel.

## What is “direct service” performed on-site, off-site, and at home?

- Direct service on-site is the job you do for the day, even if it is outside your normal working duties as assigned by your staff supervisor.
- Direct service off-site will be determined by your staff supervisor and/or could be a special project that is deemed appropriate to work at a pre-approved off-site location.
- Direct service at home may consist of learning or reading field trip curriculum, research for your position, etc. Service at home will be determined on a case-by-case basis by your staff supervisor or the Volunteer Coordinator.

## Is mileage tax deductible?

Please consult with a tax advisor. Upon request, we can provide a report of your hours served on-site with the specific dates.

## What counts toward service hours?

Orientation, direct service done on-site, direct service done at home or other off-site locations, and volunteer training and meetings.

## How many hours do I have to serve?

Volunteers are welcome to volunteer as much or as little as they like. We simply ask that they volunteer at least one shift per year to remain active.

## What is a Discovery Station?

Our Discovery Station is a mobile cart that carries various items found around the Arboretum. Volunteers participating in our docent program can set up and staff the discovery station and interact with guests for a set period. Docents will receive information/fact sheets about each item on the cart so that they can answer questions from guests.

## What if I am sick?

If you are sick or feel under the weather, please stay home. Call, text, or email the Volunteer Coordinator to inform them of your absence.

## Will I interact with visitors?

Yes. Almost all volunteers encounter visitors along the trail or at the Visitor Center. Visitors may be interested in the work our volunteers do on-site and/or may have general questions for you. Often, you may need to point them in the right direction or answer a simple question. If you do not have the answer to their question(s), connect them with a staff member.

## What if I want/need to resign?

If a volunteer wishes to no longer volunteer, a notice of resignation should be submitted to the Volunteer Coordinator via email or letter at least two weeks before the effective date. The volunteer's name tag must be returned to the Volunteer Coordinator on their last scheduled shift or seven (7) days after a notice of resignation is submitted to the volunteer coordinator. The name tag can be delivered in person or through the mail (postage not provided by BTA).

## What assignment do I choose when logging my hours online?

When logging your hours online or checking in/out for the day, choose an assignment that accurately reflects the job you performed for that day or the department. Remember, you are required to log your hours every time you volunteer.

## Why do I track my hours?

Logging volunteer hours is essential as department managers utilize this data for grant proposals, trend evaluations, and reporting program hours. It also allows staff to know who is on-site in case of an emergency.

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We love feedback. You are encouraged to bring your suggestions to the attention of the volunteer coordinator or a member of BTA management at any time. Didn't see your question answered above? Email [volunteer@btarboretum.org](mailto:volunteer@btarboretum.org)

# About BTA

## Our Mission

The mission of BTA is to inspire appreciation and stewardship of desert plants, wildlife, and ecosystems through education, research, and conservation.

## Our Values

**Beauty.** We are an Oasis of Inspiration

**Stewardship.** Every Living Thing Matters

**Learning.** Learning is Lifelong

**Community.** All Are Welcome Here

## Strategic Goals

- Clearly define and develop education programs to serve youth and inspire life-long learning.
- Create a master site plan for the ongoing upkeep, maintenance, and enhancements of the Arboretum.
- Develop a business model and plan for financial sustainability through both earned and contributed revenue.
- Implement appropriate research and conservation programs that demonstrate stewardship practices and take advantage of the Arboretum's unique assets.
- Promote the unique benefits of the Arboretum through enhanced marketing, branding, audience development, and community partnerships.
- Build internal capacity through the professional development of staff and volunteers.





## Our History

The Arboretum was founded on 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. To view the complete history of BTA, [visit our website](#).

## Our Garden

**Acres:** 372

**Trails:** 4.7 miles

**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.

**Plants:** 20,000+ arid-land plants; 4,025 taxa (species, etc.) - approx. 30% are species of conservation concern

**BTA Fun Facts:**

- Arizona's oldest and largest botanical garden.
- Home to "Mr. Big", a long-leaf eucalyptus tree, and an Arizona Champion Tree.
- Nationally accredited plant collections: Desert Legumes, Southwest Oaks, and Eucalyptus.
- On the National Register of Historic Places
- An Audubon "Important Bird Area" with 275 species sighted.



## Governance

BTA is a 501(c)(3) nonprofit organization and we are governed by a [Board of Directors](#). They act as directors of policy within the organization, provide support and direction for future growth, and are ambassadors of our mission, vision, and goals in the community.

## Memberships

A membership is not required to volunteer with us. Oftentimes, visitors have questions about the benefits and levels of our membership program. We welcome anyone interested in joining. To make our memberships accessible to everyone, we offer many types of memberships.

[Learn More Here](#)