



Santa Barbara  
Botanic Garden

# VOLUNTEER HANDBOOK

**January 2025**

SANTA BARBARA BOTANIC GARDEN  
1212 Mission Canyon Rd. Santa Barbara, CA 93105

## **Welcome to Santa Barbara Botanic Garden Volunteer Program**

Welcome to Santa Barbara Botanic Garden! We are thrilled to have you join our dedicated team of volunteers who play a vital role in preserving and enhancing the beauty and mission of the Garden. As a volunteer, you are an integral part of this community, helping to maintain the gardens, support its educational programs, and contribute to the overall guest experience.

With nearly 1,000 California native plants on display, Santa Barbara Botanic Garden is a beautiful and inspiring destination – but it's so much more than this. Behind-the-scenes, Garden staff and scientists are actively working to understand, protect, and restore native plants so everyone – from insects to people – can thrive for generations to come. Volunteers like you are essential to achieving the Garden's mission, and we are grateful for bringing your passion to the Garden and your commitment to this cause.

This handbook provides you with important information about the volunteer program, including our policies, procedures, and expectations. Whether you are a new volunteer or have been with us for years, this guide will help you feel informed, supported, and prepared for your volunteer experience.

In this handbook, you will find:

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Please read this handbook carefully and refer to it whenever you have questions or need guidance. On behalf of the entire Development team, we are always here to support you and ensure your experience is fulfilling and rewarding.

Thank you for choosing to volunteer at the Santa Barbara Botanic Garden. Your time, energy, and enthusiasm make a significant difference, and we are excited to work with you to cultivate a beautiful and thriving garden for all to enjoy.

With gratitude,  
Adam Feller  
Manager of Volunteer Programs  
Santa Barbara Botanic Garden

## **An Overview of Santa Barbara Botanic Garden and Our Mission**

Santa Barbara Botanic Garden is a 78-acre living museum dedicated to the conservation and appreciation of California's native plants and natural habitats. Established in 1926, the Garden features stunning views of the Santa Ynez Mountains and the Pacific Ocean. It upholds a diverse array of plant communities, including redwood forests, oak woodlands, meadows, and desert landscapes, all showcasing the rich botanical heritage of California.

Santa Barbara Botanic Garden has grown from a small institution into a renowned research institution dedicated to education, conservation, and horticulture. Over the years, the Garden has played a pivotal role in plant science, conservation efforts, and public education, fostering a greater understanding and appreciation of California's unique plant life.

### **Our Mission**

Our mission is to conserve California native plants and habitats for the health and well-being of people and the planet. We achieve this through education, research, horticulture, and conservation programs. We aim to inspire and empower individuals to protect and preserve our natural world by fostering a deeper connection between people and nature,

### **Key Features and Highlights**

Native Plant Collections: The Garden is home to nearly 1,000 unique species, subspecies, and cultivars, many of which are rare or endangered. These collections serve as a vital resource for conservation and education.

Educational Programs: We offer various educational programs for all ages, including guided tours, workshops, lectures, school programs, and summer camps. These programs aim to increase public awareness and understanding of native plants and their ecological importance.

Conservation Initiatives: Our conservation efforts focus on protecting and restoring native plant habitats, researching endangered species, and advocating for sustainable land management practices.

Horticultural Excellence: The Garden's horticultural team is dedicated to cultivating and showcasing California's native plants, creating beautiful and sustainable landscapes that inspire and educate our visitors.

Research and Science: We conduct cutting-edge research in plant science, contributing to the global understanding of plant biology, ecology, and conservation. Our research helps inform conservation strategies and supports the preservation of biodiversity.

## **Our Commitment to the Community**

Santa Barbara Botanic Garden is deeply committed to serving our community. We strive to create an inclusive and welcoming environment where people from all backgrounds can connect with nature and learn about the importance of conservation. Through partnerships with local organizations, schools, and community groups, we work to expand our reach and impact, fostering a culture of stewardship and environmental responsibility.

## **Why Volunteers Matter**

Volunteers are the heart of the Santa Barbara Botanic Garden, with a current team of over 200 who dedicate over 10,000 hours a year. Your dedication, passion, and hard work are essential to our success. Whether you help maintain our beautiful landscapes, assist with educational programs, or support conservation projects, your contributions make a meaningful difference. Together, we can achieve our mission and ensure that the Garden remains a treasured resource for future generations.

Thank you for joining our efforts to conserve California's native plants and habitats. We are excited to have you on our team and look forward to working with you to make a positive impact on our environment and community.

## **Volunteer Roles and Opportunities**

Volunteering at Santa Barbara Botanic Garden offers a variety of roles and opportunities that suit different interests, skills, and schedules. Whether you are passionate about plants, enjoy working with people, or have specialized skills to share, our volunteer program has a place for you. Below is an overview of the key volunteer roles available:

### **Garden Maintenance and Horticulture**

- Assist with the general maintenance of the Garden Help ensure the health and beauty of our plant collections by assisting our skilled staff with planting, weeding, pruning, and mulching.
- Carpentry and other skilled labor: Utilize your carpentry or handyman skills to help with maintenance projects, repairs, and the construction of garden features.

### **Education and Interpretation**

- Docents: Lead guided tours for visitors of all ages, sharing knowledge about the Garden's history, plant collections, and conservation efforts. Docents help visitors connect with the natural world and understand the importance of native plants.
- Garden Hosts: Play a vital role in enhancing the visitor experience by greeting guests, providing key information about the Garden's layout and exhibits. Hosts help ensure a welcoming and informative environment, making each visit enjoyable and memorable for all guests.
- Youth & Family Program Assistants: Support programs such as youth summer camp and family events, helping to facilitate hands-on learning experiences and activities. Assist with the setup and cleanup of program materials.

### **Conservation and Research**

- Field Assistants: Participate in fieldwork to support conservation projects, such as habitat restoration, plant monitoring, and seed collection. This role often involves physical work and outdoor activities.
- Research Support: Assist with data entry, specimen processing, and other tasks related to the Garden's research projects. Volunteers in this role may work closely with the Garden's scientific staff.

### **Administrative and Office Support**

- Office Assistants: Provide administrative support to various departments within the Garden, including data entry, filing, and other clerical tasks. Assist with mailings, phone calls, and special projects.

- Development and Fundraising: Support the Garden's fundraising efforts by assisting with donor communications and events. Help the Garden secure the resources needed to achieve its mission.
- Photography and Videography: Capture images and videos of the Garden's landscapes, events, and programs. Contribute to the Garden's digital archives and promotional materials.
- Graphic Design and Marketing: Assist with creating marketing materials, social media content, and other promotional efforts. Help spread the word about the Garden's mission and activities.

### **How to Get Involved**

If you are interested in any of these volunteer roles, please contact the Manager of Volunteer Programs to discuss your interests and availability. We will work with you to find a role that matches your skills and passions. Additionally, all new volunteers are required to attend an orientation session and complete any necessary training for their specific role.

### **Volunteer Benefits**

Volunteering at Santa Barbara Botanic Garden offers many benefits, including:

- Gaining new skills and knowledge
- Making new friends and connecting with like-minded individuals
- Contributing to the conservation of California's native plants
- Enjoying the beauty and tranquility of the Garden
- Invitations to volunteer-exclusive social and educational events.

## **Guidelines and Expectations for Volunteers**

As a volunteer at Santa Barbara Botanic Garden, you play a crucial role in helping us achieve our mission. To ensure a positive and productive experience for all, we ask that you adhere to the following guidelines and expectations:

### **1. Commitment and Reliability**

- **Attendance:** Please commit to your scheduled volunteer shifts and arrive on time. If you are unable to attend, notify your supervisor or the Volunteer Programs Manager as soon as possible.
- **Consistency:** Regular participation helps us maintain a high standard of care and service. We appreciate your dedication and dependability.

### **2. Professional Conduct**

- **Respect:** Treat all staff, fellow volunteers, and visitors with respect and kindness. Maintain a positive and cooperative attitude.
- **Confidentiality:** Respect the privacy and confidentiality of the Garden, its staff, and visitors. Do not disclose any sensitive or proprietary information.
- **Facilities:** To ensure safety and maintain privacy, volunteers are kindly requested to enter staff areas only with prior approval from their respective staff supervisor and must be accompanied by a staff member.
- **Name Badges:** Volunteers are asked to wear their name badge at all times while on duty. This helps staff and visitors easily identify you, promoting a welcoming and professional environment.

### **3. Health and Safety**

- **Safety First:** Follow all safety protocols and guidelines provided during your training. Use tools and equipment responsibly and report any hazards or incidents immediately.
- **Personal Well-being:** Dress appropriately for the weather and tasks you will be performing. Wear sturdy, closed-toe shoes. Bring water, sunscreen, and any other personal items you may need.

#### 4. Communication

- **Stay Informed:** Regularly check for updates and communications from the Manager of Volunteer Programs or your supervisor. Keep your contact information up to date.
- **Feedback:** We value your input. Share any suggestions, concerns, or feedback with your supervisor or the Manager of Volunteer Programs to help us improve the volunteer program.

#### 5. Training and Development

- **Training Sessions:** Attend all required training sessions and orientations. These are designed to help you perform your tasks effectively and safely.
- **Skill Development:** Take advantage of opportunities to learn new skills and expand your knowledge about California native plants and the Garden's mission.

#### 6. Representation

- **Ambassadorship:** As a volunteer, you represent the Santa Barbara Botanic Garden. Be a positive ambassador by sharing our mission and values with visitors and the community.
- **Garden Etiquette:** Adhere to Garden rules, such as staying on designated paths, not picking plants, and respecting wildlife and their habitats.

#### 7. Commitment to the Mission

- **Support the Mission:** Understand and support Santa Barbara Botanic Garden's mission. Strive to contribute meaningfully to the conservation of California native plants and habitats.
- **Team Spirit:** Work collaboratively with staff and other volunteers. Embrace teamwork and be willing to assist where needed.

Thank you for adhering to these guidelines and expectations. Your commitment helps us create a welcoming and effective volunteer program, ensuring that the Santa Barbara Botanic Garden continues to thrive and inspire.

## **Policies and Procedures for Safety and Conduct**

Ensuring the safety and well-being of our volunteers, staff, and visitors is a top priority at Santa Barbara Botanic Garden. To maintain a safe and respectful environment, we ask that all volunteers adhere to the following policies and procedures:

### **1. General Safety Guidelines**

- **Emergency Procedures:** In case of an emergency, follow the instructions given to you by Garden staff who are trained in emergency protocol for Santa Barbara Botanic Garden.
- **Incident Reporting:** Report any accidents, injuries, or safety hazards immediately to your supervisor or the Manager of Volunteer Programs. Complete an incident report form, if necessary, which can be provided to you by a staff member.
- **Tool and Equipment Safety:** Use all tools and equipment according to the provided instructions and safety guidelines. Wear appropriate personal protective equipment (PPE) as required for specific tasks.

### **2. Personal Conduct**

- **Professional Behavior:** Maintain a professional demeanor at all times. Avoid any behavior that could be perceived as inappropriate, discriminatory, or harassing.
- **Substance Use:** The use of alcohol, drugs, or other controlled substances is strictly prohibited while volunteering. Volunteers must not be under the influence of any substance that could impair their ability to perform their duties safely and effectively.

### **3. Health Precautions**

- **Personal Health:** Do not come to the Garden if you feel unwell or have any symptoms of illness. Notify your supervisor if you need to miss a shift due to health reasons.
- **Sanitation:** Practice good hygiene by washing your hands regularly and using hand sanitizer. Follow any additional health guidelines provided by the Garden, especially during public health crises.

### **4. Environmental Protection**

- **Stay on Paths:** Remain on designated paths and avoid stepping on plant beds or disturbing natural habitats. This helps protect the plants and wildlife in the Garden.

- **No Picking:** Do not pick plants, flowers, or any other natural materials from the Garden. This ensures the conservation and enjoyment of the Garden for all visitors.

## 5. Visitor Interaction

- **Courtesy:** Greet visitors warmly and provide assistance when needed. Answer questions to the best of your ability or direct visitors to a staff member who can help.
- **Confidentiality:** Do not share personal information about other volunteers, staff, or visitors. Respect the privacy of all individuals you encounter.

## 6. Anti-Discrimination and Harassment Policy

- **Equal Opportunity:** The Garden is committed to providing an inclusive and welcoming environment for all. Discrimination or harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic will not be tolerated.
- **Reporting Harassment:** If you experience or witness any form of harassment or discrimination, report it immediately to your supervisor and Human Resources, or the Manager of Volunteer Programs and Human Resources. All reports will be handled with sensitivity and confidentiality.

## 7. Volunteer Rights and Responsibilities

- **Rights:** Volunteers have the right to a safe, supportive, and respectful environment. You have the right to be treated fairly and to receive appropriate training and supervision for your tasks.
- **Responsibilities:** Volunteers are expected to follow all Garden policies and procedures, respect the authority of staff members, and perform their duties to the best of their abilities.

By adhering to these policies and procedures, you help create a safe, respectful, and productive environment for everyone at the Santa Barbara Botanic Garden. Thank you for your cooperation and dedication.

## **Resources and Support Available to Volunteers**

At Santa Barbara Botanic Garden, we are committed to providing volunteers with the resources and support needed to ensure a fulfilling and effective volunteer experience. Below is an overview of the various resources and support systems available to you:

### **1. Volunteer Orientation and Training**

- **Orientation Session:** All new volunteers are required to attend an orientation session. This session provides an overview of the Garden's mission, policies, procedures, and volunteer roles. Essentially, this orientation is with the Manager of Volunteer Programs and covers the volunteer handbook.
- **Ongoing Training:** Regular training sessions are offered to help volunteers develop skills, stay informed about new initiatives, and ensure best practices in their volunteer work.

### **2. Supervision and Guidance**

- **Manager of Volunteer Programs:** Your primary point of contact for any questions, concerns, or support needs. The Manager of Volunteer Programs is here to help you navigate your volunteer experience.
- **Supervisors:** Each volunteer role is overseen by a designated supervisor who provides direct guidance, assigns tasks, and offers feedback to help you succeed in your role.
- If you encounter any issues with the Manager of Volunteer Programs, please contact Melissa Patrino, Director of Development, who oversees the program.

### **3. Communication**

- **Volunteer Newsletter:** Stay informed about upcoming events, training sessions, and important announcements through our volunteer newsletter sent out every other week.
- ***Vicnet* and Emails:** Check *Vicnet* and your email regularly for updates, schedules, and information about special opportunities.

### **4. Tools and Equipment**

- **Supplies:** The Garden provides all necessary tools and equipment for your volunteer tasks. Ensure you use these responsibly and return them after use.

- Protective Gear: Personal protective equipment (PPE) such as gloves, hats, and safety glasses are available as needed for specific tasks.

## 5. Educational Resources

- Library Access: Volunteers may be given access to the Garden's library, which includes a wealth of books, journals, and other resources on botany, horticulture, and native plants. A minimum of 8 service hours before eligible for Library rentals after which our Archivist will need to create a profile for you which takes about one business day.

Please check with your supervisor, Volunteer Programs Manager, or the Archivist to ensure the library is not currently being used for an event before they grant access and to ensure items are checked out properly.

- Workshops and Lectures: Volunteers are encouraged to attend workshops, lectures, and special events hosted by the Garden to further their knowledge and skills.

## 6. Volunteer Recognition

- Appreciation Events: We host regular appreciation events to celebrate and recognize the contributions of our volunteers. These events provide an opportunity to connect with fellow volunteers and staff.
- Awards and Acknowledgments: Outstanding volunteers may be recognized through various awards and acknowledgments throughout the year.

## 7. Support Services

- Counseling and Conflict Resolution: If you encounter any difficulties or conflicts during your volunteer service, confidential counseling and conflict resolution services are available through the Manager of Volunteer Programs.
- Feedback Mechanisms: We welcome and value your feedback. Feel free to share your suggestions, concerns, or ideas for improving the volunteer program with your supervisor or the Manager of Volunteer Programs and through a yearly survey sent out in December.

We are here to support you every step of the way and ensure that your time with us is rewarding and enjoyable. If you have any questions or need assistance, please do not hesitate to reach out to your supervisor or the Manager of Volunteer Programs.

Thank you for being a part of the Santa Barbara Botanic Garden community. Your contributions are invaluable to our mission and success.

## **Dress Code**

### **1. Attire and Personal Appearance**

We encourage you to “dress for your day” in casual, smart casual, or business casual attire. Depending on your schedule, you may employ all these styles each week, but on every day, employees should use their best judgment to dress professionally - remember that while working, you represent the Garden. Please avoid wearing clothing with inappropriate, offensive, or highly polarizing content. Our goal is to promote an inclusive environment for all employees, where everyone feels welcome.

### **2. Examples of Appropriate Dress**

- T-shirts without messaging (no political or socially charged graphics)
- Polo shirts
- Collared shirts
- Khakis
- Denim jeans
- Capri pants
- Company logo wear (unaltered)
- Dresses, skirts, or shorts (mid-thigh or longer)
- Casual shoes, including clean athletic shoes, that allow you to safely perform your work safely, without creating a slipping or tripping hazard. Closed-toe shoes are required for all staff working on the grounds, in the labs, or on the Facilities team.

### **3. Examples of Inappropriate Dress**

- Dresses, skirts, or shorts (above mid-thigh)
- Halter tops, muscle tees, crop tops, or any top that exposes midriff
- Sweatpants
- Leggings worn as pants (without a top that reaches to mid-thigh or below)
- Tight, revealing, or otherwise inappropriate clothing
- Athletic wear
- Clothing that is ripped, frayed, stained, or messy

Nametags are to be worn at all times and branded Garden clothing must remain unaltered.

Lastly, volunteers and employees, are expected to always practice good personal hygiene. Please respect others’ sensitivities to strong perfumes, lotions, and deodorants. In cases where a medical or religious practice prevents compliance with this policy, you

should notify the Manager of Volunteer Programs immediately so that accommodation may be considered.

If you have any questions about our dress code, don't hesitate to reach out to your supervisor or HR. It's always OK to ask!

## Unlawful Harassment

The Santa Barbara Botanic Garden is committed to providing a work environment free of unlawful harassment. The Garden strictly prohibits all forms of unlawful harassment, which is harassment directed at a person due to that person's legally protected characteristic, including harassment on the basis of race, religion, creed, color, sex, gender identity, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, marital status, registered domestic partner status, age, pregnancy, protected medical condition including genetic characteristics, disability or any other category protected by federal, State, or local law or ordinance or regulation. The Garden also prohibits unlawful harassment based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. **All such harassment is unlawful.** Upon appropriate investigation, any employee found to have engaged in such harassment will be subject to disciplinary action, up to and including termination.

The Garden's anti-harassment policy applies to all persons involved in the operation of the Garden and prohibits unlawful harassment by any employee of the Garden including supervisors, managers and nonsupervisory employees, as well as vendors, visitors, suppliers, volunteers, independent contractors and any other persons doing business with the Garden. In addition, the Garden prohibits its Board members, vendors, visitors, suppliers, volunteers, independent contractors and any other persons doing business with the Garden from harassing any person. The Garden also prohibits unlawful harassment based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics mentioned above.

### Examples of Prohibited Sexual Harassment:

Sexual harassment includes a broad spectrum of conduct including harassment directed at a person due to their gender, transgender, and sexual orientation (meaning one's heterosexuality, homosexuality, or bisexuality), or conduct that is offensive to such persons due to its content. By way of illustration only, and not limitation, some examples of unlawful and unacceptable behavior include:

- Unwanted sexual advances;
- Offering an employment benefit (such as a raise or promotion or assistance with one's career) in exchange for sexual favors, or threatening an employment detriment (such as termination, demotion, or disciplinary action) for an employee's failure to engage in sexual activity;
- Visual conduct, such as leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons or posters;
- Verbal sexual advances, propositions, requests or comments;
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations;

- Physical conduct, such as touching, assault, impeding or blocking movement; Santa Barbara Botanic Garden Employee Handbook 4 Rev. September 2024
- Physical or verbal abuse concerning an individual's actual sex or the perception of the individual's sex; and
- Verbal abuse concerning a person's characteristics such as vocal pitch, facial hair or the size or shape of a person's body, including remarks that a male is too feminine, or a woman is too masculine.

### **Examples of What Constitutes Prohibited Harassment:**

In addition to the examples of sexual harassment above, the Garden strictly prohibits harassment based on any other protected characteristic, such as race, religion, creed, color, sex, gender identity, sexual orientation, national origin, ancestry, citizenship status, uniform service member status, marital status, registered domestic partner status, age, pregnancy, protected medical condition including genetic characteristics, disability or any other category protected by federal, State, or local law or ordinance or regulation. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

By way of illustration only, and not limitation, prohibited harassment concerning these protected characteristics includes:

- Slurs, epithets, and any other offensive remarks;
- Jokes, whether written, verbal, or electronic; • threats, intimidation, and other menacing behavior;
- Other verbal, graphic, or physical conduct; and
- Other conduct predicated upon one or more of the protected categories identified in this policy.

If you have any questions about what constitutes harassing behavior, ask your supervisor or another member of management.

## **What Should You Do If You Feel You Are or Have Been Harassed**

If you feel that you are being harassed by another employee, supervisor, manager or third-party doing business with the Garden, you must immediately contact Human Resources. In addition, if you observe harassment by another employee, supervisor, manager or non-employee, please report the incident immediately to Human Resources. Appropriate action will also be taken in response to violation of this policy by any non-employee.

Your notification of the problem is essential to us. We cannot help resolve a harassment problem unless we know about it. Therefore, it is your responsibility to bring your concerns and/or problems to our attention so that we can take whatever steps are necessary to address the situation. The Garden takes all complaints of unlawful harassment seriously and will not penalize you or retaliate against you in any way for reporting a harassment problem in good faith.

All complaints of unlawful harassment that are reported to management will be investigated as promptly as possible, and corrective action will be taken where warranted. The Garden requires employees to fully participate in internal investigations and the internal complaint procedure. All complaints of unlawful harassment which are reported to management will be treated with as much confidentiality as possible, consistent with the need to conduct an adequate investigation.

If the Garden determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Garden to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination. A Garden representative will advise all parties concerned of the results of the investigation. The Garden will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Garden encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved. You also should be aware that the US Santa Barbara Botanic Garden Employee Handbook 5 Rev. September 2024 Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book. Additional information is available on the agencies' websites at [www.EEOC.gov](http://www.EEOC.gov) and [www.DFEH.ca.gov](http://www.DFEH.ca.gov).

## **12 Topics to Avoid at Work**

### **1. Religion and Politics**

Because religious beliefs are so deeply personal, it's possible to unintentionally overlook the diversity of perspectives. Political beliefs can stir intense emotions and create divisions even among close friends and family. Avoiding religious and political conversations fosters a respectful and inclusive work environment.

### **2. Race, Ethnicity, and Gender**

Avoid reinforcing biases or stereotypes by discussing race, ethnicity, and gender at work. Stick to conversations that celebrate your shared goals and achievements. You can always save deeper cultural or identity chats for the right time and place.

### **4. Sex, Drugs, and Controversial Hobbies/Involvements**

It's important to remember that everyone has different comfort levels regarding sensitive topics like sex and drugs, and personal involvements. Make sure your conversations are professional and conducive to a positive work environment. Discussions about rock n' roll are encouraged, however!

### **6. Relationship and Family Issues, Child-Rearing Practices, and Health Problems**

Sometimes personal matters can affect work relationships. Avoid oversharing personal issues with colleagues unless you have a close friendship and are comfortable discussing offline.

### **8. Money and Expensive Purchases**

Sharing personal finances may cause envy, pity, or discomfort among colleagues and lead to unsolicited advice or judgments. It's essential to be mindful of others' financial situations when sharing news of extravagant buys.

### **11. Job Frustrations**

It's common to experience workplace frustrations from tasks, coworkers, or managers. Address genuine concerns constructively by meeting with your supervisor; try not to act impulsively. Choose the right time, place, and method to address concerns.

### **12. Gossip**

While gossip is part of human nature, it can damage relationships; harmful rumors spread easily. Try your best to focus on the good at among colleagues.

## **5 Professional Behaviors**

### **1. Honesty and Respect**

It's okay to make mistakes and own up to them, too. Examples of respect in the workplace include giving coworkers at every level your attention, listening to their opinions, and conversing with kindness. Don't hesitate to report misconduct or violations to the volunteer manager or your staff contact.

### **2. Meetings**

While the unexpected can always happen, please try to be on time to meetings. Avoid talking over people in meetings and give everyone the opportunity to share.

### **3. Communication**

Speak to others as you would face-to-face. Pause before sending emotional emails to ensure clarity and professionalism.

### **4. Time Management and Workload**

Take breaks when needed and don't overwork yourself! Plan your workload and if you feel overwhelmed, please reach out to your staff contact or the volunteer manager.

### **5. Safety**

Report hazards immediately. You can find our safety procedures in the Red Binders in the upstairs PCC mailboxes, entrance kiosk, and main office on the west side of the Garden.

## Volunteer Handbook Acknowledgement

This is to acknowledge that I have received a copy of and have reviewed Santa Barbara Botanic Garden Volunteer Handbook and understand that it sets forth the obligations of my volunteer service with Santa Barbara Botanic Garden. I understand and agree that it is my responsibility to read and familiarize myself with the rules, policies and standards set forth in the Volunteer Handbook and I agree to comply with all policies and procedures. I understand I should consult my supervisor or **Volunteer Programs Manager** regarding any questions not answered in the Volunteer Handbook.

Volunteer (signature) \_\_\_\_\_ Date \_\_\_\_\_

Volunteer (name printed) \_\_\_\_\_