



LONGWOOD
GARDENS

Volunteer Program Information Manual

October 22, 2012

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SUMMARY OF KEY INFORMATION FOR VOLUNTEERS

Volunteers should be dependable and arrive on time to their scheduled position.

Volunteers are responsible for the accurate and timely submission of hours worked excluding travel time to/from Longwood.

Volunteers must familiarize themselves with Longwood Gardens' health and safety policies and procedures. In cases of emergency:

- Do not administer first aid
- Contact the nearest staff member
- Notify Security at extension 5222 or radio channel 1.
- Do Not Call 911 (This will delay response)

The Longwood Gardens telephone number is 610-388-1000. Important contact extensions for information are:

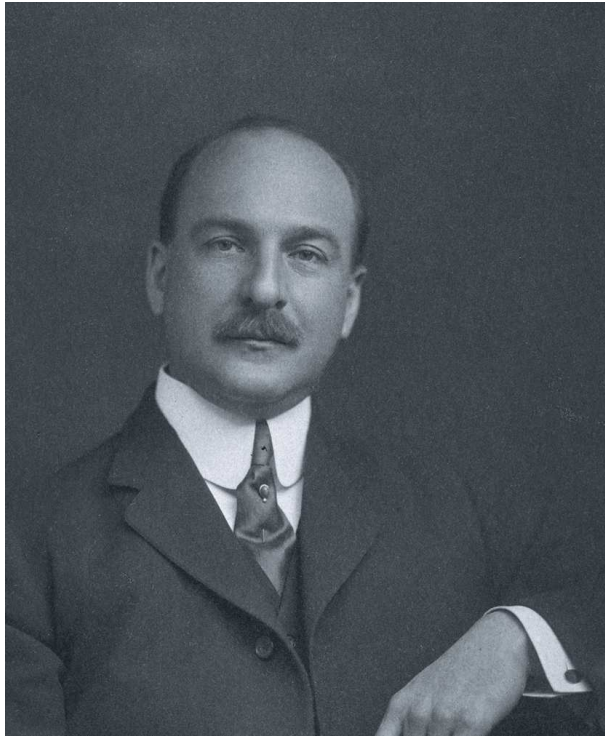
- Visitor Center Information Desk at 5206
- Security (non-emergency) at 5310
- Volunteer Coordinator at 5329

Volunteers should wear their name badges while performing their duties.

Volunteers are highly encouraged to participate in training and educational programs offered throughout the year.

Volunteers should monitor the Longwood Gardens' website, www.longwoodgardens.org, to keep apprised of upcoming events.

Volunteers are encouraged to interact with staff, other Volunteers, and the Volunteer Coordinator to create new opportunities.



**Pierre S. du Pont
(1870-1954)**

LONGWOOD GARDENS MISSION STATEMENT

Longwood Gardens is the living legacy of Pierre S. du Pont, inspiring people through excellence in garden design, horticulture, education and the arts.

VISION

Longwood Gardens is one of the great gardens of the world.

We strive for innovation in horticulture and display.

We present the arts in an unparalleled setting to bring pleasure and inspire the imagination of our guests.

We contribute to society through excellent and diverse education programs, horticultural research, environmental stewardship, and cultural and community engagement.

LONGWOOD GARDENS CORE VALUES

Excellence

We continue Pierre S. du Pont's passion for excellence through innovation, creativity, experimentation, and professional development.

Professional Leadership

The advancement of public horticulture is central to our role as a global leader in our field. We actively share intellectual capital, provide mentorship and embrace collaboration.

Fiscal Alignment

Our sound governance and financial practices support our mission and vision while ensuring that Longwood thrives in perpetuity.

Stewardship

We are committed to conservation and sustainable practices.

Community Engagement

We strive to ensure that we are relevant, accessible and welcoming to everyone.

INSTITUTIONAL GOALS: FY 2010-2015

Evolve the organizational and financial structures:

- To ensure that Longwood Gardens achieves its mission.
- Achieve an extraordinary guest experience.
- Develop a curatorial voice and program plan to create a cohesive experience.
- Help establish innovative environmental stewardship practices for public gardens.
- Expand learning opportunities and share intellectual capital with the world.

LONGWOOD'S DEPARTMENTS

- **Director's Office**
 - Longwood Gardens Board of Trustees
 - Longwood Gardens Trustee Advisory Committee
 - Longwood Gardens Visiting Committee
 - Longwood Graduate Program in Public Horticulture
- **Education**
 - Continuing Education
 - Undergraduate Student Programs
 - Library and Archives
 - School & Youth (K-12) Programs
 - Photography
- **Guest Services**
 - Ticketing
 - Security and Visitor Services
 - Performing Arts
 - Visitor Education
 - Custodial
- **Administration**
 - Accounting
 - Information Technology
 - Human Resources & Risk Management
 - Volunteer Program
 - Safety Organization
- **Horticulture**
 - Display
 - Grounds
 - Plant Health Care
 - Research & Production
- **Maintenance**
 - Carpentry/Finishes
 - Operations
 - Power
 - Maintenance Planning
- **Marketing & Public Relations**
 - Group Sales
 - Public Relations
 - Graphic Design

THE VOLUNTEER EXPERIENCE

ORIENTATION AND TRAINING

General Orientation

Volunteers are required to attend an In-service Orientation session featuring an overview of Longwood's operations, history, mission, and organizational culture. The sessions lasting less than two hours will be scheduled on an as required basis.

Specialized On-the-Job Training

As a volunteer, your supervisor or team will provide specialized on-the-job training which will give you the skills and knowledge you will need to perform your assignment safely and effectively. This training includes an explanation of safety policies, procedures, and equipment you will be required to follow or use for their specific position.

PERFORMANCE

Your individual work performance is important to the success of the organization. Individuals who accept a volunteer position at Longwood assume the responsibilities that go along with the position.

The Longwood staff supervisor, team sponsor, or team will be your primary support while you are assigned to a particular area. Longwood encourages the supervisor/sponsor/team and you to discuss suggestions, problems, solutions, and other factors concerning your work together.

In instances where the supervisor/sponsor/team and you need assistance addressing particular concerns, any of the parties should at all times feel comfortable contacting the Volunteer Coordinator directly. Longwood's goal is to provide you and the supervisor/sponsor/team with the support which will enable you to complete the work in which you are involved. Anyone can initiate a discussion to redefine or further develop a volunteer position description or a volunteer activity.

When appropriate, the Volunteer Coordinator may initiate actions following a discussion with the volunteer and the supervisor. These actions may include:

- Clarification of a volunteer job description and responsibilities
- Additional training for the volunteer and/or supervisor
- Reassignment of the volunteer to a new position
- Termination of a volunteer from service to Longwood

VISITOR INTERACTION

As a volunteer, like all other staff, you are Longwood's *Goodwill Ambassadors* each and every time you interact with a guest visiting Longwood. Your pleasant and polite attitude and conduct are essential in maintaining Longwood's practice of viewing any visitor as a "special guest" of Longwood Gardens whenever they visit the Gardens.

ETHICS

The integrity of Longwood Gardens is reflected by the actions of its volunteers. All volunteers are expected to act in the best interest of Longwood. In order to maintain high ethical standards, every action of every volunteer must be honest and fair.

SAFETY

Longwood's safety philosophy is: All Accidents Are Preventable. A copy of the **Longwood Safety Manual** is available through the Volunteer Coordinator, Staff Supervisor, and in the Library. As a volunteer, you, like Longwood Staff, are expected to:

- Comply fully with all safety and health policies in Longwood's Safety Manual
- Avoid accidents of all kinds by promoting safe working conditions
- Take all reasonable care while performing their work duties
- Use proper safety and personal protective equipment to perform assigned work
- Attend work area safety meetings when possible
- Immediately report to their Supervisor and Security all incidents
- Direct any health and safety suggestions or concerns to their Supervisor or the Volunteer Coordinator

Emergencies

In case of emergency, you should follow the multi-colored **Emergency Procedures** posted in each work area. When confronted with any situation appearing to be an emergency, you should immediately contact Security by telephone at extension 5222. You should notify any staff in proximity, utilizing their radio to call Security on channel 1. Do not call 911. This delays the response.

Personal Protective Equipment

Longwood Gardens will provide personal protective equipment at no cost to you when your responsibility requires it. Such equipment includes hard hats, respirators, hearing protection, gloves, Tyvek suits, raingear, coveralls, rubber footwear, and non-prescription safety glasses. Other safety equipment required by law will be provided as needed. All equipment remains the

the property of Longwood and should remain at the Gardens at all times. Equipment will be issued as needed and must be returned to the supervisor at the end of the workday. Check with the supervisor/team leader about safety equipment needed prior to starting any assigned task.

Safety Eyeglasses

Longwood requires all staff to wear safety eyeglasses with side shields attached in designated areas when performing certain tasks. Your supervisor will issue safety glasses if required for the job. If you wear prescription lenses, you can be issued safety glasses or goggles to fit over your eyeglasses.

Safety Shoes

Longwood requires all staff to wear safety shoes in certain areas and for certain jobs. Longwood can provide guidance on purchasing safety shoes which comply with standards set by Longwood's Safety & Health Committee. Safety shoes may be purchased at most shoe outlets, including the following area stores specializing in safety shoes.

- Lehigh Valley Safety, 1 F. King Avenue, New Castle, DE, 302-323-9166
 - Red Wing Shoe Store, 112 Astro Shopping Center, Newark, DE, 302-733-0622
 - Saf-Gard Safety Shoe, 2222 Hessler Blvd., New Castle, DE 19720, 302-654-1090
 - Red Wing Shoe Store, 511 Baltimore Pike, Springfield, PA 610-544-1664
 - Sears, J.C. Penney, Walmart, K-Mart, or other discount type department stores
- For an excellent source for safety shoes go to: <http://www.oshatoes.com/>

VOLUNTEER SAFETY and MEDICAL COVERAGE

As a volunteer, Longwood does provide you with medical coverage if you suffer an injury or illness while volunteering at Longwood Gardens. If you are injured or become ill, whether seriously or not, while on the job, you must report such illness/injury immediately to your staff supervisor, who will then complete an incident report. You must be treated by a physician within 90 days of the date of the accident that caused the injury or illness for Longwood's coverage to apply. This benefit is payable up to \$25,000 per accident.

RECORDS OF VOLUNTEER HOURS

In order for Longwood Gardens to keep its tax exempt not-for-profit organizational status, hours provided by volunteers must be recorded and submitted upon request to the Commonwealth of Pennsylvania. The record of Volunteer hours is a measureable demonstration of the involvement of the community in Longwood's organizational activities.

The Volunteer Coordinator maintains a record of all volunteers' names, contact information, emergency contacts, start dates, hours of services, special skills, interests, training, recognition,

and work experience. You should be diligent in providing an accurate and timely submission of any relevant changes of your contact information to the Volunteer Coordinator.

While you are volunteering, Longwood requests you to keep a record of your work time. After each work experience, you should record the date and number of hours. This can be done on a Volunteer Hours Record Sheet available from the Volunteer Coordinator or on a sheet provided by the work supervisor, team coordinator, or located at a particular work site. The hours recorded may include hours of work performed at home or on travel on Longwood business. Travel time to and from Longwood for work performed at Longwood is not included as work hours. In some cases, your staff supervisor will review and sign the Volunteer Hours Record Sheet and forwards it to the Volunteer Coordinator. Volunteers in the Coordinator's office enter the hours into the master spreadsheet. You may also email your volunteer hours directly to the Volunteer Coordinator at: skutyla@longwoodgardens.org.

A volunteer must work a minimum of 30 hours each year to remain an active member of the Volunteer Program. There are additional minimum hour requirements for certain areas.

LEARNING OPPORTUNITIES

Being a volunteer at Longwood Gardens offers many opportunities for the you and Longwood staff. You will learn by your continuing experience with Longwood displays, programs, and activities. In turn, you add new skill and experience to the organization. Longwood Staff will interact with you on the job and benefit both professionally and personally by learning and sharing skills, ideas, and unique backgrounds.

As an active volunteer, you may enjoy access to Longwood's extensive horticultural reference library, including borrowing privileges under your own name. To take advantage of this opportunity, you should visit the library, and meet with one of the library staff, who will then set up your individual account in the system. You will then be able to borrow books and other media. The Library contains over 24,000 books and 400 circulated periodicals relating to the field of horticulture and gardening. Library hours are 8 am - 5 pm, Monday through Friday.

As an active volunteer, you will also receive Longwood's quarterly newsletter, the *Longwood Chimes*. The newsletter is mailed to full- and part-time staff, retirees, volunteers, former students, and various committee members. You have the opportunity to contribute articles and photographs to the newsletter, and may also assist the editor as a copy editor and proof reader.

As an active volunteer, you are also eligible for reduced fees for Longwood's Continuing Education courses. You may enroll on a space-available basis at a rate up to 90% of the published, non-garden pass member price. For enrollment in any 6 week plant science or plant identification course, you will pay a \$49 flat fee (3 week \$35), which is much less than the 50% rate. If you are interested in enrolling in a continuing education course, fill out and send in a completed registration form from the Continuing Education Catalog to the Continuing Education Registrar. Indicate on the form that you are an active volunteer, and the Registrar will verify your current active status and apply the discount to the course fee. Please realize the course may fill with students paying the full fee and discounted enrollees will not be accepted.

GARDENS ADMISSION

As an active volunteer, you will receive free admission to Longwood Gardens during your tenure of service. You should arrive through the Visitor Center entrance and present your Volunteer Identification Card when visiting the Gardens during non-work hours.

As an active Volunteer, you will receive ten (10) complimentary admission tickets to Longwood Gardens each year. These tickets may be used to bring guests on visits to Longwood. The Volunteer Coordinator mails the complimentary admission tickets to active Volunteers.

TERRACE RESTAURANT

As an active volunteer, you will receive the following discounts at the Terrace Restaurant when purchasing food and drink:

- Café – 50% discount during **all hours of operation**
- 1906 (Full Service Restaurant) – 10% discount during **all hours of operation**
- Special Buffets – You will receive the Garden Pass holder rate

To receive the discount, please show your Longwood Gardens Volunteer Identification Card to the cashier or server.

LONGWOOD SHIRT SHOP

As an active volunteer, you may purchase Longwood clothing items at the Longwood Shirt Shop located in the lower level of the building adjacent to the Peirce-du Pont House. Items in this shop are available for purchase only by Longwood employees, students, and volunteers, and are not available to the public. The shop's hours of operation are posted on Longwood bulletin boards and sent by email. The Shop accepts cash or check only.

TRANSFERS, ADDITIONAL POSITIONS, RESIGNATION

If you wish to transfer to a new volunteer position, you should first discuss the change with your supervisor. If the change is within the same work area, your supervisor may contact the Volunteer Coordinator who will change your records as needed. If you wish to change to a position in a different work area, you should contact the Volunteer Coordinator to discuss available positions.

The Volunteer Coordinator maintains a file of Volunteer Position Descriptions. These descriptions include available temporary, annual, and periodic positions. While you are volunteering in one area, you may want to add another position to your schedule. This can increase your experience in the organization and add to your interaction with Longwood staff and visitors to the Gardens.

You may take a leave of absence or terminate your service to Longwood at any time by notifying your supervisor or the Volunteer Coordinator. If possible, the Volunteer Coordinator will wish to conduct an exit interview with you because your feedback on the position and program is critical to maintaining a high quality program.

In particular cases, the Volunteer Coordinator may be obliged to terminate an individual from volunteer service at Longwood. This may be done for any one of the following reasons:

- Continued unsatisfactory performance
- Gross misconduct or illegal activity
- Continued failure or inability to fulfill the commitments required by the position
- The position is no longer required

VOLUNTEER WORK AREAS, OPPORTUNITIES, & TEAMS

Volunteers work in all of Longwood's six departments: Horticulture, Education, Administration, Guest Services, Marketing, and Maintenance. Opportunities open to volunteers include:

Gardening and Horticulture	Visitor Interaction
Continuing Education	Library & Archives
Research	Pest Management
Information Technology	Office, Typing, Data Management
Housing & Building Maintenance	Photography

Many Longwood Volunteers work together on self-managed teams, combining their skills to provide leadership for projects from start to finish. Examples include

:

Managed Meadow	Phenology	Quilting
Birding Volunteers	Children's Garden	Tree Evaluation
Bluebird Project	Volunteer Orientation	Language Translation
Docent Program	Spring Bulbs	Guest Information
Greenhouse Production	Garden Railway	Student/Tenant Housing
Christmas Display	Garden Highlights	Horticulture Information

ORGANIZATIONAL POLICIES AND PROCEDURES

As a volunteer, you will be asked to comply with Longwood's policies, procedures, and programs during your time of service. You should contact the Volunteer Coordinator to discuss any questions concerning these policies and procedures.

Appearance

You should maintain a neat and presentable appearance while at Longwood or while representing Longwood in the community. Uniforms may be provided for some volunteer positions, and although there is no specific dress code, you should dress in a business casual manner when at Longwood. This will avoid the most casual t-shirts, tank tops, halter tops, etc. Shorts may be worn, but this would not include cut offs or gym shorts. If you are working in a gardening position and some other areas, you will be required to wear safety shoes. Otherwise, you should wear proper shoes and avoid the most casual footwear, such as flip flops.

Discrimination/Harassment

Longwood Gardens is committed to the principles of nondiscrimination and equal opportunity for all individuals. Longwood does not tolerate any form of harassment or discriminations on any basis or in any situation.

Driving Longwood Vehicles

Any volunteer assigned to drive Longwood-owned or leased vehicles must have a valid driver's license and obey all traffic laws. Supervisors must contact the Human Resources Office to request prior authorization for a volunteer to operate Longwood-owned or leased vehicles. Insurance regulations require Longwood Gardens to obtain a motor vehicle report on anyone driving a Longwood vehicle. Volunteers are responsible for maintaining a valid driver's license and for operating any vehicle in a safe, responsible manner. Volunteers must follow the guidelines of Longwood's Vehicle Operation Policy in the Employee Safety Manual.

Safety training and a valid driver's license are required before a volunteer may drive any off-road vehicle, such as a Cushman. Vehicles, such as a Forklift and High Ranger, require completion of specific training courses before a volunteer or any staff is allowed to operate them.

Electronic Communications

The use of Longwood Gardens' communications system (including telephone, voice mail, fax, pager, radio, e-mail, and the computer network service) is intended for business purposes only. There is no expectation of privacy with respect to the use of Longwood equipment or with the

transmission, receipt, or storage of information in this equipment. Use of Longwood's communications systems shall be consistent with Longwood's Mission and Principles and with Longwood Gardens' Electronic Communications Policy. You will be required to sign the policy during the placement meeting, and will receive a copy at that time.

Parking

You may park your vehicle in the Visitor Center parking lot while you are working at Longwood. Volunteers may also park in the staff parking lots west of the Conservatory and the parking lot adjacent to the Research/Production Facility. To access these parking lots, volunteers arrive through the Business Entrance off of Conservatory Road. You will be issued an orange identification sticker which you will attach to the backside of the rear-view mirror of your vehicle.

Publications/Lectures/Images

You are encouraged to use your skills to write for publications and to present lectures on Longwood related topics. If you wish to engage in such activities, you should contact the Volunteer Coordinator in advance for approval. The Volunteer Coordinator must approve the purchase of film, tape, and similar supplies. All original work created for Longwood and fixed or recorded in any form, electronic or otherwise, including all copyright rights in such work, is owned by the Gardens. Such original work includes but is not limited to text, sounds and images (such as on slides, photographs, digital or analog memory devices and/or videotape).

Recycling Program

Volunteers should be aware of Longwood's commitment to the principles of waste management which includes: reuse, recycle, and reduce. Recycling containers are located throughout the Gardens and in buildings and offices.

Restricted Activities

The following activities are forbidden at Longwood Gardens to protect the safety of volunteers, employees, visitors, and contractors.

- Use, possession, or distribution of alcohol or controlled substances
- Possession or use of firearms or other dangerous weapons
- Use of audio headsets for recreational purposes during work time
- Use of unauthorized motor vehicles
- Sale of materials produced by outside organizations
- Solicitation for support or promotion of any cause or organization
- Distribution or circulation of any written or printed material
- Sale of products or personal property

- Use of tripods for photography without a permit
- Having pets on Longwood premises

Right of Inspection

Longwood Gardens intends to provide a safe, secure, and healthy work environment.

Accordingly, it may be necessary to inspect desks, lockers, vehicles, packages, clothing, purses and handbags, and other portable possessions without prior notice. You agree to be bound by this policy by accepting and continuing in service with Longwood.

Smoking

All Longwood staff, including Volunteers, are prohibited from smoking on Longwood premises while on duty. Smoking is not allowed in any building or enclosed area.