

Waterfront Botanical Gardens “Garden Guide” (Docent) Program Policies

The WBG Garden Guides will serve as an essential part of the daily operations of the botanical gardens once they officially open to the public in October. We are seeking dependable, committed individuals who are willing and able to help us educate and inspire our guests and ensure that they have a positive garden experience.

Garden Hours:

Spring/Summer/Fall Hours (Mar 1 - Nov 30)

Monday: closed

Tuesday: closed

Wednesday: 10am-4pm

Thursday: 10am-7pm

Friday: 10am-4pm

Saturday: 10am-4pm

Sunday: 12-4pm

Winter Hours (Dec 1-Feb 29)

Monday: closed

Tuesday: closed

Wednesday: closed

Thursday: closed

Friday: 10am-4pm

Saturday: 10am-4pm

Sunday: 12-4pm

Education

- Garden Guides must complete the full training program

Fall 2019 Schedule

- o **W. 9/4, 6-7:30pm** – History of the WBG site and surrounding neighborhood
- o **Th. 9/12, 6-7:30pm** – History of the organization, 1996-present
- o **Sat. 9/21, 1-2:30pm** – History of the Master Plan and Construction Phases, Looking ahead
- o **T. 9/24, 6-8pm** – Plantings of Phase 1
- o **W. 10/2, 6-8pm** - Makeup day and Graduation (if you don't need to make up any units, please arrive at 7pm for the graduation)

** Food will be provided during sessions

*** All training sessions include guide practice

- If you miss a class, you are required to make up its content on the designated makeup day (10/2). If you miss more than one class, you will not be an approved Garden Guide in the current graduating class, but may do the training again at a future time when you are able to commit to the full training schedule
- In order to stay current, Garden Guides must attend quarterly knowledge refresher courses and get project updates, on both the project at large, as well as the new plantings, as they are rotated seasonally

Working as a WBG Garden Guide

General

- Garden Guides will be needed during the hours of operation to show guests around the property and give tours to groups
- Shifts will be two (up to two and a half) hours each
- Scheduling will be available on weekly, monthly, or individual basis
- Garden Guides must remain for the duration of their shift, unless there is an emergency (natural, personal, etc) or unless otherwise released by WBG staff
- Garden Guides will sign in using the “Garden Guide Sign-In Binder” located in the Graeser Family Education Center’s prep kitchen

Accountability

- Since this is a very specialized group of volunteers, Garden Guides will have access to fellow guides’ contact information. In the event of an emergency or known absence, guides may use this information to try to find a replacement within the group. If a replacement cannot be found, WBG (Allison) must be notified ASAP
- If a Garden Guide accrues three no-call, no-show absences, they will be relieved of their responsibilities. If they wish to return as a guide in the future, they will be required to go through the full training program again

Conduct

- Garden Guides will maintain a professional image and friendly, nondiscriminatory demeanor with both WBG staff and all guests visiting the gardens. Please refrain from commentary on religion, politics, sexuality, or other topics that could create tension or cause discomfort for guests
- Garden Guides will stress proper garden etiquette to guests when and if necessary (no walking in the planting beds, no picking flowers, no climbing on structures, no smoking or vaping, no littering, etc)

- If a guest is behaving disruptively, not following rules, or creating a threatening environment for other guests, Garden Guides may dismiss that individual from the gardens. Onsite WBG staff and/or appropriate emergency personnel should also be notified, if necessary.

Attire

- Garden Guides will wear their assigned WBG Garden Guide shirt and nametag when working shifts. This shirt will be available for purchase. If a guide does not wish to purchase it, they must return it at the end of their time as a Garden Guide.
- Garden Guides will dress appropriately for the day's weather (hats and sunscreen in the summer, warm attire in the fall and winter months, etc), as most of their duties take place outdoors
- It will be at the Garden Guide's discretion whether they wish to wear pants, shorts, a skirt, skort, etc. Fingertip length is a good rule of thumb for any shorter hemlines.
- Garden Guides must not have any offensive, derogatory, or otherwise inflammatory images or statements on their clothing

Emergencies

- If an issue arises while on a tour, Garden Guides should notify any onsite WBG staff in order to resolve the issue as quickly as possible
- If a serious medical emergency occurs while on a tour, Garden Guides should call 911.
 - o There will be an opportunity for guides to take an optional but encouraged CPR training class, in addition to the other modules in the training program
- In case of inclement weather, WBG will communicate the proper course of action to the day's scheduled Garden Guides

Contact at WBG

For more information or if you have any questions regarding the program, please contact:

Allison Whitehouse, awhitehouse@waterfrontgardens.org

Or

info@waterfrontgardens.org

(502) 276-5404