

Waterfront Botanical Gardens “Garden Guide” Program Policies

The WBG Garden Guides will serve as an essential part of the daily operations of the botanical gardens during visiting hours.

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 of Operation:

Regular 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
** The WBG offices (in the River Park condos across the street) are open M-F from 9am-5pm	

Education

- Garden Guides must complete the full training program, whether accelerated or regular/long-form.
- Garden Guides must keep up with the updated information emails and attend periodic refresher/updated info sessions in order to stay current. The dates and times for required refresher sessions will be communicated via email.

Working as a WBG Garden Guide

General

- Garden Guides will be needed during the hours of operation to greet guests, answer their questions, and show them around the property. If needed, they may also need to give small tours. All groups are supposed to contact the WBG office first if they would like a special tour, but people might also show up to the site without notice.
- Individual shifts will be two hours long, and three hours long on Thursdays (our “open late” day of the week from March -November)
- GGs are required to serve at least two shifts per month (4 total hours) during the regular season (March-November) and at least one shift per month (2 total hours) in the off-season (December-February) to maintain “active” status, to move back to “active” from “inactive” status, a GG must repeat training, whether accelerated or long-form.

- Garden Guides must remain for the duration of their shift, unless there is an emergency (natural, personal, etc) or unless otherwise released by a WBG staff member.
- Garden Guides will sign in using the "Garden Guide Sign-In Binder" located in the Graeser Family Education Center's prep kitchen (once we have fully transitioned to VolunteerHub, sign ups and check-in and out will be done through that platform)
- Guides will fill out an incident report in the back of the "Garden Guide Sign-In Binder," in the event that something happens on their shift that needs special documentation
- Please always have your preferred email address up to date and on file with us, as all communications to the group are done via email

Accountability

- Since this is a very specialized group of volunteers, Garden Guides will have the option to add their contact info to a larger Garden Guide contact list that will be shared within the group. 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's Volunteer Manager must be notified ASAP. *No one is permitted to share the contact information of other guides outside of this group.*
- 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 GG in the future, they will be required to go through the full training program again, either accelerated or regular/long-form

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 sculptures, fountains, or other structures, no smoking or vaping, no littering, etc).** WBG's rules are available on the VISIT page of www.waterfrontgardens.org
- If a guest is behaving disruptively, not following the 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.
- During the winter (December – February), it's a good idea to have some kind of solitary, unfussy task on hand (a book, magazine, knitting, etc) in case there is a slow crowd. If any onsite WBG staff need help with a task, you are welcome to assist them, but if a visitor shows up, they take precedence.
- There's no hard and fast rule as to who needs to be where, GGs should just make sure to always pay attention to the visitors. If it's nice out, both Garden Guides can be out on the plaza. Likewise, if it's not so nice out, GGs may stay inside the building and only go outside as needed. There could also be one GG indoors and one outdoors on the plaza.
- While we want our GGs to know and be friendly with one another, please limit conversations between each other while on duty if there are guests that need attention.

- At minimum, say hello to guests and tell them you're there to answer any questions they may have. If a visitor does not seem interested in being talked to, as long as they're not doing anything dangerous or illegal, just leave them be.
- If the building or grounds are being rented or used for a workshop, class, or other event, please do not disturb that activity and try to keep visitors out of the way of whatever is going on (unless they are supposed to be a part of it)

Attire

- Garden Guides will wear their assigned WBG Garden Guide button, shirt, and nametag when working shifts. Hats will be available, but optional. Official shirts and hats will be available for purchase. If you do not wish to, or for whatever reason cannot purchase the official GG shirt, then please wear any green, yellow, floral, or other WBG gear that you do have while working.
- Garden Guides should dress appropriately for the day's weather (hats and sunscreen in the summer, warm attire in the fall and winter months, etc)
- 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 duty, Garden Guides should notify any onsite WBG staff in order to resolve the issue as quickly as possible. *There should always be at least ONE WBG staff member on site at all times.*
- If a serious medical emergency occurs while on duty, Garden Guides should call 911.
 - o THE ADDRESS OF THE GRAESER FAMILY EDUCATION CENTER IS: **1435 FRANKFORT AVE, 40206**
- 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

ACKNOWLEDGEMENT OF GARDEN GUIDE POLICIES

I acknowledge that I have read and understand the policies for volunteering as a WBG Garden Guide.

(Signature)

(Date)

(Name – please print)