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**:**

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| **Regular Hours (Mar 1 – Oct 31)**  Monday: closed  Tuesday: closed  Wednesday: 10am-4pm  Thursday: 10am-7pm  Friday: 10am-4pm  Saturday: 10am-4pm  Sunday: 12-4pm | Winter Hours (Nov 1-Feb 28/29)  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 all units in the training program.
* Garden Guides must keep up with the information update emails and attend periodic refresher/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. In the event of private tours, all groups are supposed to contact the WBG office first to reserve one (they cost money).
* Individual GG shifts will be two hours long, and three hours long on Thursdays (our “open late” day of the week from March - October)
* GGs are required to serve at least two shifts per month (4 total hours) during the regular season (March-October) and at least one shift per month (2 total hours) in the off-season (November-February) to maintain “active” status, to move back to “active” from “inactive” status, a GG must repeat training.
* 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 check in with Dan when they arrive for their shift. Dan will then notify me, and I will approve hours in the database.
* Guides will notify any onsite WBG staff of incidents that need reporting.
* 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, WBGs Adult Engagement 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.

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 grounds 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 priority.
* GGs should make sure to always pay attention to the visitors. If it’s nice outside, both Garden Guides can be out on the plaza. Likewise, if it’s not so nice out, GGs may stay inside the building lobby area and only go outside as needed (with COVID, please make sure to temperature check and sign the log in the main room of the Graeser). There’s also a space down at the Beargrass Creek Gate that needs attending.
* 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/or apron, and nametag when working shifts. Hats will be available, but optional. Official shirts, aprons, and hats will be available for purchase. The aprons can also be borrowed and returned at the end of a shift rather than purchased, should you prefer not to buy one.
* 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. Political statements on clothing are also not permitted while working.

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.
  + 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](mailto:awhitehouse@waterfrontgardens.org)

or

[info@waterfrontgardens.org](mailto: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.

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(Signature) (Date)

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(Name – please print)