

VOLUNTEER HANDBOOK / POLICIES AND PROCEDURES

Welcome to the community of Volunteers at Tohono Chul! This Handbook has been designed with two purposes in mind – as an aid in your initial orientation to Tohono Chul, and as a resource that may contain answers to questions that arise as you perform your job and interact with the public. Either way this Handbook is intended to be used. Please let the Volunteer Coordinator know if you have suggestions for changes to the layout or content of this Handbook that would make it a more useful document.

A central aspect of Tohono Chul's philosophy is that the nature, art and culture of this region of the Southwest are interdependent and interconnected. Tohono Chul recognizes that humans have lived in the Sonoran Desert for thousands of years, and that the unique cultural forms that have developed during that time have been shaped by the character of the region's environment. Similarly, the cultural values of people living in the Sonoran Desert have had a dramatic impact on the region's ecology.

For this reason, each department at Tohono Chul is as representative of Tohono Chul's mission as the next. Hence, it is important that Tohono Chul volunteers know as much as they can about the varied programs and services provided, even if they only work in one department.

The purpose of our New Volunteer Orientations, on-the-job training, and this Handbook is to provide a comprehensive introduction to Tohono Chul and your role as a Volunteer. However, orientations and handbooks are no substitute for your own curiosity and spirit of discovery. As a Tohono Chul Volunteer you have joined an active community with diverse interests. Take the time to explore the various facets of this community and you'll be surprised at all you can learn about the Sonoran Desert, your fellow Volunteers and yourself!

GETTING STARTED

- Volunteer Responsibilities
- Customer Service is Job #1
 - "Cheat Sheet"
- Where should I park and how do I get in?
- What about my name badge?
- Using the Telephone
- When you don't know the answer to a question . . .
- Are my expenses tax-deductible?
- Am I covered by insurance?

SCHEDULING SHIFTS AND TRACKING HOURS

- Email Etiquette
- Volunteer Rewards/Awards

OUT AND ABOUT IN THE PARK

Ground Rules

What do I do in case of an emergency?

Great googly moogly, there's a snake on the path!

INTERPRETIVE SERVICES

A BRIEF HISTORY OF THE PARK

STAFF CONTACT LIST

GETTING STARTED

Visit the **Volunteer FAQs** (Frequently Asked Questions) page for general information on what is expected of Park Volunteers and current Volunteer job descriptions.

VOLUNTEER RESPONSIBILITIES

As a Volunteer, there is a great deal of trust placed in you and your interactions with Staff and the public. As Volunteers may be working with little direct supervision, here are some guidelines as to what is expected of you:

Represent Tohono Chul in a positive manner and serve as a role model for visitors

In their interactions with the public, Volunteers are representing Tohono Chul and as such must do so positively and enthusiastically even when they may disagree with specific policies. Volunteers also set an example of acceptable behavior and are expected to follow all rules. See **Customer Service is Job #1** and **Out and About in the Park.**

Harassment of any kind is not acceptable

Tohono Chul does not tolerate any form of harassment. It is our belief that all volunteers, staff and visitors deserve respect and have the right to work or recreate in an environment free from unwanted, unwelcomed and uninvited behavior that demeans, threatens or offends. This includes but is not limited to mental, physical or sexual harassment that creates a hostile or offensive working environment, and includes harassment on the basis of race, age, national origin, color or disability. Therefore, any volunteer who by remark or behavior is perceived by others as creating a hostile or offensive environment may expect immediate, severe disciplinary action or dismissal for violation of this policy. If any volunteer is the target of harassment, or if a volunteer is observed harassing anyone in any manner, the conduct is to be reported to the Volunteer/Docent Coordinator and the Director of Education and Visitor Services.

Disciplinary Action

It is the policy of Tohono Chul that all volunteers are expected to comply with Tohono Chul's standards of behavior and performance, and that any noncompliance with these standards must be addressed and corrected. Under normal circumstances, Tohono Chul endorses a policy of progressive discipline in which it attempts to provide volunteers with notice of deficiencies and an opportunity to improve. The normal application of progressive discipline is:

If a volunteer is not meeting Tohono Chul's standards of behavior or performance, the volunteer's supervisor will meet with the volunteer to discuss the matter and inform the volunteer of the nature of the problem and the action necessary to correct it.

If there is a second occurrence, the supervisor will hold another meeting with the volunteer and the Volunteer/Docent Coordinator to issue a written reprimand to the volunteer, warning the volunteer that a third incident will result in dismissal.

Respect the confidentiality of the Park

Depending on their job position, Volunteers may have access to sensitive and privileged information concerning Tohono Chul, its staff, members and/or other Volunteers. Any such information MUST be kept in the strictest confidence.

Make a commitment to active service with the Park

After one year of inactivity (no hours logged) you will be considered "inactive" and will no longer be eligible for any of the benefits offered to "active" Volunteers.

Present a reasonable appearance

The dress code is casual, but appropriate to the job and weather. Volunteers working in the Greenhouse or on the Grounds will have a different standard of dress than those working in the offices or Museum Shops. In all areas, trousers/slacks and even walking shorts are acceptable. Please wear your nametag at all times during your shift. Contact the Volunteer Coordinator if you lose your nametag; the first one is free, but there is a fee for a replacement.

Become familiar with Volgistics

Volgistics (aka VicNet) is the on-line volunteer scheduling software used by Tohono Chul. Volgistics can be accessed by you anywhere there is an internet connection, at any time – you will be assigned a log-in and password when you become an active volunteer. All volunteer scheduling is done using Volgistics – if you have a regularly scheduled shift at Tohono Chul, it will appear on your schedule. You are able to add and

remove yourself from the schedule using Volgistics and keep track of your hours. The Volunteer Coordinator will conduct a Volgistics training session at the New Volunteer Orientation and during the Docent class.

Keep status and contact information current

Be sure to inform the Volunteer Coordinator of any changes in your availability status or contact (address, telephone, email) information and make those changes to your profile information in Volgistics. The Volunteer Coordinator maintains a database that includes notes on which jobs you like, when you are in town or on vacation, and when you are available to volunteer.

Track those hours

It is your responsibility to keep track of the hours that you volunteer at Tohono Chul by logging them in Volgistics. There are reasons why these hours are important and they can be used in several ways: when detailing community support in a grant application, to determine the level of activity in various departments, AND accumulated hours determine our annual volunteer awards! Remember, if you don't log any hours for a year, you will automatically lose your status as an active Volunteer.

Enjoy your time as a volunteer!

If you're not having fun, visitors won't either. Please let your staff supervisor know when you are unhappy and talk to the Volunteer Coordinator – it is the only way to begin the process of solving problems.

CUSTOMER SERVICE IS JOB #1

There are no strict guidelines defining good customer service at Tohono Chul. In fact, a prescribed etiquette would actually run contrary to the informal atmosphere that is Tohono Chul's trademark. When interacting with visitors, feel free to relax and be yourself, as long as you keep in mind that your purpose as a Volunteer is to help guests feel welcome and enable them to make the most of their Tohono Chul experience. Keep a copy of the **Customer Service Cheat Sheet** handy for easy reference; it includes answers to many of the questions visitors have about Tohono Chul.

Good customer service includes simple things such as wearing your nametag, keeping informed of upcoming events and knowing the answers to the most asked questions. Be aware that your posture and body language communicate volumes about whether you are genuinely interested in helping a visitor. Please do not ignore arriving visitors, even if you are helping someone else. Greet all visitors and share a smile to let them know that they are welcome and that you are there to help them. If you get involved in an in-depth conversation with a visitor keep in mind that there is a lot to do at Tohono Chul, and they may have a limited amount of time. Make sure that you give visitors opportunities to end conversations gracefully.

Every single person who visits Tohono Chul benefits in one way or another from the work done by our Volunteers. Volunteers are Tohono Chul's link to the public and often make the most enduring impression on visitors; you are the person who presents the philosophy and purpose of Tohono Chul to the public. In fulfilling such an important role, a certain level of service will be expected from you by visitors, other Volunteers and staff.

TOHONO CHUL CUSTOMER SERVICE "CHEAT SHEET"

Hours

- Grounds, Tohono Chul Garden Bistro and Administration: 8:00am-5:00pm, daily
- Exhibit House, Museum Shops and Greenhouse: 9:00am-5:00pm, daily
- Tohono Chul and Bistro Closed: New Year's Day, July 1, Thanksgiving, Christmas
- The Library is open by appointment only – call 742-6455 x 235

Admission

- May – September: Member: Free; Adult (13+): \$8.00; Senior (62+): \$6.00; Active Military: \$4.00; Student (with ID): \$4.00; Children (5-12): \$2.00; Children (under 5): Free
- October – April: Member: Free; Adult (13+): \$10.00; Senior (62+): \$8.00; Active Military: \$5.00; Student (with ID): \$5.00; Children (5-12): \$3.00; Children (under 5): Free
- Groups (10 or more): 10% discount if paying as a group
- School Tours: \$2.00/student (max. 60 students); booked in advance by calling 742-6455 x 235
- Special discounts: members of AAA – 10%; members of AAM or APGA – free

Benefits of Membership

- Free admission and guest passes
- Seasonal e-newsletter (4 times a year) and bi-weekly e-blast of upcoming events
- 10% discount in Museum Shops and Greenhouse; discounts on classes, workshops, concerts and special events
- Access to "members only" events such as the Plant Sale Preview
- Important way of joining the community that supports Tohono Chul
- Visit **Support/Membership** on the website for membership categories, pricing, tax deductible amounts and specific benefits

What Comes with Admission

- Point out to visitors specific areas of interest within Tohono Chul using the Map of Attractions and offer them a copy of the *Happenings* flyer of featured activities.
- Access to the beautiful grounds of Tohono Chul which include plantings of native and arid-adapted species from the Sonoran and Chihuahuan Deserts and similar climates around the world; display/demonstration gardens such as the Desert Palm Oasis, Sonoran Seasons Garden, Desert Living Courtyard and the SIN

AGUA Garden; resident and migratory birds and desert wildlife; signed trails like the Saguaro Discovery Trail, and natural paths; interpretive displays such as the Riparian Habitat and the Geology Wall; and, stunning views of the Arizona Uplands.

- Daily docent-guided tours of the grounds and exhibits; schedules are posted in the newsletter and on the website at tohonochul.org/. Tohono Chul's *Official Guide* is downloadable from <http://tohonochulpark.org/wp-content/uploads/2014/01/WEB2013OfficialGuideNEW.pdf>.
- Access to the Exhibit House with its changing displays of local and regional art, and La Galeria Museum Shop
- Access to the Wells Fargo Foyer Gallery in the Desert Discovery Education Building which features rotating exhibits of pieces from the permanent collection

Facilities

- Restrooms: Tohono Chul Garden Bistro, Children's Ramada, Exhibit House, Education Center
- Drinking fountains: Greenhouse, Children's Ramada, outside the Exhibit House, Education Center, westernmost ramada on the Desert View Trail (bottled water can be purchased in the Museum Shops and Greenhouse)
- Accessibility: grounds, buildings and most trails are ADA-compliant; wheelchairs are available at Admissions

Rentals

- The Performance and Demonstration Gardens, Bistro, Wilson Room and Education Center can be rented for private events from weddings to corporate conferences. For more information check out rental information under [Dine/Rentals](#) on the website or contact the Rentals Coordinator at ext. 221.

Contacting Tohono Chul

- Web site: tohonochul.org
- Telephone: Administration / 742-6455; Bistro / 742-6455, ext 501
- Fax: 797-1213
- Mailing address: Tohono Chul, 7366 N. Paseo del Norte, Tucson, AZ 85704

History (Some Important Dates)

- 1937: Exhibit House built
- 1963: "West House" built (now houses the Tohono Chul Park Tea Room)
- 1968: Richard and Jean Wilson purchase "West House"
- 1979: Wilsons open the Haunted Bookshop (now the Desert Discovery Education Building)
- 1985: 37-acre desert preserve formally dedicated
- 1988: Wilsons' property deeded to non-profit organization, Tohono Chul Park, Inc.
- 1996: 11-acre addition dedicated to Mary Maher

- 1999: Capital Campaign authorized to implement Master Plan
- 2002: La Entrada retail Greenhouse and Desert Discovery Education Center open
- 2004: Saguaro Discovery Trail and Sin Agua Garden open
- 2005: Desert Living Courtyard open
- 2005: Designation as an “Arizona Treasure” by Governor Napolitano
- 2005: Named as an affiliate of the Lady Bird Johnson Wildflower Center
- 2005: Named one Top 22 Secret Gardens by National Geographic Traveler
- 2007: Featured on National Geographic’s Geotourism Mapguide to the Arizona-Sonora Desert Region
- 2008: Named one of the World’s Best Botanical Gardens by Travel+Leisure
- 2010: Park celebrates 25th Anniversary; Sonoran Seasons Garden opens

Other Tohono Chul Offerings

- Classes, workshops and members-only travel ed-ventures are just a few of the regular offerings. The best way to find out about these is the member’s seasonal e-newsletter, *The Desert Corner Journal* and our weekly e-blast, *The Desert Corner Express*. Information is also posted on the website and in the *Happening* flyers available to visitors at Admissions, in the Exhibit House and Education Center.
- Registration for events can be by calling the office at 742-6455 ext. 0 Monday-Friday.
- Bi-annual Plant Sales (March and October) and special events such as Bloom Night (summer), Park After Dark (October) and Holiday Nights (two or three weekends following Thanksgiving). Our annual fundraising event is the Sonoran Spring Celebration held each spring.
- Volunteering opportunities! Give interested visitors one of the Volunteer or Docent information flyers or refer them to this website.

WHERE SHOULD I PARK WHEN VOLUNTEERING AND HOW DO I GET IN?

Volunteers are asked to park in one of two Staff Parking Lots. The first is off Paseo del Norte; proceed past the main entrance to the gate marked “deliveries only.” Continue on the drive past the sign that says “no public access” and park in any of the spaces lining the driveway up to the Exhibit House. If you are working in the La Galeria Museum Shop, access is through the Shop’s delivery door – ring the bell. If you are working in the Exhibit House, access is through the back door to the Exhibits wing – ring the bell. If you are working at the retail Greenhouse or La Fuente Museum Shop, ask your staff supervisor for access directions.

There is also a Staff Parking Lot off Northern Avenue next to the Desert Discovery Education Center for Volunteers working in the Propagation Greenhouse and Docents. The gate into the Park from this lot is locked, so unless you have been issued a key, you will need to make arrangements with staff to let you in.

WHAT ABOUT MY NAME BADGE?

After your paperwork is processed, the Volunteer/Docent Coordinator will order your name badge; this usually takes about a week. When your name badge is ready, the Coordinator will contact you to come to the office to pick it up. Your first magnetic name badge is free of charge; replacements are \$2.00.

USING THE TELEPHONE

Depending on your job duties, your staff supervisor will provide training in the use of the phone system, but here are some basic guidelines. The telephones are to be used only for business related or brief local calls. If a visitor requests the use of a phone, dial the number for them. To access an outside line, lift the receiver and press "9." To answer an incoming call, lift the receiver and you will be automatically connected to the calling party.

Tohono Chul phones are connected to each other via an intercom system. To answer an intercom call, simply speak in a voice loud enough to be picked up by the phone. If you are in a public place, or wish to make the call private, please pick up the receiver. To use the intercom, lift the receiver and dial the extension of the phone in the Park you are trying to reach (a pullout tray under the phone lists extension numbers). Be aware that whenever you dial an extension you are using the intercom system. Everything you say will be heard by anyone in the vicinity of the phone you are calling until someone picks up. Please announce your intercom call by asking for the party you are trying to reach.

When answering an outside call, the standard greeting is "**Good morning (afternoon), Tohono Chul Park.**" If you answer an outside call and it is for someone else you can transfer the call by pressing "**Cnf/Trn,**" dialing the extension of the person being called, and hanging up. Tohono Chul's voicemail system will enable the caller to leave a message if no one is available on the line you have transferred them to.

WHEN YOU DON'T KNOW THE ANSWER TO A QUESTION . . .

- Make sure you understand exactly what the visitor is asking.
- Let them know that you are not sure what the answer to the question is; saying, "I don't know," is OK.
- Try to look up the information using the resources immediately available to you such as asking a staff member who is likely to have access to the information.
- Suggest locations in Tohono Chul where the visitor might find the answers, and, if possible, lead them to that area.
- If all else fails, you can offer to research the question and get back to our guest with an answer by phone.

ARE MY EXPENSES TAX DEDUCTIBLE?

No and Yes. As a Volunteer, you may not deduct the value of your time or services on your income tax return. However, you may deduct any un-reimbursed, out-of-pocket expenses directly related to your volunteer service. Such expenses may include

membership dues, automobile mileage and expenses for gas/oil, bus or cab fare, telephone bills, supplies purchased for special projects, etc. Please check with your tax preparer. Tohono Chul is a qualifying 501c(3) tax-exempt organization.

AM I COVERED BY INSURANCE?

Yes. Tohono Chul Volunteers are covered under a Workers' Compensation policy underwritten by The Hartford. This policy offers accidental medical expense coverage based upon Arizona State law. Except in the case of emergencies, please contact the Director of Financial Services for a list of preferred health care providers if you are seeking treatment due to a work related accident (occurring while serving as a Volunteer at Tohono Chul). If you drive a Park vehicle on Park business, you are covered by the Park's automobile insurance policy; if you drive your own vehicle on Park business you are covered under your own insurance. Employees and Volunteers aiding injured visitors in good faith are covered by the Park's "Good Samaritan" coverage in our liability insurance policy.

SCHEDULING SHIFTS AND TRACKING HOURS

Volunteers are expected to work, on average, 12 hours/month. Volunteers commit to remaining active for at least one year following training. Docents commit to remaining active for at least two years following training. During times of peak activity (February through April) and especially as we prepare for major events, volunteers who are able often contribute many more hours.

Volunteers must be dependable, meeting scheduled commitments. Most opt for a regular weekly assignment; others elect to be substitutes, remaining "on-call" for openings that occur each month due to illness, vacations, etc. During the summer when visitation slows and many seasonal volunteers have left town, we may consolidate shifts and cut back on certain assignments. We are always willing to accommodate volunteer seasonal travel, vacation, and other scheduling issues.

Be proactive! The Volunteer/Docent Coordinator is dealing with literally hundreds of volunteers and schedules that change daily. Check Volgistics regularly — if there are openings you can fill, jump in! If you receive an email asking for help with a project or special event and you are able to assist, jump in! Don't wait for a personal call and plea for your time. Volunteers who fail to log any hours for one year without an authorized leave of absence will be dropped from the Volunteer program. Volunteer benefits are for active Volunteers only.

Please contact your department manager, not the Volunteer/Docent Coordinator, with any short notice cancellations. Once a new month begins, it is the responsibility of staff department heads to replace Volunteers who have canceled. If you must cancel your shift in the retail Greenhouse, one of the Museum Shops or the Entry Desk for the current month, please call your staff manager directly:

La Galeria Museum Shop	Linda Wolfe	742-6455 x213 or x214
La Fuente Museum Shop	Colleen Slater	742-6455 x213 or x225

La Entrada (Greenhouse) Lee Mason 742-6455 x232 or 481-5331
Entry Hall Desk Ben Johnson 742-6455 x218
Contact information for two additional Volunteer areas not scheduled by the Coordinator is:
Propagation Greenhouse Karen Kubara 742-6455 x226
Administration/Office Jeannine Hougland 742-6455 x210

To make an upcoming change in your shift schedule, log in to Volgistics and make the change to your on-line schedule, let the Volunteer Coordinator know of any planned vacation, medical leave, etc. as early as possible (by the middle of the preceding month preferably). Requests for permanent changes in days/times should be directed to the Coordinator.

We ask that you keep track of your volunteer hours and log your monthly totals in Volgistics. Tohono Chul needs to track hours for grant writing purposes where the amount of community involvement, shown by the tremendous number of hours that volunteers donate, can make a big difference. Staff also uses the time spent in various areas of service to look at staffing requirements, and for other administrative needs.

Keeping track is easy for the volunteer and tracking hours is how you earn rewards!

- Log hours in the proper categories – training, travel, Shops, events, etc. If logging travel time, please list in hours and not miles
- Log your monthly totals promptly at the end of each month, or in the first week of the following month
- If you have a question, ask your Volunteer/Docent Coordinator!

EMAIL ETIQUETTE

By far the fastest, easiest, most economical way to communicate with your Volunteer/Docent Coordinator is through email. The Coordinator is responsible for tracking over 300 Volunteers and Docents, their schedules, vacations, contact information, as well as coordinating daily volunteer schedules and special events involving hundreds of additional volunteer hours. We send and receive, without exaggeration, thousands of emails each year. Here's how you can help:

- If your email account is not set up to show your name in the "from" box, PLEASE include a signature block at the end of your message. It's easy to recognize "joewilsonnaz@aol.com," but who is "mystic123"? It saves time if we don't have to go looking through our address books to figure out who we're talking to.
- Include the prior conversation in the email. Often an email response of "Sure, I'll be there", from "mystic123", requires combing back through old emails in order to decipher who is writing and what event or request the response relates to. To set your replies to automatically insert the prior conversation in Microsoft Outlook, click on "Tools", then "Options". Select the "Preferences" tab and click on "E-mail Options". Look for "When replying to a message" and select "Include and indent original message text". That way, when you reply to a message, the original message is included in your reply.

- If you are canceling a shift, be specific about where (e.g. La Galeria or Entry Desk) and when.

VOLUNTEER REWARDS/AWARDS

Each year Tohono Chul recognizes its Volunteers and Docents with an Appreciation Brunch in November. This is our opportunity to award hours pins (for every 500 cumulative hours achieved at Tohono Chul, volunteers receive a commemorative pin; additional pins are awarded at 500 hour increments, and range as high as 6,500 hours, so far!) and to celebrate some very special people that we like to call our Volunteers of the Year. The following rewards are non-transferable and intended for the benefit of the Volunteer receiving them:

Annual Hours Awards

Volunteers who donate more than 100 hours in a year (November 1st to October 31st) receive coupons redeemable for a free guest pass to the Park or \$4.00 towards a scheduled class or lecture. For each additional 50 hours of service, Volunteers receive an additional coupon.

Cumulative Hours Awards:

Once you have reached a cumulative total of 1,000 volunteer hours, you qualify for a 10% discount on the member's price for any workshop or field trip, to a maximum of \$10.00. You will receive a set of coupons with your name on them; simply include the appropriate number of coupons with your registration form. This discount is good for as long as you are an active Volunteer, and coupons will be renewed annually. If you use up your coupons, notify the Volunteer/Docent Coordinator and we'll provide more.

Upon reaching a cumulative total of 2,500 hours, you qualify for an additional 10% discount on purchases in the Museum Shops and Greenhouse in addition to your 10% member discount, for a maximum of 20%. You will be given an ID card with your name on it to be presented at the time of your purchase. This ID card will be renewed annually and is good for as long as you are an active Volunteer.

GROUND RULES

Tohono Chul has established a set of basic rules about behavior on the grounds that apply to all visitors, as well as Volunteers. While you are not obligated to confront someone breaking one of these rules or engaging in other illegal activity, please use your best judgment. If the situation can easily be rectified by your interference, and you feel comfortable approaching the person responsible, politely remind them of the rules. If you are not comfortable approaching the offender, report the transgression to a staff person as soon as possible, providing detailed information about the situation.

- There are only two public entrances to Tohono Chul – the main entrance off Paseo del Norte and the gate from the Education Center parking lot off Northern Avenue. From the main entrance, visitors can enter through Admissions; the gate to the Education Center, however, is to be used by the

public only when special events (lectures, classes, etc.) are taking place in the building, or there is a scheduled rental of the facilities.

- Please stay on marked trails and avoid stepping on trailside plants; desert plants and soils are fragile. For your safety, please do not run in the Park – gravel paths can be slippery.
- Tohono Chul is a living museum. Please do not touch, remove, collect or damage our plants – many are viciously spined while others have fine bristles that can break off under the skin. Other plants may be poisonous – do not eat any plant!
- Bicycles, dogs (except service animals), firearms and smoking are not allowed. Bicycle racks are available at Admissions.
- Be respectful of the site and its animal inhabitants. Quiet will also ensure a greater opportunity to see the resident wildlife. Feeding of wildlife is prohibited.
- Commercial photography is by permit only. Drawing or photography classes also need to make prior arrangements with the Administrative Office and obtain a pass.
- Children must be supervised at all times.
- Picnicking is permitted if lunches are purchased at the Garden Bistro.
- Remember rattlesnakes and other poisonous desert creatures can be found on the grounds. Make no attempt to approach or touch them.
- Tohono Chul assumes no responsibility for any accidental injury to persons or loss/damage of property.
- By entering this event site you agree to being filmed or photographed which may be used for marketing or promotional purposes.

WHAT ARE MY RESPONSIBILITIES IN AN EMERGENCY?

Volunteers must call for assistance in the event of an emergency; know the location of phones, first aid kits and fire extinguishers in your area and
CALL 9-1-1 IMMEDIATELY IN A LIFE-THREATENING EMERGENCY!

- Stay on the phone until released by the emergency operator.
- Be specific; tell the operator what happened, who is affected, where the victim is and how best to reach your location, including street address and entry gate to use (the main entrance off Paseo del Norte for all incidents occurring west of and including the Exhibit House; Northern Avenue for incidents surrounding the Education Center, Prop Greenhouse, SIN AGUA or the south Loop Trail.
- Notify staff as soon as possible.
- Make sure gates are opened and someone is standing by to guide responders directly to the victim – minutes can make a difference!
- Even if someone refuses assistance, offer it and be sure to get all pertinent contact information (see below).

All incidents involving an accident or injury **must** be reported to the nearest staff person **immediately**. If a staff person is not available, please render whatever assistance is needed. In the case of falls with suspected broken bones, do not move the injured party

(use common sense), but wait for emergency responders. Please stay near the scene until the situation is resolved.

For minor cases, offer assistance as warranted – pick out cactus needles, get Band-aids, etc. In all cases, get the injured party's contact information. If a staff member is not involved, write down the injured person's name, address and telephone; witnesses' names and phone numbers; the date and time of the injury or accident; a brief description of the circumstances and what actions were taken. Give this information to your staff supervisor.

FIRST AID KITS ARE AVAILABLE IN

- Administration hallway kitchen (also oxygen tank)
- La Galeria Museum Shop office
- La Fuente Museum Shop office
- La Entrada (retail Greenhouse) office
- Propagation Greenhouse behind the counter
- Maintenance Shop inside south door
- Education Center Classroom 2 and General Services office

FIRE EXTINGUISHERS (should only be used on small, controllable fires) are located in

- Administration hallway closest to Reception
- Exhibit House entry hall next to public restrooms
- La Fuente Museum Shop behind sales counter
- La Entrada (retail Greenhouse) inside and outside of double doors to greenhouse area
- Propagation Greenhouse behind counter
- Maintenance Shop inside south door
- Education Center Wells Fargo Foyer Gallery, Classroom 2, Docent Room, top of stairs to Education office and General Services office

WHEELCHAIRS ARE AVAILABLE AT ADMISSIONS.

EMERGENCY SHOWERS are located behind the retail Greenhouse (La Entrada) and in the Maintenance Workshop off Northern Avenue.

For non-medical emergencies, such as broken water pipes, electrical problems, or stopped toilets, notify Lee Mason Monday through Friday at 481-5331 and on Saturday call Dillon Call, 878-6430 and Sunday call Kay Beckett, 270-4839 – if you are unable to reach Dillon or Kay, call Chris Stephenson, 742-6455, ext 240.

GREAT GOOGLY MOOGLY, THERE'S A SNAKE ON THE PATH!

Tohono Chul Park is a paradise for animals of all kinds, including snakes. The most common snakes you are likely to see are the gopher snake, king snake and the

Western Diamondback rattlesnake. As with all desert creatures, each has an important role to play in the regional ecosystem and take their job of rodent control very seriously. Only the rattlesnake poses any threat to people, and that threat is extremely small. Rattlesnakes have no interest in humans (we are much too big to swallow) and will only bite if threatened.

Please take the time to watch where you are walking and especially, never step where you can't see your feet and the area around you. If you should happen upon a snake while travelling about the grounds, stop and assess the situation.

#1 – Know your snakes – those big gopher snakes can look a lot like a western diamondback at first glance.

#2 – If it is anything other than a rattlesnake take advantage of the “teachable moment” and then be on your way.

#3 – If it is a rattlesnake - where is it?

Open desert – no action needed.

Minor path/not heavily trafficked area – no action needed if the snake is 3' to 4' off the path; if the snake is on the path, take another route or stay to direct visitors away from the area until the snake moves on.

Main thoroughfare/heavily trafficked area/near a public building – if the snake is immediately adjacent to or on a major path, in the middle of a public space (Performance Garden) or near one of the public buildings (Exhibit House): Stay well away from the snake and keep visitors clear of the immediate area. Watch the snake. If it is “travelling through,” allow it to continue on its way, keeping track of its progress. Once it is out of the area, no further action is needed.

If the snake shows no sign of moving on (sleeping under a bush, behind a rock, etc.), call staff and describe the situation. They will determine how much of a risk the snake poses to visitors and will act accordingly. If staff are on their way to move the snake, please stay so you can direct staff to the snake's location as well as keep visitors clear of the area. In this situation, if you do not have a cell phone, you will have to determine how much of a risk it is to leave the snake to access the nearest phone.

For rattlesnake relocation Monday through Friday call Lee Mason Monday through Friday at 481-5331 and on Saturday call Dillon Call, 878-6430 and Sunday call Kay Beckett, 270-4839 – if you are unable to reach Dillon or Kay, call Chris Stephenson, 742-6455, ext 240.

Remember in any situation, use your best judgment.

INTERPRETIVE SERVICES

Several different kinds of interpretive services provide visitors with information about Tohono Chul's facilities, purpose and mission. Every interaction that a visitor has with a

volunteer can be considered an educational opportunity, and is interpretive in that it provides a chance to affect the visitor's perception of Tohono Chul.

- Tours are scheduled on a regular basis. Led by docents they are free with admission and available without appointment. Tour schedules and themes are posted in the Entry Ramada and listed in the *Desert Corner Journal* newsletter, the *Happenings* flyer and on the website at <http://tohonochul.org/tours/>. Private groups such as schools, clubs, etc. may schedule prearranged tours that meet the group's specific needs by contacting the Volunteer/Docent Coordinator at 742-6455 ext. 235.
- A Docent Speakers Bureau is available to make A/V presentations to local civic, fraternal and community groups about Tohono Chul, desert wildflowers, birds or ethnobotany. Fee
- Outreach Docents take a little piece of the desert to local schools with travelling programs on topics that encourage awareness of the Sonoran Desert and its ecology. Fee
- Classes, Workshops and Special Events are scheduled throughout the year. Dates and times are published in the *Desert Corner Journal* newsletter and the *Happenings* flyer, posted in the Entry Ramada, listed on the website under **Events** and at <http://tohonochul.org/classes-lectures-workshops/> and released to the local media. Fees for events are offered to Members at a reduced rate; to sign up, use the registration form in your newsletter, buy tickets at Admissions or call the office, 742-6455 ext. 0.
- Printed Materials including the Map of Attractions, Membership brochure, *Happenings* flyer and Volunteer and Docent information cards are available at Admissions, the Exhibit House Entry Hall and the Education Center. A wide variety of pre-visit teachers' materials are on the web under **Education** and at <http://tohonochulpark.org/just-for-kids/> as well as the award-winning children's activity book *Desert Pathfinders* and other children's activity sheets at <http://tohonochulpark.org/just-for-kids/>. Design layouts, plant and resources lists for Tohono Chul's Desert Living Courtyard, are also on line at <http://tohonochulpark.org/gardens/>. The Park's *Official Guide* is downloadable from <http://tohonochulpark.org/wp-content/uploads/2014/01/WEB2013OfficialGuideNEW.pdf>.
- Interpretive Signage can be as simple as plant labels providing species and common names to detailed information such as the signs for the Saguaro Discovery Trail, the Riparian Habitat and the SIN AGUA Garden, all of which can be seen on the website under the **Gardens** category.
- Travel Ed-ventures are Park-sponsored group tours each year that are one of the benefits of membership. Traveling to destinations throughout the Southwest and

Mexico, participants have the opportunity to explore the natural and cultural history of the region.

A BRIEF HISTORY OF TOHONO CHUL

The recent history of the site begins in the early 1920s, when cattle belonging to a man named T.T. Muzzy wandered his homestead, of which Tohono Chul's current 49 acres is but a part. However, centuries before cattle grazed the desert grasses, prehistoric native peoples lived in this place. Situated on the outer edge of the alluvial fan that extends outward from the base of Pusch Ridge in the Santa Catalina Mountains, this section of Arizona Upland was occupied by the Hohokam before the first millennium. Hohokam is a Pima word meaning "all used up," no doubt a reference to the fact that after almost two thousand years, their culture collapsed and by 1450 they no longer lived in the Tucson basin. These early farmers occupied the Salt, Gila and Santa Cruz River basins beginning about 300 BC. Sophisticated agriculturists, they built irrigation canals, lived in villages of pithouses surrounding a central plaza, imported the tradition of building ballcourts and engaging in team sports from Mesoamerica, and traded as far as the Gulf of California for shells and parrot feathers from the rainforests of Central America. Archaeological evidence of Hohokam habitation on the Tohono Chul site includes isolated plainware sherds discovered along the arroyos on the southern edge of the property, and a major find uncovered during the construction of what is now the Lomaki Meeting House in the late 1960s. Broken pieces of red and buff decorated pottery indicate the site was occupied consecutively through three Hohokam cultural phases — the Rillito and the Early and Middle Rincon — between AD 70 and 1150.

In the 1920s, the entire northwest section of Tucson — called the "thermal belt" because of the foothills' milder winter climate — was considered ideal for growing frost-sensitive citrus and date palms. Maurice Reid, father of Gene for whom Tucson's Reid Park and Zoo are named, owned property from Orange Grove Road to Ina Road and planted it with groves of citrus trees. He introduced black date palms and grapefruit to the property that would become Tohono Chul; aerial photos of the 1940s clearly show the rows of trees south of the Exhibit House. At this time in Tucson's history, conservation of a limited water supply was not given much thought, and wells pumped precious groundwater to irrigate the thirsty trees. For many years a thriving local industry shipped Tucson's citrus and dates to other parts of the United States. Groves of citrus trees remained even after Samuel W. Seaney subdivided the area in 1931, calling it Catalina Citrus Estates.

Seaney had homesteaded 640 acres in 1930, and daughter Cornelia Seaney Lovitt remembers spending weekends with her mother in a cabin off Magee Road to qualify for the homestead rights. Seaney also sank a well near Magee and Northern streets and supplied water to several residents in the area. At that time, utility lines did not extend north of the Rillito River and roads in the area were unpaved.

Maurice Reid, acting as realtor for Seaney, sold the future site of Tohono Chul to John T. deBlois Wack in 1937. Mr. Wack was an avid polo player from Santa Barbara and a friend of the Reverend George Ferguson, pastor of the newly consecrated St. Philip's in

the Foothills Episcopal Church. Following an afternoon spent drinking mint juleps, the Fergusons and young Gene Reid escorted the Wacks around the property. Their obvious powers of persuasion resulted in the sale at a cost of \$200 an acre — \$16,000 for the 80-acre parcel. Later that year, Paul Holton built the Wacks a Santa Fe style house (today's Exhibit House) at a cost of \$60,000 based on the plans of Santa Barbara architect Chester L. Carjola. During construction, the adobe bricks for the 18" thick outer walls were made on the premises, and Ponderosa pine logs were brought down the winding back road from Mt. Lemmon to be used for the living room beams. Adobe was used not just for its aesthetic appeal. In the days before central air conditioning, wise desert dwellers knew that adobe walls would keep interiors cool during the heat of the summer, while maintaining warmth during the winter. The house was also designed to take advantage of cooling breezes with French doors installed throughout. Finally, a large concrete swimming pool, one of the first private pools in Tucson, was built with an unobstructed view of Pusch Ridge (the area is now the Garden for Children).

Shortly before completion of the house, power lines were strung and Oracle, a two-lane country road, was paved. Many older Tucsonans vividly remember visiting the property — a far distance from town in the 1940s — to swim, or to pick some fruit.

The Wacks actually spent little time in Tucson. Gene Reid and Mr. Wack's father, Henry Wellington Wack, founder and first editor of *Field and Stream*, acted as house-sitters. By the end of World War II the home had exchanged hands several times, passing to the Pierpont Davises of Boston, and then to the Wilson Campbells of Pittsburgh (Pittsburgh Plate Glass). The Campbells in turn rented it during their ownership to Clifford Goldsmith, the man responsible for the famous radio series *Henry Aldrich*. His son, Barclay Goldsmith, remembers his father working on scripts in an office in today's Exhibit House Museum Shop, and entertaining notables from New York.

Then, in 1948, Colonel Robert Bagnell, an active board member of the Tucson Red Cross, and his wife Eugenia Sullivan Bagnell, both of St. Louis, bought the Wack's 80-acre parcel. With them came their butler, Levan Bell, who remembers picking grapefruit from the orchard and taking the family's Airedale to the veterinarian in town to have porcupine quills removed. Affectionately called "Las Palmas" during the Bagnell's tenure, the house was graced with a rose garden, a grass lawn, and elegant visitors dining by candlelight.

The Bagnells found other uses for the property, too. Mrs. Bagnell donated a portion to the Catholic Diocese of Tucson to serve as the site for St. Odilia's Catholic Church, visible today to the north of Tohono Chul. In 1963 Mrs. Bagnell's son, John Sullivan, built a home on ten acres on the western edge of the property. Designed by Lewis Hall, a student of noted Tucson architect Josias Joesler, the charming hacienda-style home featured a traditional *zaguan* and fountained courtyard. The heavy arched doorway is modeled after a larger one that once would have admitted a horse and carriage to the privacy of a home's interior courtyard. Now known as the "West House" and the site of the Tohono Chul Garden Bistro, Mrs. Sullivan remembers summers spent sleeping on the roof of the building to escape the heat of the day.

Colonel Bagnell passed away in 1965, two years after his wife, and left the remainder of the property to the Sullivan family, who then moved into the now empty main house (today's Exhibit House).

The story of Tohono Chul itself begins in 1966 when its benefactors, Richard and Jean Wilson, started piecing together patches of the desert that would form its core — ultimately owning 37 of the Wack's original 80 acres.

The son of a Texas oilman, Richard Wilson is a geologist, trained at Yale and Stanford. With his wife Jean, he came to Tucson in 1962 to teach at the University of Arizona. His roots in the Southwest go much deeper, however, for there are strong family ties to the region, its land, its peoples and its cultures. Mr. Wilson's uncle, Dr. Harold Colton, founded the Museum of Northern Arizona, Flagstaff, in 1926 as a means of displaying, documenting and preserving the Native American crafts of the region. The Museum's first curator, Dr. Colton's wife and noted painter Mary-Russell Ferrell Colton, encouraged the Hopi and Navajo tribes to continue their traditional arts and to develop new styles through the offer of exhibitions and cash prizes. Mr. Wilson's mother, Suzanne Colton Wilson, was a collector of contemporary Southwest Native American arts. Today, 65 pieces from her collection are part of the Park's permanent cultural collection.

In 1968 the Wilsons purchased the section containing the hacienda-style "West House" and lived there for the next eight years. They never occupied the Wack's home, though, instead offering it to a succession of non-profit organizations as a halfway house or youth residence. It was during the 1970s that the couple was approached several times by developers seeking to purchase the land for commercial development. They always refused. Jean Wilson told them, "I don't want to sell the land. I don't want it cemented over. I want to preserve it." In fact, when Pima County condemned a strip along the southern boundary of the property in order to widen Ina Road, Dick Wilson demanded that they move every saguaro and replant it on their adjacent property.

In 1979 Jean Wilson opened the Haunted Bookshop on Northern Avenue along the eastern edge of the site. Once it was up and running, the Wilsons began planning their next project — a park. "At first we just went out and put down some lime to make a path and marked the names of some of the plants and bushes, but then it started to snowball." The path gradually grew into a loop trail, meandering ½ mile into the surrounding desert. In 1980 they received a citation from the Tucson Audubon Society for saving the desert greenspace and opening it to the public.

Motivated by a desire to preserve the Sonoran Desert they loved, they established the non-profit Foundation for the Preservation of Natural Areas in the early 1980s. "We wanted to keep something natural in the middle of all the (surrounding) development so that people could come easily for a few hours and get out of the traffic and learn something at the same time. It's probably contrary to what most people would do, but we feel it's real important for people to have something like this." The purpose of the

organization was to promote the conservation of desert regions and to educate the public about arid lands and responsible water use.

Over time, demonstration gardens, a re-circulating stream, a geological re-creation of the Santa Catalina Mountains, ramadas and areas with special plantings of arid-adapted vegetation were developed. The Wacks' original 1937 stuccoed adobe house was carefully renovated in 1984 to provide space for changing art exhibits, a museum shop and administrative offices. Tohono Chul was formally dedicated as a 37-acre desert preserve on April 19, 1985. The Wilsons deeded the property to the non-profit foundation, Tohono Chul Park, Inc., in 1988.

In the spring of 1995 development again threatened Tohono Chul. An 11-acre parcel abutting the property on the north was slated for higher density rezoning and offered for sale. With the help of longtime member John Maher, Tohono Chul was able to acquire the property, establishing a memorial to John's late wife, Mary.

The most recent addition to Tohono Chul came when the much-loved Haunted Bookshop closed in 1997. The Wilsons donated the land and building to the Park, adding the final acre — then there were 49!

Sadly Jean Wilson passed away in 2009 and Dick passed away on a Colorado rafting trip in 2011. Their commitment to the history and the open spaces of the Southwest is evident in their actions — it was the Wilsons who delivered the family property at Hart Prairie (Flagstaff) and Muleshoe Ranch (Willcox) into the protective hands of the Nature Conservancy.

At the Park's dedication ceremony in 1985, Richard and Jean Wilson expressed their vision for Tohono Chul:

"We dedicate this park to those who come here, who, we hope, will not only admire and find comfort in the natural beauty of the area, but will achieve greater appreciation of the ways of conserving all our precious desert region and obtain a greater understanding of the people native to these areas."

TITLE	NAME	EMAIL NAME@TOHONOUCHUL.ORG	742-6455 EXT.
Executive Director	Christine Conte	cconte	212
Director Marketing & Comm	Marcia Ring	mring	221
Marketing Assistant	Austen Arnould	aarnould	220
Director of Finance and Human Resources	Penny Daugherty	pdaugherty	219
Accounting Assistant	Jeannine Hougland	jhougland	216
Director of Philanthropy			243
Membership Coordinator	Cindy Jakobs	cjakobs	246
Director of Retail	Linda Wolfe	lwolfe	213
Museum Shops Assistant Manager	Colleen Slater	cslater	224
Retail Shop Staff	Denise Rose, Joyce Knill, Mary Ann Hawthorne		
Admissions	Jean Miller & Janet Abdel Gawad		240
Director of General Services	Lee Mason	lmason	232
Curator of Plants			
Propagation Assistant	Karen Kubara	kkubara	226
Weekend Retail Greenhouse Mgr	Chris Stephenson	cstephenson	240
Maintenance	Russell Smith	rsmith	236
Grounds Assistants	Kay Beckett, Paul Hoyt, Larry Malkin, Dillon Call	phoyt, lmalkin	234
Custodians	George Campas, Trevor Crick		
Director of Education/Visitor Services	Jo Falls	jfalls	228
Volunteer Services Coordinator			235
Docent Instructor	Tom McDonald	tmcdonald	241
Exhibits Curator	Ben Johnson	bjohnson	218
Assistant Exhibits Curator	Edie Wageman	ewageman	217