



# VOLUNTEER HANDBOOK POLICIES & PROCEDURES

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# 1. GETTING STARTED

Welcome to the Tohono Chul volunteer community! 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 volunteer tasks and interact with the public. Either way this handbook is intended to be used. Please let the Volunteer Services 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 nature, art and culture in 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 of programs and services provided, even if they only volunteer 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!

Visit the Volunteer FAQs (Frequently Asked Questions) page for general information on what is expected of Tohono Chul volunteers and current volunteer job descriptions.



## 2. VOLUNTEERING AT TOHONO CHUL

As a volunteer, there is a great deal of trust placed in you and your interactions with staff and guests. As a volunteer you may be

working with little direct supervision, here are some guidelines as to what is expected of you:

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### 2.1 Volunteer Expectations

#### ***Serve as a Role Model***

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 #1 and Ground Rules.**

#### ***Present a Professional Appearance***

All volunteers are asked to maintain a clean and neat professional appearance when at Tohono Chul. The dress code is generally casual, always appropriate to the tasks performed and to the weather. Volunteers working in the Greenhouse or on the Grounds will have a different standard of dress than those assigned to the offices or Museum Shops where business casual is the rule. In all areas, trousers/slacks and even walking shorts are acceptable. Please wear your nametag at all times during your shift. Contact the Volunteer Services Coordinator if you lose your nametag; the first one is free, but there is a fee for a replacement.

For docents, the standard wear consists of

tan/khaki/beige/sand slacks, skirt or walking shorts, and a white/ecru/ivory or muted-colored shirt, t-shirt or blouse. All docents are asked to wear the official Tohono Chul vest and name tag, identifying them to guests as a persons who can help.

During the summer vests are optional, but in lieu of one, acceptable attire for docents is a Tohono Chul logo polo or knit shirt or a UV shirt, all with an embroidered “Tohono Chul” logo. At this time, desert-themed, name-dropped t-shirts from the Museum Shops are acceptable, again with a nametag.



Docents should also wear closed-toe shoes or closed-toe hiking sandals. Hats or visors, sunglasses, sunscreen and water bottles are essential in a desert environment. Please, no short shorts, flip-flops, garish tops, or logos representing other establishments.

## ***Name Badges***

After your paperwork is processed, the Volunteer Services 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.

## ***Keys***

Docent and some volunteers are lent keys to access certain areas of Tohono Chul. Volunteers who are issued keys will be responsible for their key and the gate and rooms it unlocks. If a volunteer unlocks a gate or door then they are responsible for relocking behind them. Volunteers who are issued keys sign a key release form.

## ***Parking and Access***

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 no one answers, walk around the building and enter through the front door. If you are volunteering in La Entrada/Retail Greenhouse or at La Fuente, you may enter through the back of the Retail Greenhouse sales area or through the front door.

There is also a staff parking lot off Northern Avenue next to the Desert Discovery Education Center for volunteers in the Propagation Greenhouses and docents. The gate into the grounds 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.

## ***Email Etiquette***

By far the fastest, easiest, most economical way to communicate with your Volunteer Services Coordinator is through email. The coordinator is responsible for tracking hundreds of volunteers, their schedules, availability, 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. For example, to set your replies to automatically insert the prior



conversation in Microsoft Outlook, click on the “File” tab, then “Options”. Select “Mail” and under “Replies and Forwards / When replying to a message,” select “Include 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 (include date and time).

### ***Respect the Confidentiality of Tohono Chul***

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

### ***Insurance Coverage?***

Tohono Chul’s insurance will not cover you in the unlikely event of an accident or injury while volunteering. Tohono Chul’s commercial general liability insurance covers claims against volunteers by third parties, but your own health and property insurance must cover any claims for bodily injury or loss or damage to personal property that might incur while volunteering with us.

Volunteers will sign a liability release form (see Appendix).

### ***Alcohol and Drug-Free Workplace***

It is the policy of Tohono Chul to maintain

an alcohol and drug-free workplace in order to ensure the highest quality service for our guests, provide an orderly and safe environment for guests and staff, and ensure efficient and effective operations. While volunteering at Tohono Chul, either during a regularly scheduled shift or at a special event, volunteers may not use or be under the influence of alcohol or drugs other than in accordance with prescriptions. Violation of this regulation will subject the volunteer to disciplinary action up to and including immediate termination.

### ***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 guests deserve respect and have the right to volunteer, 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 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 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 Services Coordinator, Interpretive Programs Manager or the Director of Education and Exhibitions.

## 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 direct supervisor and the Volunteer Services Coordinator or Interpretive Programs Manager will meet with the volunteer to discuss and develop a Corrective Action Plan. The plan is designed to: review policy and procedures, discuss the expected standards of behavior or performance, and develop a plan of correction. If there is a second occurrence, the supervisor will hold another meeting with the volunteer and the Volunteer Services Coordinator or Interpretive Programs Manager to review and amend the action plan. This may result in a reassignment of responsibilities, continued training, and possible dismissal.

## 2.2 Using Volgistics, Scheduling Shifts, and Tracking Volunteer Hours

Volgistics (aka VicNet) is the online 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 login 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 staff 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 Services Coordinator of any changes in your availability status or contact (address, telephone, email, emergency contact) information and make those changes to your profile in Volgistics.

The screenshot shows the Tohono Chul volunteer portal. At the top is the logo for Tohono Chul, featuring a green palm tree icon and the text "Tohono Chul" in a serif font, with "GARDENS • GALLERIES • BISTRO" underneath. Below the logo is a navigation bar with buttons for "Home", "My Profile", "My Schedule", "My Service History", "Time Sheet", and "Account". The main content area is divided into several sections:

- Check your schedule**: A button to view the user's schedule.
- Post your hours**: A button to log hours.
- Statistics**: A box showing overall statistics: "Volunteers: 500" and "Cumulative hours of service: 689,762 (as of yesterday)".
- Rattlesnake relocation numbers:**: A box listing contact information for rattlesnake relocations: "Monday-Friday| Chris Kibler 520-591-2807" and "Monday-Friday| Omar Mendivil".
- COVID-19 Mask Policy Update 8/4**: A notice dated 8/4/21 stating: "Good morning volunteers and docents, We have updated the masking policy at Tohono Chul: **we are indoors regardless of vaccination status.** This is to continue reinstalling signs at the entrances of buildings. Masks are not recommended. If you have any questions, please do not hesitate to contact S. Thank you all for your continued support and all that you not do this without you. Stay safe and stay healthy, Stephen Spikes | [spikes@tohonochul.org](mailto:spikes@tohonochul.org) | (520) 742-6455 x2 Kasey Fry | [kfry@tohonochul.org](mailto:kfry@tohonochul.org) | (520) 742-6455 x 241".

## ***Scheduling Shifts and Tracking 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! If you don't log any hours for a year, you will automatically lose your status as an active volunteer.

*Volunteers are expected to work, on average, 12 hours/month while residing in Tucson*

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 "pick up" volunteer shifts, or 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 needs.

*Be proactive!*

The Volunteer Services 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.

Please contact your department supervisor first, and the Volunteer Services Coordinator second, with any short notice cancellations.

*To make an upcoming change in your shift schedule, log in to Volgistics and make the change to your online schedule.*

let the Volunteer Services 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 appropriate categories – training, travel, museum shops, events, etc. When logging travel time, please list in hours and not miles.
- Log your volunteer hours after every shift, weekly, or promptly at the end of each month, or in the first week of the following month.
- If you have a question, ask your Volunteer Services Coordinator!

Remember,

Volunteers who fail to log any hours for one year without an authorized leave of absence will be dropped from the volunteer program and become inactive. Volunteer benefits are for active volunteers only.

**Commitment to Active Service**

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.

## 2.3 Volunteer Recognition

Each year Tohono Chul recognizes its volunteers with an Appreciation Event in November, and in April to coincide with National Volunteer Week.

These events are 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, on the highest ever awarded is for 10,000

hours!) 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 while they are still active:

**Annual Hours Awards**

Volunteers who donate more than 100 hours in a year receive a special pass redeemable for a free guest pass to Tohono Chul or \$6 towards a scheduled class or lecture. For each additional 50 hours of service, volunteers receive an additional special pass.

**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. This discount is good for as long as you are an active volunteer, and will be renewed annually.

Upon reaching a cumulative total of 2,500 hours, you qualify for an additional 10% discount on purchases in the Museum Shops and Retail Greenhouse in addition to your 10% member discount, for a maximum of 20%. The shops get an updated list each year so they can program our POS system to automatically apply the discount, good for as long as you are an active volunteer.

## 2.4 Enjoy Your Time As A Volunteer!

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

# 3. CUSTOMER SERVICE IS #1

When interacting with guests, 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 guests 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 guest. Greet all guests and share a smile to let them know that they are welcome and that you are there to help. If you get involved in an in-depth conversation with a guest 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 guests 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 guests; you are the person who presents the philosophy and mission of Tohono Chul to the public. In fulfilling such an important role, a certain level of service will be expected from you by guests, other volunteers and staff.

## 3.1 When You Don't Know the Answer to A Question...

- Make sure you understand exactly what the guest 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 the map and guide or asking a staff member who is likely to have access to the information.
- Suggest locations in Tohono Chul where the guest 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 or email.

## 4. GROUND RULES.

- 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, guests can enter through Admissions; the gate to the Education Center, however, is to be used by the public only when special programs (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 on the grounds – 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 plants!
- Bicycles, dogs (except service animals), firearms and smoking (including “smokeless” or e-cigarettes) 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 before visiting.
- Children must be supervised at all times.
- Remember rattlesnakes and other venomous 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 Tohono Chul you agree to being filmed or photographed which may be used for marketing or promotional purposes.

Tohono Chul has established a set of basic rules about behavior on the grounds that apply to all guests, 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.

In case a guest has an incident:

- Notify staff as soon as possible — see the Emergency Procedures flyer in the Appendix
- 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).

## 5. EMERGENCY PROCEDURES

Please see Appendix for current safety procedures, location of first aid kits, fire extinguishers and emergency showers.

## 6. VOLUNTEER POSITION DESCRIPTIONS

### 6.1 Education

#### ***Docents***

Docents are urban desert interpreters, trained volunteers who conduct tours of Tohono Chul and represent Tohono Chul in its community outreach programs to schools, private clubs, and civic organizations.

Formal training consists of an 18 or 19-week program held each fall (training has a fee) with classes in the natural and cultural history of the Sonoran Desert (i.e., ecology, biology, geology, plant identification, diversity, arthropods and reptiles, birds, mammals, ethnobotany, archaeology, anthropology, Native American cultures),

and interpretive methods.

Docent candidates should possess good communications skills, and have a strong interest in the Southwest and its natural environment. They must be physically able to lead tours of the grounds and exhibits and be willing to interact with guests of all ages, especially children.

Docents are asked to make a two-year commitment of volunteer service at Tohono Chul and complete 16 hours of continuing education each year.

#### ***Eco-stations***

An Eco-station docent will be in charge of showcasing our collection and engaging guests. The touch-carts feature hands-on Sonoran Desert learning opportunities for guests of all ages and include supplemental materials for a full range of sensory experiences.

Eco-stations include “Winged Things”, “Ocean to Desert”, “Rocks and Ruins”, “Desert Chow”, “Creepy Crawlies”, and “Plants and People”.

An Eco-station docent should be comfortable explaining the information at their station to a number of guests and answering questions about the station and Tohono Chul.

#### ***Greeters***

The greeter has a very important position at Tohono Chul because they are generally the first person guests meet on the grounds! The general role of a greeter is to welcome guests, provide directions, answer

questions and inform them of features and events that will interest them. They are also here to alleviate the admission window staff. Admission staff will direct inquisitive guests to the greeter.

As guests enter the grounds the greeter will ask if they've been to Tohono Chul before and adjust their interaction accordingly. Greeters will hand out maps and provide recommendations on what guests shouldn't miss in the gardens or galleries!

Greeter shifts are two hours and are ideal for volunteers who prefer shade and a little bit of sitting down when there are no guests.

### **Rovers**

Rovers will walk the grounds, engaging guests and providing information about Tohono Chul. Docents will have maps handy and provide them to guests who need them and will inform them about features and events that might interest them.

Rovers have the opportunity to create "mini" tours for guests who desire them as they take them around the gardens, pointing out plants and other interesting sights. Rovers should also be comfortable talking about memberships.

Docent rovers should enjoy walking the grounds and greeting and engaging guests. These are two-hour shifts.

### **Tours**

Tour docents should be comfortable leading talks on various trails throughout

the gardens. There are many different tours offered at Tohono Chul on various days and times, some of which include "Butterflies and Their Plants", "Connecting Plants and People" and "Walk in the Gardens".

Tours should embody Tohono Chul's mission statement and include the history of Tohono Chul and the Wilson's generosity.

Docents should be comfortable speaking in front of large groups of guests and presenting information. Tours are approximately one hour long.

## **6.2 Exhibits**

### **Welcome Desk**

For those with an interest in art and meeting new people, volunteers in the Exhibit House staff the Welcome Desk at the entrance to the galleries. The Welcome Desk is often the initial contact guests have with Tohono Chul's art collection. You represent Tohono Chul and first impressions and hospitality are very important! There is a great deal of responsibility that goes with this position.

Volunteers will welcome guests as they enter the building, and will be friendly and enthusiastic. Volunteers will ask if it is their first visit to Tohono Chul. If it is not, welcome them back and if it is their first visit, have them sign the guest book.

Volunteers in the Exhibit House are expected to keep current with Tohono



Chul activities and events and attend scheduled orientations on each new exhibit to be better able to share their knowledge about the artwork. Exhibit orientations, or “Curator’s Talks” are usually held at 9am the Tuesday following a new exhibit opening. The exhibit’s curator will familiarize you with the current show and talk about the goals and themes of the exhibition, the artists represented and any other background information that will help you to interpret the show for the public. Keep an eye on update emails to find out the Curator’s Talks schedule.

This is an ideal area for someone who needs to be seated and indoors while volunteering.

On-the-job-training and supervision are provided by the Director of Education and Exhibitions and Assistant Curator. Dress is business casual.

## 6.3 Museum Shops

### ***Museum Shops***

Tohono Chul has three Museum Shops – La Galeria in the Exhibit House, La Fuente next to the Garden Bistro, and La Entrada – the garden shop associated with the Retail Greenhouse. The three shops each feature different merchandise from the focus on Native American crafts, Day of the Dead folk art and Southwest books in La Galeria, to foodstuffs, cookbooks and contemporary ceramics in La Fuente, and garden books and tools, plants, hummingbird feeders and outdoor art at La Entrada/Retail Greenhouse.

Volunteers interact with the public in a retail setting, assisting staff with duties including Point of Sale (POS) cash registers, stocking, cleaning and displaying merchandise.

Of course, the most important aspect of working in the shops is customer service! When customers enter the store, ask if you can be of assistance, as this lets them know you are aware of their presence.

Tohono Chul depends upon the Museum Shops and memberships to support its operation so sales of memberships is encouraged. Please ask every customer if they are a member before making a sale.

On-the-job training is provided by the Director of Retail. Volunteers in the shops will be supervised by retail staff, including the Director of Retail and Assistant Manager. This is an active volunteer position, where sitting is at a minimum.

The shops are open daily from 9am to 5pm. The dress code is business casual.

## 6.4 Propagation

### ***Propagation***

The Propagation Greenhouses and maintenance yard are closed to the public. Volunteers are engaged in propagating a variety of native plants that are rarely found in local nurseries. We use these plants on the grounds and sell them in the Retail Greenhouse and during special sales.

We are a working plant nursery promoting the use of native and arid-adapted plants, experimenting to bring new plants into

cultivation is part of our fun and mission.

This area requires physical work. Duties include watering, fertilizing, planting, transplanting, pruning, and checking for pests and disease. We also collect and sort seeds, mix soil, and sterilize soil and pots.

The work is challenging but provides great opportunity for team work. On-the-job training and supervision will be provided by the propagation staff. After an initial orientation, further training comes by working alongside experienced volunteers.

We are responsible for hundreds of plants that we grow ourselves that need care every day. We especially need volunteers who are available all year and weekends. More hands are needed each summer to help with the watering.

Propagation is more than just planting. Many tasks are routine, such as watering and weeding. Some require strength, such as pruning and handling a full wheelbarrow. Legible handwriting and attention to detail for records are other important assets.

## 6.5 Office/Clerical

### **Administration Office**

Volunteers are needed in Tohono Chul's administrative offices. Tasks include receptionist duties, answering telephones, data entry, typing, photocopying/collating, preparing mailings, and assisting with membership services. Special projects may require assistance on a temporary basis.

Training is by office staff as needed, but volunteers are required to attend a general orientation and keep abreast of current activities and events to use when answering incoming questions.

It is important that the prospective volunteer be comfortable in an office setting, and willing and able to interact with the public in a positive manner. Shifts are scheduled as needed, but within the open hours of 8am to 5pm.

## 6.6 Grounds

### **Grounds**

Volunteers help to maintain the extensive botanical collections at Tohono Chul, which involves watering, weeding, transplanting, pruning, planting, collecting seeds, and harvesting crops. Volunteers on the grounds may also assist with plant phenology studies and with mapping the collections. Roving through the grounds necessitates meeting and greeting the public, talking about Tohono Chul and its mission, and answering questions from guests.

Following a general orientation, the grounds staff provides on-the-job training. Volunteers usually work a four-hour shift each week.

## 7. INTERPRETIVE SERVICES

Several different kinds of interpretive services provide guests with information about Tohono Chul's facilities, purpose and mission. Every interaction that a guest has with a volunteer can be considered an educational opportunity, and is interpretive in that it provides a chance to affect the guest's perception.

### ***Tours***

Scheduled on a regular basis, tours are led by docents, free with admission, and available without appointment.

Tour schedules and themes are posted in the Entry Ramada, listed in the Map and Guide and on the website. Private groups such as schools, clubs, etc. may schedule prearranged tours that meet the group's specific needs by contacting the Interpretive Programs Manager at 742-6455 ext. 235.

### ***A Docent Speakers Bureau***

Is available to make PowerPoint presentations to local civic, fraternal and community groups about Tohono Chul, desert wildflowers, birds, Xeriscape or ethnobotany. These programs have a fee.

### ***Classes, Workshops, & Special Events***

Scheduled throughout the year. Dates and times are available in the Desert Corner Express email newsletters and on the website. Fees for events are offered to members at a reduced rate; to sign up, register online through the website.

### ***Printed Materials***

Includes the Map and Guide, membership

brochure, events or galleries rack cards and volunteer/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 at <https://tohonochul.org/visit/just-for-kids/> as well as the award-winning children's activity book Desert Pathfinders and other children's activity sheets. Design layouts, plant and resources lists for Tohono Chul's Desert Living Courtyard, are also on the website under the GARDENS tab. The Official Guide can be downloaded by clicking on the ABOUT tab and selecting History.

### ***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 Tohono Chul-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.



# APPENDIX

- 1. A BRIEF HISTORY OF TOHONO CHUL**
- 2. COVID-19 UPDATED MASK POLICY**
- 3. EMERGENCY PROCEDURES**
- 4. FAQ'S ABOUT THE VOLUNTEER PROGRAM**
- 5. LIABILITY WAIVER**
- 6. PHOTO RELEASE FORM**
- 7. STAFF LIST**
- 8. TOHONO CHUL'S CUSTOMER SERVICE "CHEAT**
- 9. VOLGISTICS GUIDE TO VOLUNTEERS**