

## *Welcome to the Missouri Botanical Garden!*

Thank you for your commitment to serve as a Missouri Botanical Garden volunteer. The Garden's past, present, and continued future successes are due in large part to the skills, talents, and dedication of its volunteers.

The Garden has earned an outstanding reputation for conducting its operations with the highest degree of ethics and professionalism. It is our goal to deliver our services professionally and to treat our employees, volunteers, and visitors with respect and fairness.

The achievement of the goals of the Garden is best served by the active participation of citizens of the community. We are confident that you will help us grow and prosper in the years to come. We are counting on the efforts of every individual to help us successfully meet our goals and deliver on our mission. We value the contribution you can make to these objectives. The Garden is a dynamic and rewarding place and we look forward to a productive and successful association.

We wish you much success and hope that the Garden will provide you with a satisfying experience.

Sincerely,

Peter Wyse Jackson  
President



*Thank you for volunteering with the Missouri Botanical Garden!*

It is with great pleasure that we welcome you to the Missouri Botanical Garden's community of volunteers. The Garden recognizes the importance of volunteers and we are delighted that you have chosen to spend your valuable time at the Garden. It is not an exaggeration to say that we could not accomplish what we do without your valuable contribution.

This handbook is designed to introduce you to the Garden and its associated sites\* (also referenced as the "Garden") and to provide a basic overview of the policies and procedures which give you guidance and direction. It is not to be construed as a contract or other legal document. We will share with you a little of our history, philosophy, practices, and policies, as well as the "perks" the Garden will provide to you as a valued volunteer.

No volunteer handbook can anticipate every circumstance or question that may arise. If you have any questions about your volunteer experience, you are encouraged to discuss them with your Volunteer Supervisor and/or contact someone in the Volunteer Program Office. We believe you will enjoy your volunteer assignment, Garden staff, and your fellow volunteers. We also believe you will find the Garden a good place to volunteer and are confident that your association with the Garden will be challenging and rewarding.

The Garden is committed to an excellent work environment. We appreciate that our volunteers' commitment to excellence matches our own. In that spirit, we extend our sincere thanks for all you do to make the Missouri Botanical Garden a wonderful place for visitors, volunteers, and staff.

Thank you!

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## *Missouri Botanical Garden Mission*

The mission of the Missouri Botanical Garden is to discover and share knowledge about plants and their environment in order to preserve and enrich life.

### *Vision*

The Missouri Botanical Garden is a global leader in plant science and conservation, an innovative cultural attraction that engages diverse audiences in learning about plants as the foundation of life, and an exemplary practitioner of sustainability. We conduct our own business in keeping with principles of sustainability, including conservation and restoration of natural communities, and the responsible use of natural resources, and strive to inspire others to act accordingly. We promote practices that will lead to sustainability around the world because this is the only proper course for the human race – the only one that makes sense in attempting to build a sound, healthy, diverse, and beautiful world for ourselves and for the future.

### *Values*

These core values guide our daily work:

- Stewardship – Demonstrating environmental stewardship, a strong conservation ethic, and sustainable practices.
- Leadership – Anticipating the future and being “ahead of the curve” in botanical research, conservation and sustainability, education, horticulture and visitor engagement.
- Honesty – Upholding accuracy and objectivity in all our endeavors and presentations.
- Collaboration – Working with partners and alliances to speed our common goals and increase the impact of our work.
- Diversity – Actively engaging people of all ages, races, nationalities, and abilities with enriching experiences at all our sites and on the Web.
- Staff Development – Fostering a workplace that supports, engages, and educates a talented and diverse staff and volunteer corps.
- Integrity – Standing for excellence, ethical conduct, sound management, and fiscal responsibility.
- Quality of Life – Promoting the quality of life throughout the St. Louis region.
- Good Neighbor – Supporting the improvement and sustainability of the neighborhoods surrounding our sites.
- Accountability – Being reliable stewards of the gifts that we receive.

## *Volunteer Program Mission*

The mission of the Garden's Volunteer Program is to optimize the utilization and management of the services of concerned citizens who choose to contribute their talents and skills to complement, supplement and enhance the work of paid staff in order to accomplish the Garden's overall mission.

### *Goals*

- To recruit and retain a diverse volunteer community who will complement, supplement, and enhance the work of staff.
- To work with staff to determine the needs for volunteer placement and to design volunteer assignments which will meet the existing, as well as the changing, programs of the Garden.
- To help create and promote a community-wide understanding of the Garden and all its programs.
- To meet the community's needs for service by addressing the citizens' needs to serve through programs with responsibility and challenge for those qualified, and through career exploration and personal growth where this will serve the requirements of the Garden.
- To expand the service of volunteers, deepen their knowledge of mission goals, and utilize their service for more effective support of key initiatives.

## *About the Missouri Botanical Garden*



The Missouri Botanical Garden was founded by Henry Shaw in 1859 and today is the nation's oldest botanical garden in continuous operation and a National Historic Landmark. Henry Shaw, by will upon his death, left the Garden in trust to a group of St. Louis citizens and their successors, to be maintained "for all time" for the public benefit. Thus to this day, the Garden remains a Missouri charitable trust operated by a board of trustees on a fiduciary basis pursuant to the Shaw will.

Shaw, a native of Sheffield, England, was born in 1800. Sheffield was an industrial iron works center at the time and was the source of employment for his father. In 1818 both he and his father arrived in North America on business. Determined to find his own fortune, Shaw left his father and arrived in the frontier town of St. Louis in 1819. Establishing a general store, Shaw sold goods and cutlery imported from his native city and over the course of the next two decades amassed a fortune for his time of \$250,000. In 1840 he retired from the general goods business and began the first of his travels touring Europe.

During the ensuing years he invested in real estate and purchased 760 acres four miles southwest of town in what was then known as the Prairie des Noyers Commons and purchased rental properties in the St. Louis business district. He built two lovely homes, one at Seventh and Locust in the city, and the other, which would become known as Tower Grove House, on his country estate.

In 1851 on his last trip abroad, Shaw witnessed the Great Crystal Palace Exhibition and visited the Royal Botanic Gardens at Kew, but a visit to Chatsworth, the Garden of the Duke of Devonshire in the Midlands of England, would profoundly shape his future plans. While there, he conceived the idea of building a botanical garden in his adopted hometown of St. Louis and upon his return began taking steps to turn his private estate into a public garden. With the guidance of Sr. William Jackson Hooker, Director of Kew; Asa Gray, Harvard professor and preeminent botanist; and Dr. George Engelmann, St. Louis physician and nationally respected local botanist, he gradually developed the Missouri Botanical Garden not only as a display garden but as an outstanding botanical research institution including a library and herbarium.

In March of 1859, the Missouri legislature passed an act allowing Shaw to grant 760 acres of property located in the Prairie des Noyers Commons to trustees for the purpose of developing and maintaining a botanical garden, and on June 15, 1859, the Missouri Botanical Garden opened to the public. Shaw would later offer his second gift to St. Louis in 1868 with the establishment of Tower Grove Park. He devoted the remainder of his life to these properties, developing the grounds, planting thousands of trees, building greenhouses, pergolas, pagodas, observatories, commissioned statues, and in the park, highlighted his love for music by erecting a bandstand surrounded by the busts of famous composers. In 1885, he established the Henry Shaw School of Botany at Washington University furthering his commitment to the study of plants.

In his personal life Shaw never married and remained a lifelong bachelor even though family members would continually play would-be matchmakers. Prior to his death Shaw drew up a new will to provide for the Garden after he had gone. He died August 25, 1889, and is buried in his mausoleum upon the Garden grounds he so loved.

For more than 150 years, the Garden has been an oasis in the city of St. Louis, a place of beauty and family fun, and also a center for education, science, and conservation. Today the Garden, with an eye to the past, looks to the promise of our future, and a legacy of which Henry Shaw would surely be proud.



## *About Shaw Nature Reserve*



Shaw Nature Reserve, on the Meramec River and about six miles south of the Missouri River is in the region known as the Ozark Border. This region encompasses some 13 percent of the state of Missouri and divides the rolling prairie lands of northern Missouri that were formed by glaciers, from the Ozark Plateau, that was formed by uplift and erosion. The Reserve is near the junction of Highway 100 and Interstate 44 in northeastern Franklin County.

Missouri is known for its rich and beautiful collection of natural habitats as well as for its complex and diverse geology. Since Shaw Nature Reserve sits at the juncture of several of these major Midwestern habitats, the diversity of both plant and animal life is great. This natural diversity provides an exceptional outdoor classroom for scholars and students as well as casual observers.

At the Reserve, the replicated prairie evokes images of buffalo and Native Americans as breezes ripple the sea of native grasses and forbs. Each spring, abundant woodlands burst forth with a multitude of native wildflowers while, later in the year, the same woodlands offer lush green shade, oases from the summer sun.

Wetlands, known for their splendid array of species, offer a close-up look at aquatic plant and animal life. Visitors to this special environment include great blue and little green herons, dragonflies and other fascinating creatures. The slopes, which are the watershed of the wetlands, are cloaked in flowery reconstructed prairie.

The many trails offer easy strolls and hikes that bring visitors in close contact with these habitats. One can explore for an hour or a day—the variety of trails offer many choices. Benches along the way provide resting spots for quiet meditation and observation of birds, butterflies and other wildlife as well as the seasonal parade of both flowering and non-flowering plants.

St. Louis is one of very few metropolitan regions that can boast of a 2,441-acre natural asset such as Shaw Nature Reserve so near its city-based parent organization, the world-famous Missouri Botanical Garden. This proximity allows easy access for children and adults alike to not only experience the natural beauty of our region but also to learn sound environmental stewardship through the Reserve's numerous educational programs.

The Missouri Botanical Garden's land purchase in 1925 began the legacy of Shaw Nature Reserve. Originally set up as a safe refuge for the plant collection from the smoke pollution of the 1920's, its role in the community has evolved through the years. Shaw Nature Reserve has many roles—as a nature reserve, a place to walk and hike, and a good spot for relaxing and for studying nature. It has become a premier educational, research and habitat restoration and reconstruction site.

Over the years, tens of thousands of school children and adults have learned more about nature and the environment by observation and through the guidance of Shaw Nature Reserve's educational and professional staff. Teachers themselves come to improve their teaching of ecological principles as well as to gain a greater appreciation of the natural world. In recognition of its worth as an educational resource, the Reserve was designated a National Environmental Education Landmark by the U.S. Secretary of the Interior in 1972.



## *About the Sophia M. Sachs Butterfly House*



The Butterfly House is a not-for-profit organization which was established in 1995 to increase awareness of the natural habitat in which butterflies thrive. Officers of the corporation were: Evelyn E. Newman, Lucy Lopata, Linda Penniman, Caroline Loughlin and Charles A. Lowenhaupt. The new facility was built entirely with private funds provided through donations of foundations, corporations, individuals, as well as membership support.

Ground was broken in June of 1997 and construction began on the Butterfly House. The 8,000 square foot Conservatory Garden is sheathed in 646 pieces of glass, each measuring 4' X 6' and weighing approximately 200 pounds. The center vault, soaring 36' high at its apex, is one of five vaults designed to minimize visual (and flight) obstruction. Great care was taken in the design and engineering of the building to assure a natural and safe habitat for the butterflies. An additional 8,000 square feet adjacent to the Conservatory houses a classroom, theater, visitor amenities and gift shop. Christner, Inc., Bannes Consulting and BSI Constructors executed the design, project management and construction.

The Butterfly House opened its doors to the public on September 18, 1998 and provides educational opportunities to a diverse visitorship. In 2000 the outdoor area known as the Butterfly Garden was dedicated. The Butterfly House offers education programs, special events, lectures and, of course, the chance to witness butterflies in two habitats, one native and one tropical.

In July, 2001, the Butterfly House became a division of the Missouri Botanical Garden, a leader in horticultural displays, research and education. The following year, 2002, the second expansion of the facility opened and was designated the "Emerson Lakeside Terrace". This plaza area is the site for many special events, both public and private. The same year, the Butterfly House began participating with Butterfly Conservation Initiative, BFCI, of the Association of Zoos and Aquariums and the next year it was accredited by the AZA becoming the only dedicated insect facility in this organization.

The historic Faust Family greenhouse structure was renovated in 2007 and began supplying a significant portion of animal food needs, especially nectar for the butterflies. In 2007, the Butterfly House was also recognized by El Bosque Nuevo as providing funding, through purchases of pupae from this sustainable butterfly farming operation in Costa Rica, to purchase more than 16 acres of land for the protected reserve.



## *About Litzsinger Road Ecology Center*



The Litzsinger Road Ecology Center (LREC) is an established educational site with land and facilities dedicated to promoting science teaching and learning, environmental literacy, and stewardship of the Earth. While located in the heart of the St. Louis metropolitan area, just ten miles west of downtown St. Louis, this unique 34-acre study center encompasses a rich variety of habitats including bottomland forest, restored prairie, and an urban creek. In addition, classrooms and an on-site computer laboratory offer research and instructional experiences that increase the scope of learning for students and teachers.

LREC, under the management of the Missouri Botanical Garden, is available to educators and students for research and field science programs. It is part of the Place-Based Education Evaluation Collaborative which aims:

- To serve as a learning organization for program developers, fueling internal growth and program development for the individual organizations;
- To develop, identify and disseminate evaluation techniques, tools and approaches that can be applied elsewhere; and
- To contribute to the research base underlying the field of place-based education and school change.

## *About the Garden's Affiliate Organizations*

**Botanical Society of America** was formally established in 1893 as an offshoot of the Botanical Club of the American Association for the Advancement of Science. The first president of the society was William Trelease. Its mission is to promote botany, the field of basic science dealing with the study and inquiry into the form, function, development, diversity, reproduction, evolution, and uses of plants and their interactions within the biosphere. To accomplish this mission, the objectives of the Society are to sustain and provide improved formal and informal education about plants; encourage basic plant research; provide expertise, direction, and position statements concerning plants and ecosystems; and foster communication within the professional botanical community, and between botanists and the rest of humankind through publications, meetings, and committees. (<http://botany.org/>)

**Center for Plant Conservation** is dedicated solely to preventing the extinction of U.S. native plants. The Center was one of the first organizations created to meet this need. The Center is a network of 37 leading botanic institutions. Founded in 1984, the Center operates the only coordinated national program of off-site conservation of rare plant material. This conservation collection ensures that material is available for restoration and recovery efforts for these species. CPC also works in research, restoration, technical assistance, education and advocacy through the efforts of the network and the national office. (<http://www.centerforplantconservation.org/>)

**EarthShare of Missouri** is a federation of America's leading non-profit environment and conservation organizations, working to promote environmental education and charitable giving through workplace giving campaigns. EarthShare is an opportunity, a system, and an answer for environmentally conscious employees and workplaces to support dozens of environmental groups at once through a charitable giving drive. Their goal is to continue expanding opportunities for working people to have an easy and effective way to help the environment, and in doing so, help ensure the preservation of our natural heritage. (<http://www.earthsharemo.org/>)

**St. Louis-Jefferson Solid Waste Management District** was formed in 1991 by Jefferson County, St. Louis County and the City of St. Louis. St. Charles joined the District in 2002. The District serves as a resource to assist the public, private, and not-for-profit sectors in establishing and expanding waste reduction, recycling and composting efforts in the St. Louis area. (<http://swmd.net/>)

## The Garden's Work Environment

### **Code of Conduct and Ethics**

It is the policy of the Garden that every Board member, employee, and volunteer be committed, with integrity and in good faith, to fulfilling the Garden's mission. The Garden, its employees, and its volunteers desire the public's trust and believe that they will earn it by so acting and by being responsive to the public. In order to assist its employees and volunteers to conduct themselves and the Garden's research, conservation, display, education, fund-raising and other business affairs in accordance with the highest ethical standards, the Garden has adopted a Code of Ethics.

You are expected to read and adhere to the *Code of Ethics Policy*. You may obtain a copy from your volunteer supervisor or the Volunteer Program Office. By signing the *Acknowledgement of Receipt of Handbook* you are agreeing to read, understand, and to adhere to the policies set forth in the *Code of Ethics Policy*.

### ***Reporting Violations***

The Garden has secured the services of an independent third-party provider to receive, through [www.ethicspoint.com](http://www.ethicspoint.com) or by calling toll-free (866) 873-0615, allegations of unethical or illegal conduct. A full investigation will be conducted in response to any report received, with recommendations concerning the appropriate corrective actions that may be taken.

### **Equal Employment Opportunity/Affirmative Action Statement**

The Garden is an equal opportunity employer and is committed to the principles of equal employment opportunities for all employees as well as applicants for volunteer placement. Volunteer placement decisions at the Garden will be made without regard or consideration of an individual's race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, citizenship, age, sexual orientation, gender identify and/or expression, disability, marital status, veteran status, or any other basis prohibited by law. It is the responsibility of every volunteer to ensure that discrimination on any of these protected bases does not occur at the Garden.

We believe that a diverse workforce best serves the interests of the Garden, our employees, visitors, volunteers, and community. To support our commitment, the Garden maintains an affirmative action program. Through this program, the Garden monitors staff (paid and unpaid) representation, employment policies and programs, and good-faith efforts to promote the letter and spirit of the law.

## **Discrimination/Harassment**

The Garden is committed to providing a work environment free of discrimination and/or harassment, and one in which all individuals are treated with respect and dignity. Discrimination or harassment based on a volunteer's race, color, religion, sex, ancestry, national origin, citizenship, age, sexual orientation, gender identity and/or expression, disability, marital status, veteran status, or any other basis prohibited by law will not be tolerated.

The Garden strictly prohibits discrimination and harassment. Accordingly, the Garden requires all volunteers to report immediately any incidents of such discrimination and/or harassment whether committed by another volunteer, employee, independent contractor, consultant, vendor, or visitor to the Garden. All claims of discrimination will be promptly investigated. Violation of this policy will result in disciplinary action, up to and including release from volunteer service.

The Garden expects that all relationships will remain respectful and professional. Retaliation against volunteers for raising claims of discrimination or harassment will not be tolerated.

### ***Sexual Harassment***

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other visual, verbal, or physical conduct of a sexual nature that:

- is made either explicitly or implicitly a term or condition of volunteer placement or assignment;
- is used as a basis for making assignment decisions affecting the volunteer; or
- has the purpose or effect of substantially interfering with a volunteer's ability to carry out his/her assignment or creates an intimidating, hostile or offensive working environment.

Consistent with this policy, the Garden prohibits all activities of an express or implied sexual nature from occurring.

Sexual harassment is strictly prohibited whether or not it is between members of the opposite sex or the same sex. Furthermore, sexual harassment is prohibited at Garden-sponsored events and in the context of all tasks performed on the Garden's behalf, whether or not it takes place on property owned by the Garden.

### ***Other Forms of Harassment***

Discriminatory, harassing conduct may take many different forms. Harassment based on race, color, religion, sex, ancestry, national origin, citizenship, age, sexual orientation, gender identity and/or expression, disability, marital status, veteran status, or any other basis prohibited by law is a form of discrimination and will not be tolerated.

### ***Reporting a Complaint***

If you receive a complaint or observe or believe you are a victim of discrimination or any form of harassment while performing your volunteer assignment, or at a Garden-sponsored event, you should immediately report it to one of the following:

- your supervisor
- another division management member, or
- the Volunteer Program Office.

You are not required to report your concerns to anyone who is the subject of your complaint. In addition to reporting your concerns, if anyone at the Garden or at any Garden-sponsored event engages in conduct that makes you feel uncomfortable, we encourage you to tell that person that the conduct is unwelcome, that you find it offensive, and that it should stop immediately.

Complaints will be kept as confidential as possible. The Volunteer Program Office will promptly investigate complaints of discrimination and/or harassment. All employees and volunteers are required to cooperate fully in any investigation. Following the investigation, if warranted, the Garden will take appropriate corrective action, up to and including termination of release from volunteer service.

The Garden prohibits any form of retaliation against a volunteer for lodging a good-faith complaint under this policy or for participating in good faith in the investigation of a claim of discrimination or harassment. Any volunteer who believes he/she has been subjected to retaliation should contact the Volunteer Program Office.

### **Workplace Violence Prevention**

It is the intent of this policy to ensure that anyone associated with the Garden, including employees, volunteers, and visitors, never feels threatened by another's actions or conduct. You should be treated with courtesy and respect at all times. Volunteers are expected to refrain from fighting, horseplay, or other conduct that may be dangerous to others. Conduct that threatens, intimidates, or coerces another volunteer, employee, or visitor will not be tolerated. The Garden is committed to providing a safe work environment and will take prompt remedial action up to and including immediate release from volunteer service against any volunteer who engages in any threatening behavior or acts of violence or who uses obscene, abusive, or threatening language or gestures.

- Workplace violence includes any act or behavior that causes or threatens to cause harm, physical or otherwise, to another person or property.

“Workplace” as used in this policy, means any Garden-owned or leased property including Garden vehicles and parking areas, sites of Garden-sponsored events, and any location visited while conducting Garden-related business.

All volunteers have a “duty to warn” their supervisors, Security Officers (on Garden grounds), and the Volunteer Program Office of any suspicious workplace activity, situations, or incidents that they observe or know of that may involve other volunteers, employees, or visitors and that appear potentially dangerous or problematic. Volunteer reports made in adherence to this policy will be held in confidence, to the maximum extent possible. The Garden will not condone any form of retaliation against any volunteer for making a report in good faith under this policy.

Confrontational threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Based upon the seriousness of these reported behaviors, any volunteer determined to have committed such acts will be subject to disciplinary action, up to and including release from volunteer service.

## Volunteer Program Operations

### **Volunteer Perks**

#### *Parking*

The Garden makes every effort to provide and maintain free parking that is convenient, clean, and safe. Volunteers using this parking assume the risk of property damage or theft.

#### *Admission*

- Free admission for yourself and up to nine guests at all of the Garden locations\*

#### *Discounts*

- 20 percent in Sassafra<sup>s</sup>\*
- 20 percent in Terrace View Café (seasonal, operated from Kemper Center)\*
- 20 percent at all Garden retail shops\*
- Receive the member rate on adult education classes

#### *Tram Ride*

- Free ride for yourself\*

#### *Recognition Events*

- All active volunteers receive an invitation to the annual Volunteer Appreciation Evening celebration.
- Volunteers who celebrate benchmark years of service (e.g., 10, 20, 30, 40) receive an invitation to the Volunteer Service Recognition Luncheon

#### *Honorary Membership*

- Upon completion of one year of service and 50 hours, you are eligible to request an honorary membership through your supervisor or the Volunteer Program Office.

\* You must display your volunteer ID Badge

### **Identification**

You will obtain an Identification Badge from the Volunteer Program Office. Regardless of dress or uniform attire, volunteers are required to wear their Garden identification badge at all times while performing their volunteer assignments on Garden grounds. Upon separation from volunteer service, volunteers will turn in their Identification Badge to their immediate supervisor or the Volunteer Program Office.

## **Criminal Background Checks**

The Garden has determined whether a criminal history background check is required for each volunteer assignment based on the type of assignment, business necessity, and applicable state laws. When a criminal history background check is required, the volunteer must authorize this background investigation in writing using the Garden's consent form. The Garden will inquire only about convictions and probation status, if any.

The following factors will be considered for those with a criminal history in determining whether to place them in a volunteer assignment: the nature of the criminal conviction and its relationship to the position; the amount of time passed since the conviction; the number of convictions; and whether placing the applicant would pose an unreasonable risk to the Garden's operations.

If a volunteer attempts to withhold or falsify information pertaining to previous convictions, he/she will be disqualified from further volunteer service consideration in any area of the Garden.

## Volunteer Responsibilities

### **Dress and Appearance**

Appropriate dress and personal hygiene play an important part in promoting a positive Garden image. Notwithstanding the requirements and prohibitions of this policy, the Garden will make reasonable religious accommodations involving dress and appearance.

While many divisions have a business casual dress environment or have adopted volunteer assignment-appropriate uniforms, you are expected to represent the garden in a professional manner and dress appropriately.

The Garden recognizes that personal appearance is an important element of self-expression. However, excessive jewelry and/or conspicuously displayed body piercings and tattoos do not reflect the highest standard of professionalism. The following attire is not acceptable: spandex; bare feet; pants, shorts, or skirts worn significantly below the waistline; sexually provocative clothing; hats in the business office environments; clothing featuring profanity, nude or semi-nude pictures, product advertisements, sexually suggestive slogans, cartoons, or drawings; the observable lack of or exposed undergarments.

Volunteers who fail to adhere to the Garden's dress code guidelines will be asked to initiate appropriate solutions such as removal of excess jewelry, covering tattoos, or returning home to change clothes. Please consult your supervisor if you have questions as to what constitutes proper attire in your area.

### **Attendance**

The positions volunteers fill are critical to the Garden. If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor or the Volunteer Program Office. Give your supervisor as much time as possible to arrange for someone else to cover your position. Excessive absences and tardiness will result in a review of your volunteer assignment or release from volunteer service.

### **Hours Reporting**

It is vital that the Garden has a record of the amount of time given by volunteers. Your hours show that we have community support and are used for grants and proposals as well as for insurance purposes. Discuss the record-keeping procedure for your area with your supervisor. Normal travel time to and from the Garden is not to be recorded as creditable time.

### **Personal Status Changes**

Please promptly notify the volunteer program office of any address, name, or phone number changes. Also let us know if there is a change in your emergency contact

information. The health and safety of our volunteers is a top priority for the Volunteer Program Office.

### **Personal Conduct**

The Garden has established a standard of behavior that is required of all volunteers. It is our policy that volunteers maintain an environment that fosters mutual respect, cooperation, and teamwork, and promotes civil and congenial relationships among employees, volunteers, and visitors, and is free from all forms of harassment/discrimination and violence.

Volunteers who exhibit behaviors considered unacceptable, as well as engage in any other conduct deemed unacceptable, including retaliatory acts of any kind, are subject to disciplinary action up to and including release from volunteer service with or without an opportunity for corrective action.

Volunteer placement at the Garden is based on mutual consent and both the volunteer and the Garden have the right to release the volunteer from his/her assignment for any reason or no reason, with or without cause or advance notice.

### **Personal Property**

Personal property is the responsibility of the volunteer. The Garden does not accept responsibility or reimburse for lost, stolen, or damaged personal property.

### **Transfer**

Requests for change of assignment should be coordinated by the Volunteer Program Office. The exception to this would be moving to another position within the same division.

### **Leave of Absence**

The Garden recognizes the importance of providing leave for volunteers who must be absent due to medical, family, or personal circumstances. To request a leave of absence, notify your supervisor and the Volunteer Program Office.

## General Volunteer Policies

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

The Garden is committed to protecting the safety, health, and well-being of everyone at the Garden. We recognize that drug and alcohol abuse can threaten these goals. Therefore, we have established a Drug and Alcohol-Free Workplace Policy to provide employees and volunteers with guidelines for handling the use of drugs, alcohol, and other controlled substances. This policy applies to all volunteers whether on or off Garden property, including parking areas, while representing or conducting business for the Garden during your volunteer shift, during Garden-sponsored events, in meetings, and while in a Garden vehicle.

### ***Prohibited Behavior***

It is a violation of our Drug and Alcohol-Free Workplace Policy to:

- manufacture, sell, distribute, dispense, possess, use, trade, offer for sale, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the volunteer assignment;
- report for your volunteer assignment with illegal drugs (e.g., marijuana, cocaine, opiates, amphetamines, and phencyclidine) or other intoxicants (e.g., glue) in your system;
- report for your volunteer assignment under the influence of or impaired by alcohol.

Legally prescribed and over-the-counter drugs or medicines are permitted provided the medications will not impair your ability to perform your assignment safely and efficiently. Reporting to or being at your volunteer assignment while using prescribed or over-the-counter drugs where such use may prevent you from performing the duties of the assignment or present a safety hazard to you, other persons, or property is prohibited. If the use of a legally prescribed or over-the-counter medication could compromise your safety, the safety of other volunteers, employees or the public, it is your responsibility to notify your supervisor and the Volunteer Program Office for consultation, or use appropriate safety personnel procedures to avoid unsafe workplace practices.

### ***Consequences***

If a volunteer violates the Policy, the volunteer will be subject to disciplinary action, up to and including release from volunteer service.

### **Confidential and Proprietary Information**

Throughout your volunteer service with the Garden, you may create, discover, or receive proprietary and/or confidential information. You should assume that all non-public or unpublished information relating to the Garden and its visitors is confidential. If there is a question of whether certain information is considered confidential, you should first check with your supervisor.

## **Media Inquiries, Interviews, Speeches and Articles**

The Garden's Communications Division is responsible for dealing directly with the media which includes, but is not limited to, all news media outlets, national or local newspapers, magazines, journalists, authors, radio and television stations, and Internet-based media outlets.

If you are approached or contacted by a media representative, you should immediately refer the inquiry to our Communications Division for review prior to granting an interview or releasing any information.

All volunteers should be cognizant of any situation where they may be identified by their affiliation to the Garden, so as to ensure that the integrity and reputation of the institution are not compromised and to prevent all conflicts of interest. If you are unclear as to whether or not your participation with a media outlet is permissible, you should promptly contact the Communications Division to obtain approval prior to granting any external media interviews.

## **Solicitation**

To assume a productive work environment, the Garden forbids oral solicitations and distributions of information/materials on our premises. Employees and volunteers are not to solicit or be solicited during their working time for any purpose. Additionally, Garden assets such as bulletin boards, email, telephones, computers, the Garden intranet and handheld communication devices, copiers, stationery, and meeting rooms are not to be used for solicitation purposes. Political or other campaign buttons, clothing, etc. may not be worn or displayed by volunteers during their shifts.

## **Smoke-Free Garden**

The Garden maintains a smoke-free work environment for the benefit of all employees, volunteers, and visitors. Tobacco of any kind is strictly prohibited on all Garden properties or in view of Garden visitors. This includes the act of lighting, smoking, or carrying a lighted or smoldering cigar, cigarette, e-cigarette, or pipe of any kind. Violations or concerns should be brought to the attention of your supervisor or the Volunteer Program Office.

## **Use of Garden Property**

The Garden provides its volunteers with the appropriate equipment needed to perform their volunteer assignments. Because this equipment is Garden property, volunteers are expected to use this equipment solely for Garden business purposes. Garden property is defined as any piece of equipment, furnishing, vehicle, building, or supply leased, owned, donated, and in the custodial care of the Garden. When using

Garden's property, volunteers are expected to exercise care and follow all operating instructions, safety standards, and guidelines. Please notify your supervisor if any equipment appears to be damaged, defective, or in need of repair, and do not continue to use.

Personal use of all Garden property and business equipment, including but not limited to telephone systems, computers, and copy/fax machines should be reasonable and kept to a minimum. Volunteers may not utilize personally owned computer equipment at the Garden.

Volunteers who are negligent in operating, fail to adequately safeguard, or inappropriately use Garden equipment and/or property will be subject to corrective action, up to and including release from volunteer service.

### **Children in the Garden**

Volunteers may occasionally bring their children, provided that visits are infrequent, brief, planned in a fashion that limits disruption, and approved by their supervisor in advance. While children are at the Garden, they must be directly supervised by the volunteer at all times. The Garden should not be used in lieu of child care.

### **Telephone and Electronic Communications System**

The Garden may provide volunteers with appropriate information systems access as needed in their collaboration with the Garden. No unauthorized use of computer hardware or software is permitted. You may obtain a copy of the *Information Systems Acceptable Use Policy for Garden Non-Employees* from your supervisor or the Volunteer Program Office. By signing the *Acknowledgement of Receipt of Handbook* you are agreeing to read, understand, and to adhere to the policies set forth in the *Information Systems Acceptable Use Policy for Garden Non-Employees Policy*.

### **Social Media**

The Garden's Facebook, Twitter, and other social media accounts offer a unique and creative way for us to participate in authentic discussions with the public. By creating and engaging in social media, the Garden hopes to take a creative and proactive approach to assisting its visitors, donors, and members. Websites, blogs, and social media pages that serve as a public voice of the Garden will be created and managed by the Communications Division. You may obtain a copy of the *Social Media Policy* from your supervisor or the Volunteer Program Office. By signing the *Acknowledgement of Receipt of Handbook* you are agreeing to read, understand, and to adhere to the policies set forth in the *Social Media Policy*.

### **Emergency Closings and Inclement Weather**

At times, emergencies (such as severe weather, fires, power failures, earthquakes, etc.) can disrupt Garden operations. While it is our policy to remain open during most periods of inclement weather and maintain normal work hours whenever possible,

where extraordinary circumstances warrant, the Garden reserves the right to close the Garden to the public, its employees and/or volunteers.

If a decision is made to close the Garden during normal hours of operation, an announcement will be made to all Division Managers who will be responsible for promptly notifying volunteers in his/her division. When severe weather conditions or emergencies occur outside of normal business hours, please call (314) 577-9546 to receive updated information regarding Garden operations.

The Butterfly House is closed due to inclement weather if the Garden's main campus is closed or if Faust Park is closed. Volunteers assigned to Shaw Nature Reserve and Litzsinger Road Ecology Center, are to call their supervisors to receive updated information regarding operations.

### **Evacuation and Shelter Locations**

- ***Garden Grounds***

- ***Ridgway Center***: Move away from the upper floors. Proceed to the primary storm shelter locations:
  - Garden Gate Shop storeroom and staff lunchroom
  - Ground floor (and upper level if necessary) restrooms
  - Shoenberg Theater
  - Equipment room/storage room
  - Missouri Botanical Garden classrooms should shelter in place. Secondary storm shelter locations will be Beaumont Room against south and east walls.
- ***Climatron and Temperate House***
  - Move to the west side of the Climatron, in the Brookings display area between the Shoenberg Temperate House and the Climatron. Stay away from the glass doors on both ends of the room.
- ***Lehmann Building***
  - Move from upper floors and assemble on the ground floor between the compactor and the wall or between the compactor shelving.
  - Those in the mid-level should seek shelter in the Herbarium.
- ***Tower Grove House***
  - Move from the upper floors to the hall between the kitchen and the restroom.
  - Boiler room
  - Storage room east of the boiler room
- ***Kemper Center for Home Gardening***
  - Restrooms and adjoining interior hallway away from door
  - Classroom away from door.

- ***Spink Pavilion***
  - Move into the southeast rear door and sit down against the interior west and north walls.
  - Restrooms against east and north walls
- ***Linnean House***
  - This is not a safe area during a storm. Move into Ridgway Visitor Center storm shelter locations
- ***General Services Buildings***
  - Restrooms are located in A and D buildings. Persons in B and C buildings should move to these locations.
- ***Museum Building***
  - Basement
- ***Administration Building***
  - Basement

- ***Litzinger Road Ecology Center***

Staff will advise volunteers in regard to imminent weather-related situations.

Communication will take place in person or over the radio as deemed necessary.

- Lightning/thunder: Student groups should proceed to the nearest indoor area (Cabin, Barn, or Glass House).
- Heavy rainfall: Staff will keep an eye on the creek and lowland areas and advise as needed.
- Strong wind: Move away (or stay away) from trees/woods if possible.
- Tornado: Take cover in one of the following areas:
  - Lowland side – bathrooms attached to Cabin
  - Upland side – washer/dryer room, lower level of Glass House

- ***Shaw Nature Reserve***

<b>Building/structure</b>	<b>Shelter location</b>
Central Office Edgar Anderson Complex	Old Education Office basement
General Operations Edgar Anderson Complex	Old Education Office basement
Horticulture Complex Edgar Anderson Complex	Old Education Office basement
Old Education Office	Old Education Office basement
Visitor's Center	Visitor's Center Men's Room (in basement)
Bascom House	Bascom House basement (accessible only from outside)
Carriage House Classroom	Bascom House basement (accessible only from outside)
Picnic pavilions (2) & related restroom facility	Bascom House basement (accessible only from outside)

Adlyne Freund Center	Adlyne Freund Center Basement (access through trap door in Great Room floor)
Assembly Building Dana Brown Center	Assembly Building basement
Denison Lodge Dana Brown Center	Denison Lodge basement
Lichtenstein Lodge Dana Brown Center	Lichtenstein Lodge basement (access through trap door in Main Room floor)
Shower House Dana Brown Center	Shower House basement (accessible only from outside)
Lee Lodge Dana Brown Center	Shower House basement (accessible only from outside)
Audlon Lodge Dana Brown Center	Shower House basement (accessible only from outside)

- Please note that many of the shelter locations listed above require a key to access.
- You should always be familiar with where you are to go in the event of severe weather, and how you will access it.
- Do not hesitate to ask a staff member about shelter locations and accessibility if you are working in an area other than what you normally do.
- For any questions or comments, please contact the Senior Utility Worker at 636-451-3512, ext. 6023.
  
- ***Butterfly House***
  - Fire:
    - Assist guests to the nearest exit and evacuate immediately (use your best judgment regarding the Conservatory exit).
    - Anyone who exits through the Butterfly Garden is to proceed into the park through the side gate.
    - Assemble behind the butterfly sculpture or on Emerson Terrace.
  - Severe Weather (including hail or the presence of lightning):
    - Evacuate the Conservatory.
    - Move to the central hallway, Emerson Theater, and/or Lopata Learning Lab.
  - Tornado:
    - Evacuate Madame Butterfly Gift Shop, central hallway, Conservatory, and Lopata Learning Lab.
    - Move to the Emerson Theater, restrooms, Conservatory entrance/exit vestibules
  - Earthquake:
    - Do not attempt to leave the building.

- Move to the nearest interior wall or to the Lopata Learning Lab, Emerson Theater, restrooms, Conservatory entrance/exit vestibules.
- Bomb Threat:
  - Evacuate the building using the same routes as for fire.
- Animal Escape:
  - Notify staff immediately.
  - Assist with evacuating the area.

## Safety

Safety is a top priority of the Garden, and as a volunteer, you have a key role in keeping the Garden safe. The Garden strives to provide work environments that are safe for everyone and to maintain procedures designed to prevent injuries. This is achieved through a strong awareness and personal commitment to the safety and well-being of other volunteers, employees, and visitors.

Volunteers are to immediately report any unsafe conditions to their supervisor. Volunteers who violate safety standards and/or cause hazardous or dangerous situations may be subject to corrective action, up to and including release from volunteer service.

### *Reporting a Work-Related Injury, Illness, or Accident*

All injuries, regardless of how minor the injury may be, must be reported to your supervisor immediately, and if necessary, should be attended to by a physician as soon as possible. Your supervisor will assist you in completing an Accident/Injury Report.

- In the event of a serious medical illness or injury, **CALL 911, IF LIFE THREATENING** (e.g., anything beyond basic first aid); and call Security immediately afterward (314) 577-0212 if on Garden grounds.
- For non-life threatening incidents, volunteers assigned to the main campus should call Security for assistance (ext. 212). If you are assigned to one of the Garden's off-site locations, you should immediately contact your supervisor. If medical attention is needed for a non-life threatening incident, your supervisor (or Security Officer) will contact the appropriate workers' compensation medical provider to coordinate medical care.
- Generally, for less serious illness or injury, you are required to arrange your own transportation. In the case when no other alternative is available, a member of management should arrange for transportation to the medical facility.
- Your supervisor must complete an Accident/Injury Report and immediately fax it to the Human Resources Division (ext. 597) or by the next business day following a night or weekend injury. Failure to report an injury could affect a subsequent Workers Compensation claim.

The Garden carries workers' compensation insurance which covers all volunteers.

## **Recycling**

The Garden undertakes many efforts to promote public understanding and participation in responsible environment practices – locally, nationally, and internationally. The Garden provides collection of multi-materials through containers readily available throughout the Garden. You are expected to embrace the Garden’s philosophy to join in recycling efforts.

## **Holidays**

Most Garden employees observe the following holidays:

New Year’s Day	Labor Day
Martin Luther King, Jr. Day	Thanksgiving Day
President’s Day	Day after Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day

Check with your supervisor regarding your schedule on and around the holidays.

The Garden is open everyday except Christmas. The Butterfly House is open everyday except Thanksgiving, Christmas and New Year’s. Shaw Nature Reserve is open year round.

## Volunteer Management Practices

### Discipline and Corrective Action

A volunteer may be placed on corrective disciplinary action for significant behavioral or performance deficiencies which are determined to be within the volunteer's ability and intent to correct. The Garden's corrective action process provides a framework for you and your supervisor to resolve concerns related to unsatisfactory performance, poor attendance, and inappropriate/unprofessional conduct.

Based upon the severity or totality of the concerns, the Garden may choose to bypass any or all corrective action steps and immediately end your volunteer assignment, or may do so if a volunteer fails to demonstrate immediate and sustained improvement.

When a concern arises, the volunteer's supervisor and the Volunteer Program Office will determine the appropriate action to take depending upon the circumstances and document the issue in one of the following ways:

- verbal warning
- written warning
- final written warning
- release from volunteer service – either immediate or after a form of corrective action has been issued
- suspension of volunteer service – A volunteer may be temporarily suspended from volunteer service while a serious matter is investigated (e.g., theft, fraud, violent or threatening behavior, security concerns, etc.).

### Conflict of Resolution Procedures

The Garden recognizes that conflicts or misunderstandings may arise in the course of working relationships. The Garden wishes to be responsive to our volunteers and their concerns. Therefore, a volunteer who is confronted with a problem may follow the procedures outlined below to resolve or clarify his/her concerns.

*Step One:* Volunteers are encouraged to initially direct their concerns to their immediate supervisor. If the complaint involves the volunteer's supervisor, the volunteer is encouraged to schedule an appointment with the supervisor to directly discuss the problem that gave rise to the concern. The volunteer and supervisor are generally able to directly resolve most volunteer service-related issues.

*Step Two:* If the discussion with the immediate supervisor does not resolve the problem to the mutual satisfaction of the volunteer and the supervisor, or if the supervisor does not respond to the complaint, the volunteer should submit a written summary of the complaint to the employee's next level manager and a copy should be

forwarded to the employee's Division Vice President. The volunteer's written complaint should include the following information:

- the problem and the date when the incident occurred;
- the date that the volunteer met with the immediate supervisor and a summary of the immediate supervisor's response.
- suggestions on ways to resolve the problem.

Volunteers submitting such written complaints should provide as much detail as possible. Upon receipt of the written formal complaint, the manager must schedule a meeting with the volunteer to discuss the complaint, and should provide a decision to the volunteer.

*Step Three:* If the volunteer is dissatisfied and wishes to appeal the decision received in step two, the volunteer should submit a written summary of the complaint to the Volunteer Program Office to investigate the complaint. The written summary should include:

- the problem and the date when the incident occurred;
- the date that the volunteer met with the immediate supervisor and a summary of the immediate supervisor's response;
- a copy of the written summary of the complaint submitted to the employee's department manager or vice president;
- the date that the volunteer met with the department manager or vice president and a summary of the decision;
- suggestions on ways to resolve the problem.

The Volunteer Program Office may meet with the parties directly involved to facilitate a resolution. The Volunteer Program Office may gather further information from the volunteer, supervisor(s) involved, and any other relevant individuals as applicable.

If a volunteer fails to appeal from one level to the next level of this procedure, the problem shall be considered settled on the basis of the last decision and the problem submitted by the volunteer shall not be subject to further consideration. No volunteer will be retaliated against for filing a complaint in good faith under this procedure.

### **Separation**

Separation from your volunteer assignment can occur for several different reasons. Volunteers leaving the Garden must return their volunteer ID badge and all Garden-issued property.

### **Resignation**

While we hope both you and the Garden will mutually benefit from your continued volunteer service, we realize it may become necessary for you to leave your assignment at the Garden. If you anticipate having to resign your assignment with the

Garden, you are expected to notify your supervisor and the Volunteer Program Office with as much advance notice as possible.

***Release from Volunteer Service***

The Garden is an at-will organization and has the right to release a volunteer from volunteer service without cause, but will always consider the cause leading to the release. You may be released from your assignment due to substandard performance, failure to adhere to the policies and procedures of the Garden, and/or misconduct. The Garden has the right to ask a volunteer to leave Garden property immediately.