

HORTICULTURE CENTRE
OF

THE PACIFIC

**VOLUNTEER
HANDBOOK**



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Coordinator of Volunteers
Horticulture Centre of the Pacific
November 2009
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Letter from Roger Charles, Executive Director, Horticulture Centre of the Pacific Nov. 2009

Welcome Volunteers

The Volunteers who work and have worked at Glendale Gardens have been absolutely central to both the survival and the growth of the Horticulture Centre of the Pacific. It is no exaggeration to state that without the passionate commitment of the volunteers over the past 30 years, the HCP would not exist today.

The volunteers have laid the foundation for the present organization. Today, with more than 20 individuals receiving financial remuneration where once there were none, the role of the volunteer has changed. The professional staff are now responsible for the day to day running of the Gardens. The Volunteers through the partnership agreements build and maintain the gardens and conservation areas that make the Glendale Gardens the unique place it is today.

In a recent meeting I had with Dr. Nigel Taylor, the Curator of Kew Gardens, he informed me that after more than 200 years, Kew Gardens has set up a volunteer programme. The staff were very pleased because the volunteers not only brought an enthusiasm to being at Kew Gardens but also a different perspective on the what and how of the Gardens. I was happy to inform him that involvement of volunteers at HCP was longer standing than the Kew Gardens volunteer experience and that volunteers were integral to our operations.

It is in this spirit that we have developed this Volunteer Manual. It will help new volunteers understand their role and expectations. It will be a reference book for new people as well as volunteers who have been with the gardens for many years. It is also designed to help new employees of the HCP understand the relationship with, as well as the positive contribution of, the volunteers.

Please do not hesitate to contact either Sandra, the Coordinator of Volunteers, or myself if you have any queries about this guide.

Yours truly,

Roger Charles
Executive Director

HISTORY OF THE HORTICULTURE CENTRE OF THE PACIFIC

The Horticulture Centre of the Pacific (HCP) was created by a group of influential citizens who had a dream of a centre of excellence for horticulture training and was officially incorporated as a not-for-profit Society in November 1979.

The original idea of the centre came from Joseph Kimball who brought in Mel Couvelier, then Mayor of Saanich. The Mayor developed a committee of interested citizens, chaired by Dr. Hugh Keenleyside to explore the concept for the centre in detail.

The name *Horticulture Centre of the Pacific*- (HCP) was suggested by Hal Herbert: *Horticulture* to encompass the botanical and agricultural activities, *Centre* to include demonstration gardens with teaching and research facilities and *Pacific* to reflect the international scope of its activities.

By 1983 funds were secured to hire workers to begin the work of creating the gardens and with precarious funding and legions of volunteers the work continued through the 80's and 90's. Over time regular funding has increased to provide for more paid staff, however funding challenges continue to the present and without those legions of volunteers who turn out every week the viability of the Centre would be dubious.

The Centre was sited on Crown Land and the first lease was signed in 1986 for stewardship of 135 acres which was part of 306 acres known as the Glendale Lands. In 1995 this was reduced to 105 acres in return for an extended lease. Of this, approx 10 acres are in demonstration gardens with the remaining in woodland that is being restored to its native habitat. In 1993 a beaver took up residence in the seasonal lake and built a dam on the outlet stream creating a wetland and important bird habitat, as it remains today. A weir built in 2005 maintains the water level. An observation platform followed and gives birdwatchers a clear view of the many returning species. A pair of bald eagles began a nest in 2008, fledging successfully in 2009, an exciting indicator of the rebalancing of the ecosystem.

BACKGROUND INFORMATION

The Horticulture Centre of the Pacific (HCP) encompasses two separate and interconnected spheres: The Demonstration Gardens, known as ***Glendale Gardens and Woodland*** and the ***Pacific Horticulture College (PHC)***

The HCP continues to be a not-for-profit society administered by a volunteer Board of Directors and situated on leased crown land.

- 1) The spectacular Demonstration Gardens are open year-round for a modest entry fee. Partnership gardening groups and societies have long been a source of plant material, funding and labour as they have developed gardens specific to their areas of interest. Visitors can enjoy the over 10,000 varieties of plants while learning what and how to grow in the Pacific Northwest.

The Conservation Woodland area is open to the public at no charge year-round from access points along Interurban Road. Currently the conservation area development is entirely reliant on grants, donations and the labour of an active and dedicated group of volunteers.

There are approximately 200 volunteers who contribute 18,000 hours of labour each year in all areas of the operation from gardening to construction, events and administration. At \$18.00 per hour this represents a value of \$360,000.00.

- 2) The Pacific Horticulture College, which is accredited by The Private Career Training Institution Agency, is the formal educational arm of the HCP. It has the capacity of training 24 students per year in a ten month certificate program. This program prepares students to be fully competent industry professionals. Graduates work as maintenance gardeners, in design and installation, in nurseries and with growers.

Numerous Community Education programs are available to the membership of the HCP and the general public. Industry training, specialized courses and workshops comprise the balance of educational offerings.

Core Values

The core values of the Horticulture Centre of the Pacific are those which form the foundation on which we perform work and conduct ourselves. In an ever-changing world, core values remain constant. These values underlie our work, and how we interact with all our stakeholders.

- Environmental, financial, and social responsibility
- Honouring and respecting staff, volunteers, members, students, and visitors
- Teamwork
- Inspiration
- Loyalty
- Integrity
- Communication
- Customer Satisfaction
- Leadership

- Best practices
- Partnerships

Vision and Mission

The vision and mission statements of Glendale Gardens and Woodland were revised in July 2007 to better reflect the objectives it wants to achieve in the coming years.

Vision

“Glendale Gardens and Woodland will be a beautiful, locally treasured garden and internationally recognized centre for horticultural education, celebrating the importance of plants in a sustainable world.”

Mission

“We enrich our community by sharing the beauty and joy of gardening, and by demonstrating the importance of plant diversity to life in our world.”

We accomplish this by:

- Developing and maintaining diverse North Pacific demonstration gardens designed to educate visitors on good horticultural practices, and to provide public enjoyment**
- Demonstrating responsible stewardship of our forest and wetlands through sound habitat restoration, conservation and agro forestry practices**
- Providing horticultural education, including an accredited horticultural certificate program, for garden enthusiasts regardless of age, in an exciting learning environment**
- Providing a comprehensive resource centre and meeting place, which facilitates the sharing of knowledge within the horticultural community**
- Developing and fostering community partnerships and providing rewarding opportunities for our staff and volunteers.”**

Key Goals of the Society:

Education Development

To review, develop and improve the delivery of Glendale Gardens educational programs that meets the current and future needs of the gardening and horticultural community

Financial Development

To develop fundraising strategies and capabilities to enable Glendale Gardens and Woodland to support the goals included in the three year strategic plan; and to become a fiscally viable and sustainable organization.

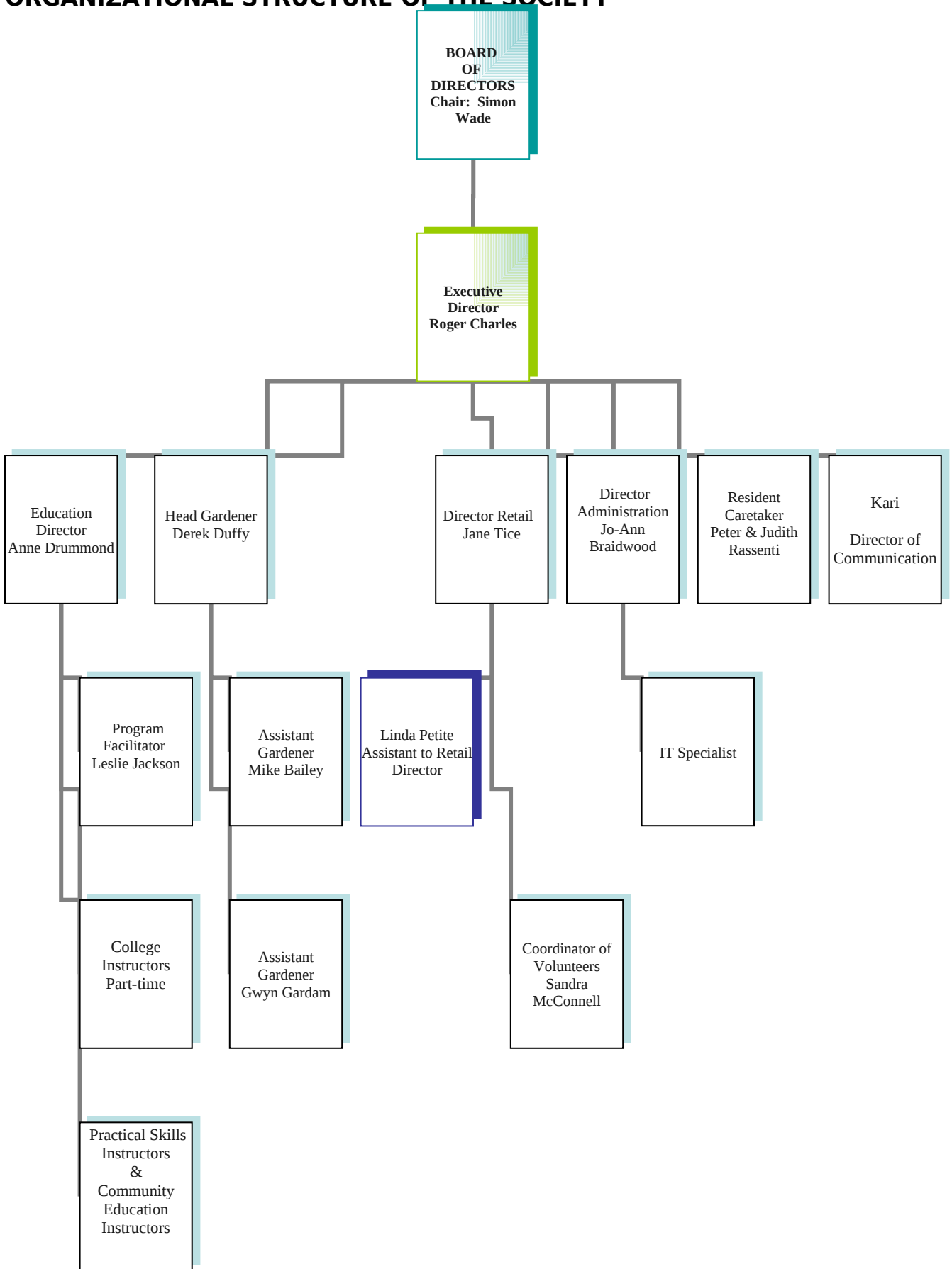
Marketing & Communications

To develop a marketing and communications strategy that will significantly raise the public profile of Glendale Gardens and Woodland, and generate increased support and funding.

Facilities Development

To enhance the facilities at Glendale Gardens to achieve its vision and mission.

ORGANIZATIONAL STRUCTURE OF THE SOCIETY



KEY FACTS AND INFORMATION

**Official Name
of the Gardens**

**Official Name
of the College**

Location:

**Mailing
address:**

Phone:

Website:

**Volunteer
Days:**

**Size of the
Gardens and
the property?**

**Where does the
Garden get its
support?**

**Who owns the
land?**

**Are the
facilities
available for
outside events?**

**What regular
annual events
are held at the
HCP?**

Where are the public restrooms?

**Why are port-a-potties brought in for large
events?**

Glendale Gardens
and Woodland

Pacific
Horticulture
College

505 Quayle Rd.
Saanich, BC.

Victoria, BC V9E
2J7

250-479-6162

www.glendalegardens.ca

9:00 – 12:00 a.m.
Wednesday and
Saturday

The total size of the
property is 105 acres.
The Gardens are
approximately 10
acres with the
remainder in
woodland including a
small lake

This is a non-profit Society that is financed by an annual operating grant from the municipality of Saanich, additional funding grants, memberships, admissions, rentals, donations, sales of plants and Gift Shop items and a major annual fundraising event “Art & Music at Glendale Gardens” in August

The property is leased crown land with a long-term lease

The Glasshouse, the classroom and the tea room are available for outside rental for meetings and events. Glendale Gardens is a popular Spring, Summer and Fall venue for Weddings.

Feb - Hellebore Sunday

March - Heather sale

May - Spring Plant sale

July - Organic Islands Festival

August - Art & Music at Glendale Gardens

September - Fall Plant sale.

At the end of the Main office Building there are two restrooms and there are two in the Café

The sewer is on a septic tank system and cannot handle the usage that comes with a large event and that can pose a danger to the wetlands. On those days the public toilets are closed and visitors and volunteers must use the temporary facilities.

Volunteer rights and responsibilities

Rights:

As a volunteer with Glendale Gardens and Woodland you have the right To:

- Participate in initial orientation in the form of information about the HCP, it's history, structure, values and goals and the roles available for volunteers. This includes information about your role and how it fits into the larger organization.
- be supported in your role with the tools and resources needed to fulfill it, to the best of the Society's ability to provide them.
- be treated with respect (see page 19 for policy on harassment) and to be included and welcomed into existing or new work groups.
- have your volunteer role enhanced by the sharing of horticultural information by garden curators, gardening staff and others who have the requisite expertise. This teaching is informal and occurs through the practical tasks being undertaken.
- have your voice heard in the development of policies and decisions that could affect your role. This does not mean making the final decision, which is the prerogative of the Executive Director in conjunction with the Board of Directors.
- be supported by staff and to be treated as fellow workers by all staff.
- be supported in achieving your goals and expectations as a volunteer by assisting you to resolve issues if they develop. Working toward resolution is guided by the policies, procedures and resources of the Society
- have an appeal process for disputes or issues that are not resolved to your satisfaction, which might arise between or among volunteers, volunteer and the garden curator (also usually a volunteer), between volunteer and staff, or between volunteer and executive director,. (see page 14 for Grievance Procedure)
- have a safe work environment.
- refuse requests to volunteer for events held at Glendale Gardens if you are unavailable or prefer not to work at events.

- change the agreed upon commitment to suit needs that arise in your personal life.

Responsibilities:

- attend an orientation session, complete and sign the Volunteer Information form (see page 24) and the Orientation Checklist (see page 23).
- read and ensure you understand the Vision, Mission and Goals of the HCP and to support them through all of your activities. Anyone not in agreement with the Vision, Mission and Goals may find this volunteer placement is not a good match for him or her.
- follow through on the commitment you have made, keeping in mind that volunteers are an extension of the Garden Staff. To help with planning and coordination please notify the office when you are unable to come in and let him or her know in advance, if possible, that you will be away.
- contact the Coordinator of Volunteers if you need to be away for a prolonged length of time or when you are leaving your volunteer role on a permanent basis. In this event we ask you to fill out an Exit Survey to assist the Society in making improvements if indicated.
- contribute to a healthy and safe working environment as outlined in the anti-harassment policy.
- welcome and include new volunteers in your work group as they are assigned and assist them to learn their role.
- be aware of the locations of first aid stations and to contact the Curator, Head Gardener or Office Staff if someone incurs an injury (see page 15).
- use safety equipment such as goggles and hearing protectors when participating in tasks that could pose a potential danger.
- ensure pathways are clear of tools and debris at all times when you are working in a garden area to ensure safety to visitors - keeping in mind the garden is open to visitors during the times you are working.
- wear clothing suitable to the weather, i.e. not wearing clothing with dangling straps, ties, etc. that could get caught and cause an accident. This includes wearing sturdy footwear and refraining from wearing such things as flip flops or sandals that could lead to accident or injury.
- respect the confidentiality of any inside information to which your volunteer activities may provide access.

ORGANIZATION OF THE GARDENS

Currently the Garden is divided into a number of different types of gardens. Some of those are Partnership gardens that are maintained by Societies from the community and some are under the direction of a volunteer Curator.

Examples: Partnership Gardens are the Mixed Borders maintained by the Hardy Plant Group of the Victoria Horticultural Society; the Rhododendron Garden partnered with the Victoria Rhododendron Society and the Lily Garden maintained by the Lily Society.

Gardens not partnered with outside societies or organizations have Glendale Gardens and Woodland volunteer curators, who work in consultation with the Head Gardener and with volunteers to maintain and develop the gardens for which they are responsible.

GARDENS AND VOLUNTEER CURATORS

The following is a list of various gardens and their curators:

Vegetable and fruit tree	Phillip Young
Mediterranean	John Scratchley
Herb	David Dunstan
Drought Tolerant	Faye Hennem
Children's Garden	Linda Wright
Native Garden	Jean Forrest
Ethno-botanical Trail	Jane Hunter
Doris Page Winter Garden	Ruth Paltridge
Grasses Garden	Willem Andringa
Rhododendron Garden	Bill McMillan
Takata Garden	Bob Clarke
Birds, Bees & Butterfly Garden	Sandra Shaw
Plant Propagation	Delphia Scratchley
Conservation Woods	Hoke Holcombe
Western Woods	Pam Sinclair
Saturday Team	L (work in a variety of gardens doing a variety of tasks)
Heather Garden	Grant Campbell
Lily Garden	Colin Tambouline
Mixed border	Hector Bussiere
Anne's Garden	Regine Illy

Volunteers work in the gardens on either Wednesday or Saturday mornings from 9:00 - 12:00. In exceptional circumstances other arrangements can be made with the Head Gardener to volunteer at other times. An example would be an exchange or overseas student who is available for a limited period of time but has larger blocks of time available per week.

NON-GARDEN VOLUNTEERS

Library

Isabelle Jones - Librarian

Sue Brealey

Mary Zapisocky

Anne Stopps

Anne Stopps

Bev. Tandberg

Peter Rassenti

Paul glass, Paul Reeve..

Archivist

Coffee preparation Wed. a.m.

Maintenance:

Large machinery

ROLES AND RESPONSIBILITIES OF HCP STAFF

Roger Charles: Executive Director

The Executive Director is responsible for the successful leadership and management of Glendale Gardens & Woodland ("GG&W") and Pacific Horticulture College (PHC) according to the strategic direction as set by the Board of Directors of the Horticulture Centre of the Pacific Society. The Executive Director is the chief executive officer and is accountable for the efficient and effective business operations of GG&W and PHC and for developing, recommending and implementing, upon Board approval, strategies, business plans, policies and programs for the organization.

The Executive Director holds a key leadership position at GG&W. Under the authority of the Board, the Executive Director assumes complete responsibility for carrying out assigned policies and regulations. The Executive Director has the authority to direct the implementation of GG&W's and PHC's programs and services, and is responsible for all staff and volunteers.

Jane Tice: Retail Director

Jane is responsible for the planning and execution of all the retail at Glendale Gardens including the gift shop and plant sales. She also helps coordinate weddings and events including the Arts at Glendale and the Organic Islands Festival. General office duties include communication with members and the general public, coordinating the community education programs and the marketing of the Gardens.

Jo-Ann Braidwood: Finance & Administration Director

The Office Administrator is responsible for overseeing the general administration of the HCP, including all back office functions. The Director is responsible for coordinating the payments and financial procedures for the operating divisions.

Derek Duffy: Head Gardener

The Head Gardener is responsible for ensuring the proper maintenance standards of the garden are upheld and providing direction to staff and volunteers in all aspects of this garden. This include but is not exclusive to, safe work practices, irrigation repair, machine maintenance and operation, information on the garden and related topics to the general public..

Gwyn Gardam: Assistant Gardener

- Assists the Head Gardener with general garden maintenance as needed as well as unlocking the gardens on Saturday morning for the volunteers.
- Maintains the greenhouse and poly tunnels.
- Propagates material for use in the garden and for plant sales, inventories and reorders supplies as needed.
- Inventories all plant material in the poly tunnels and provides lists of available plants.
- Waters and fertilizes plant material.

- Provides direction for volunteers when working in the greenhouse on Wednesday and in the gardens on Saturday mornings.
- Answers questions from the public and the students.

Mike Bailey Assistant Gardener

Under the direction of the Head Gardener, the assistant Gardener/Groundskeeper is required to perform a variety of gardening duties, assist with event and wedding setups and take downs and perform general maintenance duties. In addition, she is required to respond to questions from PHC students, volunteers and the public on a variety of garden related topics

Sandra McConnell: Coordinator of Volunteers

Responsible for recruiting, training and supporting all volunteers as well as organizing Glendale Gardens event volunteers, ensuring they have a job description for the task they will be doing and providing support and information throughout the event.

Anne Drummond PhD: Education Director

The Education Director is responsible for day-to-day management of the education programs offered by the Pacific Horticulture College (PHC), managing the education programs offered by Glendale Gardens & Woodland including but not limited to Master Gardener, Sustainable Gardening and Junior Master Gardener programs.

This involves organizing College schedules and activities to ensure that students receive a complete and structured educational experience, managing instructors, attending to accreditation compliance required by PCTIA, liaison with the Head Gardener and other academic partners to promote the College and maintain a high standard of education.

Ensures College operations are representative of the HCP Vision and Mission statements and reviews and amends PHC Vision and Mission as required.

Leslie Jackson -College Facilitator

The Program Facilitator works with the Education Director in scheduling College activities and ensuring the smooth running of the day-to-day activities of the College. This position is responsible for administering all student records including: the application process, attendance, performance grades, progress reports and transcripts; and participates in interviewing and selecting new students and provides student support which includes initial orientation and career and academic counseling during the school year.

Peter and Judith Rassenti: - Resident Caretakers

The Resident Caretakers are responsible for janitorial, general maintenance and security services. Janitorial duties include ordering supplies as necessary including but not limited to: light bulbs, garbage bags, cleaning supplies, paper products. The Caretakers provide timely set up and take down for events and meetings ensuring minimal disruption to the gardens and visitors, and monitor and report any safety issues.

Barry Ford: - Webmaster

The Webmaster is responsible for building, maintaining and updating web pages for Glendale Gardens and Woodland and the Pacific Horticulture College. This position provides IT support to staff, and provides office support and back-up as required.

GRIEVANCE PROCEDURE

When a volunteer has a problem or complaint he or she takes the issue first to the person involved. If it cannot be resolved at that level the issue then goes to the next level. Depending on the situation this could involve the Garden Curator, the Head Gardener or the Coordinator of Volunteers. If the issue is not resolved the volunteer can appeal by making a written submission to the President of the Board with a copy to the Executive Director. The President may refer the appeal to the Board. The President's decision is final.

SAFETY PROCEDURES

- ❖ Be familiar with locations of first aid kits
- ❖ Report all incidents – accident or injury to a staff member as soon as possible and within 24 hours
- ❖ If you witness an incident involving a visitor, report to staff on his or her behalf.

First aid for Minor injuries: This includes cuts or scrapes or removal of a splinter or dust from eye. Locate the nearest First Aid Kit and/or eye wash location.

First Aid stations:

- ❖ PHC Classroom
- ❖ Kitchen
- ❖ Student Lunch Room
- ❖ Head Gardeners Office
- ❖ Takata Works yard
- ❖ Polyhouse # 1

Serious Injuries: Fainting, major bleeding, etc. **Always contact staff and do not attempt first aid unless you have been properly trained.**

If **life threatening**, call 911 first. Contact a staff person immediately so they can coordinate arrival of ambulance.

In an emergency or crisis situation, remain calm. Never put yourself in an unsafe or dangerous situation that could only add to the problem.

Fire Extinguisher Locations

- ❖ Kubota RTV (small tractor with box at back-extinguisher is in box)
- ❖ Gardeners Office
- ❖ Tool Room
- ❖ Lunch Room
- ❖ Kitchen
- ❖ Classroom

RULES AND GUIDELINES FOR SPECIFIC WORK AREAS

GUIDELINES FOR CURATORS:

When Curators require supplies or assistance from Garden staff the procedure is as follows:

- ❖ Providing a minimum of 3 days notice, write the request on the clip board outside of the Head Gardener's office. Please be as specific as possible to ensure your supplies are ready when you are ready to use them.

GUIDELINES FOR VOLUNTEERING IN THE GREENHOUSE

There are three poly tunnels at GGW. The southernmost poly tunnel is called polyhouse #1 and is the only one with a furnace. It remains above 1°C throughout the winter and may house some tropical plants. In polyhouse #1, you should be able to find the first aid kit, eye wash station and a dry erase board for notes between greenhouse staff and volunteers. In each polyhouse, you can find a dust pan and a broom, as well as a bucket for organic debris. Organic debris gets emptied periodically, so don't strain your back!

Things to consider when in the polyhouses

- It is important to remember to keep all hose nozzles off the floor, and preferably in the same spot, elevated, each time to prevent contamination of our plant material. This is a preventative measure. Please keep hoses off to one side of the walkway so that they aren't a tripping hazard.
- White buckets can be found at the potting station, underneath the tables, faced down so they do not accumulate water. Please return them to the potting station when finished.
- Wheelbarrows, when filled with soil, should be left in one of the poly tunnels to prevent them from getting rained upon. In the winter, because the irrigation system is off, they may be left anywhere in the poly tunnel. In the summer to keep the soil dry the wheelbarrows need to be kept away from irrigation, for example, by the control panel in PH1
- In order to keep the poly tunnels as pest free and neat as possible, we ask that everyone sweep up their own mess and put away their own supplies.

Health and Safety in the Greenhouse

- 1) The **FIRST AID** kit and eye wash station can be found in polyhouse #1, at the east end beside the control panel door. Please make yourself familiar with its location.
- 2) **Fertilizers** (with permission)
 - MSDS (Material Safety Data Sheets) are available in polyhouse #1 for information on toxicity and proper use. The person responsible will update the information accordingly.
 - If unfamiliar with the product, please ask a staff member or read the bag/box/container carefully before use.

- Please use with caution and economy when preparing fertilizers in order to not further contaminate the area and, consequently, the water table.

3) Rooting Powders

- MSDS (Material Safety Data Sheet) is available for all three rooting powders
 - #1- 0.1% IBA, lowest concentration,
 - #2- 0.3% IBA
 - #3- 0.8% IBA, highest concentration
- Rooting powders are synthetic chemical compounds which mimic the molecular structure of natural plant growth promoters. Plants do not contain the enzymes required to breakdown these chemicals therefore it is vital that the powders are used with caution and economy. Please ensure powders are stored in containers and prevented from becoming airborne.
- There are studies that show that excessive inhalation of rooting powders may cause disease(s) of the lungs (refer to MSDS).
- There are masks in polyhouse #1 available to anyone who wishes to use a mask while working with rooting powders. You may also find extra masks in the tool room beside the gardener's office.
- In addition to the masks, protective glasses are available in the drawer.
- In order to prevent contamination and the spread of disease, please do not recycle the rooting powder, but instead dump the unused powder in the disposal jar found in the "rooting powder" drawer in PH1. We recommend that you only put out small amounts of hormone at a time (use a small spoon or a label to scoop with) to reduce the amount of waste.

4) Wearing masks

We recommend that a mask be used to avoid inhalation of particulates when working with perlite, vermiculite, dry soil-less mixes, when around/working in an area with a high volume of fungi or mosses in their reproductive stages.

Pesticides: (fungicides, insecticides, herbicides and insecticidal soaps)

We do not allow the use of the above, unless done so by a licensed individual with permission from the Head Gardener. Only staff members are permitted to apply Safer's Soap.

Staff and accountability

The staff person in charge is fully responsible for the greenhouses, therefore all queries, concerns or questions about supplies must be directed to the appropriate individual. Please, always ask first.

Policies and procedures regarding labeling of plants

As an Educational Facility it is crucial that labeling is done professionally and in accordance with the rules of nomenclature. To maintain the integrity of the plants we sell, please make sure that all plant material handled is correctly labeled and do not take cuttings of plants to which the genus and species or cultivar names are not known.

The proper, scientific way of labeling when using a typeface is as follows:

Arundo donax 'Variegata'
Species epithet: *donax*
Species: *Arundo donax*
Cultivar: Variegata

If italics are not used, it is written: Arundo donax 'Variegata'

In the polyhouses labels are written in pencil and in this case it is written:
Arundo donax 'Variegata'

The label should be written in pencil, as cleanly and clearly as possible, on an appropriate tag. Using all CAPITALS or BLOCK letters is **incorrect**. Please contact Gwyn Gardam, Assistant to the Head Gardener, if you would like a handout on binomial nomenclature or labeling updates.

GLENDALE GARDENS AND WOODLAND ANTI-HARASSMENT POLICY

The purpose of this anti-harassment policy is to:

- Define harassment
- Communicate the definition and policy to staff, volunteers & students
- Prevent it from happening, and
- Provide volunteers, students and staff with a mechanism to deal with harassment if it should occur.

Definition of Harassment

“engaging in a course of vexatious (annoying) comment or conduct that is known or ought to be known to be unwelcome”. It can be physical, verbal or visible conduct, which has the effect of being intimidating, offensive or hostile. It is discrimination, an abuse of power and can involve favoritism.

Harassment can take the form of verbal, physical or sexual threats or assault such as:

1. Offensive remarks, jokes, innuendoes, taunting;
2. Unwelcome invitations or requests whether direct or indirect;
3. Display of pornographic, racist or other offensive or derogatory material;
4. Use of a position of authority to coerce sexual cooperation from another;
5. Psychological abuse such as leering or badgering;
6. Intense scrutiny or criticism which belittles, intimidates or has the effect of making a person feel powerless, inferior, dependent or threatens economic security; and
7. Any action that can reasonably be perceived as undermining another’s right to equality or that creates a hostile or offensive environment.

The Human Rights Act of British Columbia prohibits harassment in many forms. Glendale Gardens is committed to operating in an environment free from harassment, recognizing and promoting the dignity of human beings of diverse backgrounds and needs. Volunteers and staff are entitled to receive fair and confidential treatment.

Mutual respect, cooperation and understanding of all Glendale Gardens staff, volunteers and students is necessary in order to attain the goal of a harassment- and discrimination-free environment.

Anti-Harassment Procedure

Harassment of any description will not be tolerated. Individuals who violate this policy will be subject to disciplinary action, which includes suspension or dismissal for volunteers, suspension or loss of employment for staff or suspension or loss of graduating privileges for students..

Any individual who experiences any form of harassment should react promptly in the following manner.

1. Tell the harasser to Stop. Make it known to the harasser that the behaviour is unwelcome and offensive.
2. Make Notes. Keep a record, briefly describing the behaviour in question, including time, dates, and witnesses, if any.
3. Seek Assistance. In the event unwelcome behaviour is repeated or continues, or if you are not comfortable in directly confronting the harasser, take your concerns to the Coordinator of Volunteers or the Executive Director.
 - Action will be taken within 48 hours to stop the offending behavior from continuing.
 - You may have a witness or advocate with you during these procedures. You may withdraw your complaint at any time during the process. Both the complainant and the alleged harasser will be treated with as much confidentiality as possible during the ensuing investigation of the complaint.
4. Third Parties/Witnesses: If you think that you are witnessing harassment or discrimination towards a volunteer, staff or student, you are obliged to raise the issue in confidence in a manner similar to that described above.

The complainant should be aware that if the situation is not resolved, he or she may file a complaint with the Human Rights Council and initiate civil or criminal proceedings where appropriate.

HORTICULTURE CENTRE OF THE PACIFIC

Glendale Gardens Volunteer Agreement

The purpose of this agreement is to formalize our working relationship with you, to express our deep appreciation for your services and assure you of our commitment to do our best to make your volunteer work an enjoyable and rewarding experience.

I. The HORTICULTURE CENTRE OF THE PACIFIC

We, the Horticulture Centre of the Pacific and Glendale Gardens & Woodland agree That _____, having completed an orientation session dated: _____, is now a volunteer with Glendale Gardens & Woodland and

WE COMMIT TO THE FOLLOWING:

To support you with the tools and resources needed to fulfill your role, to the best of the Society's ability to provide them.

To always treat you with respect. (see policy on harassment in page 20 of this Handbook)

To provide you with the opportunity to have your voice heard in the development of policies and decisions that could affect your role. Final decisions will remain the prerogative of the Executive Director in conjunction with the Board of Directors.

To support you in achieving your goals and expectations as a volunteer by assisting you to resolve issues as they develop. Working toward resolution is guided by the policies, procedures and resources of the Society.

To enhance your volunteer role by the sharing of horticultural information. This includes garden curators, gardening staff and others who have the requisite expertise. This teaching is informal and occurs through the practical tasks being undertaken.

To provide an appeal process for disputes or issues that were not resolved to your satisfaction, between volunteers, volunteer and garden curator (also usually a volunteer), between volunteer and staff or between volunteer and executive director.

To change the agreed upon volunteer commitment to suit needs that arise in your personal life.

II VOLUNTEER

I, _____ accept the volunteer role at the Horticulture Centre of the Pacific and Glendale Gardens and Woodland, and I COMMIT TO THE FOLLOWING

To follow through on the commitment I have made and to notify the office when I am unavailable.

To contact the Coordinator of Volunteers if I need to be away for a prolonged length of time. In the event that I am leaving my volunteer role on a permanent basis.

I agree to fill out an exit survey to assist the Society in making improvements to its volunteer program.

To be aware of the locations of first aid stations and to contact the Curator, Head Gardener or Office staff if someone incurs an injury.

To use safety equipment such as goggles and hearing protectors when participating in tasks that could pose a potential danger.

To wear clothing suitable to the weather, to not wearing clothing with dangling straps, ties, etc. that could get caught and cause an accident. This includes wearing sturdy footwear and refraining from wearing such things as flip flops or sandals that could lead to accident or injury.

To contribute to a healthy and safe working environment as outlined in the anti-harassment policy.

Signature of Volunteer

Signature of Society Representative

Date _____

Date _____

HORTICULTURE CENTRE OF THE PACIFIC
Volunteer Information Form

CONTACT INFORMATION

Date: _____
dd/mm/yyyy

Name: _____

Street: _____

City/Postal code: _____ Telephone: _____

My e-mail address: _____

Birth Date: _____ Languages spoken: _____

Are you an experienced gardener? _____

What other expertise, training, skills or abilities do you bring to Glendale Gardens and which you would be willing to share? _____

Is there a particular garden you would like to work in? _____

Are you interested in volunteering for Events such as those below? _____ **y/n**

Plant Sales (April & Sept.) _____ The Arts at Glendale (August) _____

Organic Festival (July) _____ Anywhere I am needed _____ Foodsafe _____ **y/n**

In Case of an Emergency:

:
Emergency Contact #1 _____ Phone # _____

Emergency Contact # 2 _____ Phone # _____

Known Allergies: _____

If allergy is serious, do you have an EpiPen or other medication that might be needed.? _____

Signature: _____ Date: _____

The above information will be held in strict confidence in accordance with Privacy guidelines.

For Office Use: _____



Volunteer Orientation Check List

Site

- Main Parking
- Office
- Lunch Room
- Tea Room
- Library
- Classroom
- Caretaker's Cottage
- Washrooms
- Glass House
- Tool Shed
- Irrigation Room
- Mud Room
- H.G. Office
- Recycle/WB
- Wash Station #1
- Compost
- Gathering Place
- Takata Service area
- Poly Houses
- Service Yard
- Service Gates
- Parking Lot #2

Date: _____

Signed: _____

Safety

- o First Aid Kits
- o Eye Wash Stations
- o Fire Extinguishers

Tools:

- o Returned clean & hung up safely
- o Kept off pathways
- o Carried in safe manner
- o Ear & Eye protection
- o Gloves
- o Foot Wear
- o Appropriate clothing (no danglys)

Protocols

- o Deer Gates
- o Tractor right of way
- o Introduction to staff
- o Photo release for Website/Newsletter (Y/N)