



Volunteer Handbook

2400 S. Scenic
Springfield, MO 65807

Telephone: (417)891-1515

<http://www.botanicalcenter.org>

<http://www.friendsofthegarden.org>

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Part One

Introduction

Welcome to the Botanical Center Volunteer Program

Thank you for volunteering to work for the Springfield-Greene County Parks Botanical Center. The Gardens at the Botanical Center depends on volunteers to help realize its mission to enhance people's lives with plants through plant demonstrations, and education. This Volunteer Handbook is designed to acquaint you with the programs, history, goals, and management of the Gardens. It also provides guidelines, policies, and procedures of the Garden Volunteer program to help you as a Botanical Center volunteer.

Volunteers are an essential part of the Gardens and are involved in various activities such as:

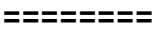
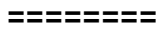
- Assisting the horticulture staff
- Serving as tour guide
- Working at special events
- Recording plant information and labeling plants.
- Working in the office, answering phones, filing, printing program materials

Without your support and enthusiasm, the Gardens would not be as beautiful or as educational.

There are many benefits to volunteering at the Gardens. You will have opportunities to meet new people and make new friends, receive practical hands-on experience, share interests and hobbies with others, work in a beautiful and stimulating environment, and make your community a better place to live. An added benefit is the satisfaction that comes with helping the Gardens fulfill its mission by providing valuable services and programs for school children, gardeners, nature enthusiasts, professional horticulturists, home owners, and others in the community.

As a new volunteer at the Gardens, you are expected to attend an initial orientation program designed to give a better understanding of the programs, operations, history, goals, and management of the Gardens. More specific training may be offered throughout the year to help you develop skills and talents that will better allow you to perform your volunteer duties.

Thank you again for joining the Volunteer Program at the Botanical Center!



Volunteer Program Mission Statement:

The mission of the Botanical Center Volunteer program is to support the mission of the Gardens and Springfield-Greene Co. Park Board and, at the same time, to provide a rewarding volunteer experience to members of the Springfield and Greater Ozark community.



Welcome from the Botanical Center

Dear Volunteer,

On behalf of myself, the Park Board and the Gardens' staff, we are glad to have you with us as a volunteer and hope that you will enjoy taking part in the activities of this unique public garden, while sharing in the satisfaction of achieving goals with local and regional significance.

Volunteers have been instrumental in helping the Gardens grow in many ways. From gardening to guiding, office work to community involvement, volunteers have contributed their time and talent generously in service to the Gardens.

In turn, volunteers learn new skills and information, form friendships with other who share their interest in plants and gardening, and give their time and energy in support of programs that make the Gardens a better community resource for all of us to enjoy.

Your help will allow us to undertake and accomplish much more than we would be able to do on our own, and we hope that your experience here will be positive in every way.

Thanks for volunteering; it's great to have you with us!

Sincerely,

Katie Steinhoff
Botanical Center Coordinator
Springfield Greene-Co. Park Board

Part Two

**The Botanical Center at
Nathanael Greene and Close Memorial
Parks**



The Botanical Center Mission Statement:

The Botanical Center has been established for enhancing people's lives through plant demonstrations and education. The Gardens at the Botanical Center are a resource for leisure, teaching, and public service missions of Missouri University's Extension Service.

Education:

Education is at the heart of our mission, in that efforts are directed towards:

- *Offering series of workshops and programs for all ages*
- *School Group Programs*
- *Developing the expertise of Master Gardeners*
- *Establishing and maintaining relevant plant collections*
- *Selecting and displaying outstanding landscape plants adapted to USDA Hardiness Zone 6a.*

Service:

The Botanical Center serves the people of Missouri by:

- *On-site Plant Doctor Lab and Soil Tests with the Extension service.*
- *Providing landscape demonstrations and displays featuring the complimentary use of plants within a built landscape.*
- *Providing educational programs for children, adults, and green industry professionals.*
- *Providing a venue for Garden/Plant organizations to meet, showcase their hobby and attract new members*
- *Improving the quality of life by providing access to information and experiences with plants in the setting of a public garden.*



History of the Gardens

1975, Nathanael Greene Park, 60 acres, is created. The property was donated to the City of Springfield as surplus property from the U.S. Department of Interior and Bureau of Prisons. The park is named after Nathanael Greene (August 7, 1742 – June 19, 1786) who was a major general of the Continental Army in the American Revolutionary War. When the war began, Greene was a militia private, the lowest rank possible; he emerged from the war with a reputation as George Washington's most gifted and dependable officer. Many places in the United States are named for him including Greene County (Greene County, organized in 1833) and Nathanael Greene Park which is now owned and operated by the Springfield-Greene County Park Board.

1984, Gray-Campbell Farmstead is relocated to Nathanael Greene Park. The Gray/Campbell Farmstead is the oldest house in Springfield, Mo. Along with the oldest house in Springfield, circa 1856, there is a log kitchen, a two crib barn, and a log granary. The House was built by James Price Gray and was later sold to his brother-in law, John Polk Campbell, nephew and name-sake of the founder of the city of Springfield. The house was occupied by the Campbell family from 1865 to the 1950's and was moved to the Nathanael Greene Park in 1984 when the Kansas and James River Expressways were constructed.

1985, the Mizumoto Japanese Stroll Garden is created on 7.5 acres.

1986, Springfield Sister City relationship with Isesaki, Japan.

1994, Master Gardeners developed the original demonstration garden on land provided by the Springfield/Greene County Park Board. In 2001, the garden was completely reworked and expanded.

1998, Close Memorial Park was established in cooperation with the Springfield-Greene County Park Board in 1998, its purchase made possible through a donation from the C.M. Close family. The same year, Friends of the Garden was formed to support the park and now creates and maintains the botanical gardens.

2000, Friends of the Garden incorporates as foundation to raise funds for the Botanical Center.

2001, Close Memorial Park, opened in June, includes 54 acres, sited for an arboretum includes a number of mature trees, good soil and plenty of water in the form of the pond and a small stream that trickles across the area.

2003, A Missouri Department of Conservation grant helped expand the park and clear it to create open space. Each year since, thanks to funds from the Close family and the work of volunteers, more gardens have been added and existing gardens expanded.

2006, Greene County voters approve \$3 million for Botanical Center.

2004, The Butterfly Garden and 2009, Dr. Roston Butterfly House features host and nectar plants to attract native Missouri butterflies.

2009, Construction of the Springfield-Greene County Botanical Center building was started with the Grand Opening on October 11, 2010. Designed by H Design Group of Springfield, the Botanical Center will be an energy-efficient “green” building and will seek LEED certification.

A 20-year Botanical Center master plan calls for it to be surrounded by botanical gardens and an arboretum containing examples of all of Missouri’s native trees.

Existing Gardens: the Entrance Garden, the Butterfly Garden, the Daylily Garden, the English Garden, the Master Gardeners Demonstration Garden, the Federated Garden Clubs Garden, the Mizumoto Japanese Stroll Garden, and individual gardens devoted to dwarf conifers, dogwoods, flowering shrubs, hostas, iris, lilies, native plants, ornamental grasses, peonies, roses, redbuds, short restored prairie grasses, turf grasses, and viburnums.

Future Gardens: Biblical Garden, Bulb and Tuber Garden, Conservatory, Freedom Garden, Heritage Garden, Native Shrub Garden, Perennial Garden, Secret Garden, Sensory Garden, Terrace Garden, Victorian Garden, Weeping Tree Garden, Wetland Garden, Winter Garden, and individual gardens devoted to azaleas, conifers, ferns, flowering trees, Japanese maples, and magnolias.

Additional attractions: Lake Drummond; the Gray-Campbell Farmstead; a child's playground; picnic areas with grills; pavilions; statuary; scenic walkways; Lion’s Club History Walk; and the South Creek Greenway Trail.

Garden Facts and Figures

Location: 2400 S Scenic, Springfield, MO 65807

Mailing Address: The Botanical Center
Springfield – Greene County Parks
2400 S Scenic
Springfield, MO 65807

Telephone: (417) 891-1515

Hours: The Botanical Center is open Monday – Saturday 8:00 a.m. – 8:00 p.m. and Sunday 11:00 a.m. – 6:00 p.m. The Gardens are open from sunrise to sunset, seven days a week throughout the year. Admission is free (\$3 for Japanese Stroll Garden; April - October). The Botanical Center is closed: New Year's Day, Thanksgiving, and Christmas.

Summary:

- On the property of the Springfield-Greene County Park Board Nathanael Greene and Close Memorial Parks
- A member of National Recreation and Park Association
- A member of the American Public Gardens Association
- Composed of nearly 114 acres of cultivated and undeveloped areas

Are maintained by several supporting organizations:

- Friends of the Garden
- Gray-Campbell Farmstead
- MO Native Plant Society
- Springfield Area Herb Society
- Greater Ozarks Audubon Society
- Ozark Daylily Club
- Ozark Greenways Inc
- Southwest Missouri Camera Club
- Springfield Host Lions Club
- Botanical Society of Southwest Missouri
- Greater Ozarks Hosta Society
- Master Gardeners of Greene County
- The Missouri Prairie Foundation
- Sam McGowan Rose Demonstration / Springfield Rose Society
- Federated Garden Club Chapters: Brentwood, Cherry Court, Ever Green, and Hillbilly Gardeners

What is a Green Building?

The Botanical Center will apply for Silver LEED certification. The certification process will take several months.

Leadership in Energy & Environmental Design (LEED) is an internationally recognized green building certification system, providing third-party verification that a building or community was designed and built using strategies intended to improve performance in metrics such as energy savings, water efficiency, CO₂ emissions reduction, improved indoor environmental quality, and stewardship of resources and sensitivity to their impacts.

Developed by the U.S. Green Building Council (USGBC), LEED is intended to provide building owners and operators a concise framework for identifying and implementing practical and measurable green building design, construction, operations and maintenance solutions.

1. Water Efficient Landscaping
 - a. Bio –Swales or “islands” in the parking lot catch rain run-off and divert excess water into the “Water Quality Basin” or wetland garden on the southeast corner of the building. This area will not hold water like a pond, but perk slowly into the ground.
 - b. Roof plaza – pavers are raised, sitting on 6” tall piers, allowing for water catchment. Drains under the pavers divert water into a 10,000 gallon cistern. Water is released by gravity at the spigot on the west plaza.
 - c. Landscaping – plants were especially selected for drought tolerance, pest resistance and adaptability to the Ozark climate. Many native plants were selected. Plants are arranged in mass plantings for strong visual impact and concentrating care and requirements.
2. Air Quality
 - a. Sealants, Caulking, Glues, Primer and Paints: were selected for having to VOC (volatile organic compounds)
 - b. Duct-work protected during construction
 - c. Sensors monitor and analyze the indoor air quality automatically adjusting the volume of fresh outside air delivery to maintain indoor air quality standards
3. Ceiling Tiles – by Armstrong and made in the USA; Cirrus and Humiguard; 30% recycled content
4. Flooring –
 - a. Tandus Carpet – C&A products 100% recyclable
 - b. Tile-Vinyl Flooring – low VOC adhesive Amtico Co.
5. Energy-
 - a. Geo-thermal: taking advantage of the natural temperatures below ground; 12 wells were driven deep into the earth (400 feet) and pipes of fluid (glycol) will pass through this system; cooling in summer and warming in winter. This will relate to 20-30% energy savings as compared to traditional heat and cooling systems.
 - b. Lighting
 - i. LED lights in parking lots, emergency exits,
 - ii. Photocell on the roof plaza helps monitor light in the large meeting hall.
 - iii. Timers and Sensors manage lights within the building and turn off when not in use.
 - iv. T-5 fluorescent bulbs in the ceiling tiles drop typical energy use from 1 ¾ amps to less than ½ amp.

- c. Insulation:
 - i. Windows- high performance insulated glass with Low-E and tinted coating
 - ii. Spray Foam Insulation – all exterior walls are protected with spray foam insulation. This helps prevent heat or cooling loss allowing the building to maintain
 - iii. The building orientation, and site location provides protection from winter winds and takes advantage of solar light and heat.
- 6. Water-
 - a. Restrooms include low-flow appliances
 - b. Automatic flushers and sinks help manage water use.
- 7. Siding – CertainTeed® Fiber Cement board siding includes 10% recycled materials. The finish is called “Diamond-Kote” and has 30 yr warranty. The siding has a 50 year warranty.
- 8. Construction Materials
 - a. Wood was grown within the region (within 500 miles)
 - b. Steel and Aluminum is made from recycled materials
 - c. Concrete includes a higher percentage of fly ash (a waste by-product from coal power plants)
- 9. Construction – 75% of construction waste materials diverted to recycling
- 10. On-going Maintenance
 - a. Integrated Pest Management programs for the surrounding landscape and building
 - b. Recycling containers located throughout the facility
 - c. “Green-Seal” cleaning and paper products
- 11. Education
 - a. Messaging
 - i. Preferential parking spaces are marked for people who carpool and travel by low-emitting vehicles. (We do not enforce)
 - ii. Bathroom fixtures marked “low-flow”
 - b. Tours of the facility are available by request contact Peter Longley: plongley@springfieldmo.gov or 417-891-1512
 - c. Future Environmental Education
 - i. Water quality –(bioswales)
 - ii. Wetland Habitat (water quality basin, South Creek and Lake Drummond)
 - iii. Native landscaping

A Walk Through the Gardens **Adapted from Guide by Cell Audio Tour**

Call 417-213-3106

MASTER GARDENERS' MIXED BORDER

Consists of a mix of all kinds of garden plants, including trees, shrubs, perennials, annuals and bulbs, all designed to work together as a whole. It's creation started in the fall of 1996 to exhibit new and unusual plants, and how to combine them for color, texture, and seasonal interest. As the garden matures, plants, which don't perform or die are removed and new plants are added. The mixed border is considered a four season garden. Watch for blooms, which start in winter with bulbs and Witch Hazel. Blooms continue to deliver until November with late blooming perennials and long blooming annuals.

MASTER GARDENERS' KITCHEN GARDEN

Follows the theme of a European potager . A potager tends to have geometric patterns and things you bring into the kitchen—vegetables, fruit, herbs, edible and cut flowers. A potager is often called a kitchen garden in the United States. It's a place of beauty and bounty, aesthetics and function that's a feast for all the senses. Home vegetable gardens don't have to be modeled after industrialized farms with row crops. You can plant in designs that beautify your space and it lends itself to companion planting to incorporate fruit, herbs you can cook with, and flowers that attract beneficial insects to your garden. This is a no-till garden, which uses natural and sustainable organic gardening practices. Visit throughout the season to see heirloom selections, grafted tomatoes, a variety of vertical structures, ornamental edibles, and unusual vegetables.

THE VIBURNUM GARDEN

Our garden has 60 varieties, including 15 types of fragrant viburnums. One type, Pink Dawn, has fragrant flowers as early as February. In the fall and winter, viburnums have colored fruit—Blue Muffin blue fruit, Cardinal Candy red fruit, and Michael Dodge yellow fruit. In the garden, these three are clustered together for easy observation. All viburnum have handsome foliage, some evergreen through the winter. There are viburnums that produce tea and cranberries. Do not forget the shrubs are loaded with white or pink flowers. You will have to go a long distance to see this many viburnums in one area.

THE FLOWERING SHRUB GARDEN

Contains 167 varieties of flowering shrubs suitable for southwest Missouri. Adjacent to the Viburnum area, you will see there are a lot of the common flowering shrubs in the garden such as 20 species of Hydrangea, 18 species of Butterfly Bush, 10 flowering Quince, and 8 Elderberry. There are also many of the not so common flowering shrubs.

ROSE GARDEN

The Rose Garden was the first garden established in Close Memorial Park. Ground was broken in December, 2000, and the roses planted in April 2001. There are approximately 160 roses in the garden. The outer beds are monochromatic in the six basic colors of roses. The center bed is a mixture of various colors. You will find a mixture of Hybrid-tea, Grandiflora, Floribunda and shrub roses throughout the garden. The blooms start in May and are at their peak the first of June, and will continue to bloom until the first frost in the fall. The rocks used to build the beds are native from a farm in Southwest Greene County.

THE WHITE GARDEN

The White Garden was inspired by a visit to Sissinghurst Castle Garden in England. It features many varieties of blooming flowers, shrubs, and trees. Particularly showy are the snow white fountain weeping cherry and white hydrangea trees. All plantings are white, with the exception of the Clair Martin pink roses on the arbor, which are a tribute to Ann Close, who loved pink. Mrs. Close established a trust, which continues to help fund the gardens at Close Park. On either side of the arbor are wild spice roses. The memorial brick walk under the arbor leads you to the James Hall sculptor of Major Close, whose kneeling position will be familiar to many park visitors.

HOSTA GARDEN

Contains more than 300 varieties of hosta, all chosen to reveal the plant's wide diversity in color, size, plant shape, leaf shape, and variegation. By providing so many effects for shady areas, hostas have become America's most popular perennial foliage plant. The Hosta Garden reaches its peak beauty in June. In autumn, the plants send up white-to-lavender flowers on long scapes, or stems. Some of the flowers are fragrant. At the rear of the Hosta Garden are a waterfall and lawn area that can be a beautiful setting for weddings.

THE ENGLISH GARDEN

This is a full sun garden and shows a continuous display of colors from April to November. It is modeled on the sort of garden one would find in England, but using plants more appropriate to our harsher climate here in the Ozarks. Note the combination of tall spikes, grasses, blooms, mounded plants, and foliage. This is the sort of arrangement one would find in an English garden border. Other features typical to an English garden are found in the winding path, statue, and dry stone retaining wall. The plants bloom in succession and the garden is fairly drought resistant. In the spring, it is not uncommon to find geese and ducks from Drummond Lake visiting the garden to lay their eggs.

THE ORNAMENTAL GRASSES GARDEN

Our Ornamental Grasses Garden is a fun garden of tall grasses designed to look like a fountain in the fall and winter, with tall plumes waving in the breeze. While they are growing up in the summer, the grasses give the garden a jungle feeling. It is a popular place to play for couples and children alike, having a series of paths rather like a maze. You never know what is going to be around the next corner. To give color and interest during the summer, a number of bright annuals are planted among the grasses. Every year in the early spring, the grasses are cut right back to the ground revealing the pattern of the paths before they become hidden in the maze.

THE IRIS GARDEN

Front beds include all Bearded Iris in a variety of colors, and look at their best in early May. Some of these varieties also have a second bloom in September. All paths in the Iris Garden lead to a focal point in two tiers that features spring bulbs and during the summer months colorful Calla Lilies. The further half of the Iris Garden is planted with Japanese Iris that have finer foliage and smaller, but more numerous, purple blooms in late May and early June. The leaves of the Iris remain attractive for most of the summer and the beds are lined with colorful annuals to keep color through summer and fall.

DAYLILY GARDEN

This garden contains more than 5,000 daylilies. These include over 1,000 different varieties. Daylilies offer the widest spectrum of colors, hues, shadings, and color patterns of any flower. Daylilies are easy to grow. They're also so easy to hybridize that breeders have now produced more than 60,000 registered varieties. Seen by many to be the park's most colorful garden, the Daylily garden reaches peak bloom in late June and early July. The garden is a special project of the Ozark Daylily Club. All clearly labeled to help visitors choose the best for their own gardens.

ASIATIC LILY GARDEN

The Asiatic Lily Garden features many of the exotic Turk's cap lilies and trumpet lilies that in their vivid colors are often defined as tiger lilies. Most of these species have their origins in the far east, but have been cultivated elsewhere for many years. The Lilies bloom in late May and June and reach a height of about three feet. They enjoy full sun. The beds are also planted with annuals that provide color after the lilies have bloomed. Beside this specimen garden of beds between meandering paths, two benches give a pleasant overlook of all our species gardens in this section of the park.

THE BUTTERFLY GARDEN

Butterfly Garden is adjacent to the Bill Roston Butterfly House. This garden is designed to attract native butterflies of southwest Missouri. Host plants and shrubs for the butterflies are mixed in with a pleasing series of borders between gravel paths that circle around the garden's focal point—a bronze statue of a young girl reaching out for her own butterflies. The garden looks colorful throughout the summer, but probably reaches its best in July and August when the butterflies are also most plentiful.

THE BUTTERFLY HOUSE

The Bill Roston Butterfly House is the only native butterfly house in Missouri. It is dedicated to the conservation of our dwindling number of native butterflies—these are the butterflies you might see in your own gardens. The Butterfly House looks like a greenhouse, but instead of glass it is covered in fine netting that keeps the butterflies inside for your enjoyment. What you will discover in the house is the life cycle of our most common Ozark butterflies. Inside, are thirty types of host plants, on which the female butterfly can lay eggs. You can see the butterflies laying their eggs; you can see the caterpillars emerge and develop into pupa. You may even see the magic moment when the adult butterfly emerges from the pupa.

THE WILDFLOWER GARDEN

Features many plants native to Missouri's natural prairies, glades, and forest edges. The plot has recently been extended to include a shaded area for plants native to Missouri's woodlands. Native plants are well adapted to Missouri's extreme temperatures in summer and winter, our natural rainfall patterns, native pests and diseases, and typically require less watering, fertilizer, and pesticide applications compared to cultivated varieties. Many native wildflowers, including the Milkweeds and Coneflowers in this garden, are very attractive to butterflies for nectar, and for laying their eggs, making this wildflower garden a perfect neighbor for the Butterfly Garden and Butterfly House.

LAKE DRUMMOND

Lake Drummond offers a spot of serenity and reflection. Of special interest is the James Hall sculpture of Anne Drummond, longtime civic leader, volunteer, and friend of the garden. Visitors of all ages spend time on the bench with Anne. Views of the rose arbor, dogwood trees, and weeping willows across the lake are enhanced by the beautiful water. The frequent sight of ducks and geese landing on and gliding across the lake makes this a favorite spot for visiting children. A wonderful way to exercise and enjoy nature is the 7/10 of a mile walk around the lake, with beautiful views of the gardens from both sides. The view from Lake Drummond up the vista to the Botanical Center is spectacular in the fall with the flaming maple trees framing the vista.



The Friends of the Garden mission is to "establish and facilitate a Botanical Center, gardens, and arboretum at Close Botanical Gardens, Lake Drummond, Nathanael Greene Park, and the Mizumoto Japanese Stroll Garden to inspire the discovery, understanding, and appreciation of nature."

Since 1998, the 600+ member volunteer organization has been active in pursuing the funding for the new Botanical Center building in Nathanael Greene/Close Memorial Park. The group is now devoted to maintaining and enhancing the surrounding 24 gardens and adding 21 more at the 114-acre park and arboretum.

Tax-deductible annual memberships that start at \$25.00 and contributions to the Friends of the Garden Growth and Maintenance Fund can be made out to the Friends of the Garden and sent to P.O. Box 8566, Springfield MO 65801. Please note on the memo line what the check is for. The web site is: friendsofthegarden.org. Members receive a quarterly newsletter, discounts on Friends' sponsored courses and workshops, admission to the Mizumoto Japanese Stroll Garden excluding the Japanese Fall Festival.

Friends of the Garden Volunteers
by George Deatz

A member's important question: Please, tell me more about the Friends of the Garden volunteers. I am curious what your thoughts are about this subject.

Answer: My thoughts in a "nut shell" on volunteers. There is always a percentage of people that are members of a group that will actually "volunteer hands on". There are many things a volunteer can do to contribute to a group's success and community mission. The amount of time is not important, it's the quality of time that counts.

An excellent example of a Friends of the Garden volunteer... A person may or may not "dig in the soil" but invest a lot of time with their talents to produce valuable material that presents our message to the public, assist in the new Botanical Center or help construct a bridge, trellis, kiosk, etc. They come in all ages from an 11 year old docent to an 85 year old gardener.

For those members that can't commit time, funding through memberships and cash donations can be used to hire contract labor if necessary to fill any needed gaps. So in a way these members are volunteering by "proxy". Many volunteers are not "paid members" of the group they are doing volunteer work for. Example some of the docent staff in the butterfly house or staff helping at the butterfly festival are not dues paying members of Friends of the Garden. However they are just as important, or more so, to the overall success of our mission.

Volunteers do what they do because they **want to**. Employees do what they do, much of the time, because they need or have to. All I ask of a volunteer is to do at least what they commit to, others rely on that commitment.

Would you like to become a volunteer and join the Friends of the Garden volunteer team? For more information contact Bob Childress, Garden Chair ulmusfan@mowisp.net or Scott Cunningham, Butterfly House Coordinator jscottc55@hotmail.com.

For all other inquires, questions or to be added to the email list please contact me by email news@friendsofthegarden.org

Thank you very much to all of our many volunteers who give the "gift of time".

Best regards,

George Deatz
President
Friends of the Garden

Gardens Staff

Botanical Center Coordinator – Katie Steinhoff

Katie Steinhoff is coordinator for the Botanical Center, leading the Gardens toward a bright future in education, horticultural display, and public relations. Most recently from Callaway Gardens, in Pine Mountain, GA. Katie worked in the education department developing classes, workshops, events and garden displays for all ages. She is a gardener, plant collector, a bit of a naturalist and enjoys practicing what she preaches. Katie has a Bachelor's of Science degree in Ornamental Horticulture and Landscape Design with a minor in Business from the University of Tennessee, 2001; a Master's of Science degree in with an emphasis on Public Horticulture from The University of Tennessee, 2003.

Horticultural Interpreter – Peter Longley

A student at Tunbridge Wells School of Art and graduate with a Masters degree in theology from Cambridge University, Peter Longley became the Estate Manager of Tullamaine Castle in County Tipperary, Ireland, for sixteen years where he managed the household, farm, and some 20 acres of gardens for the American owners from GA. He also serves as a licensed lay reader and preacher in the Anglican Church of Ireland.

In 1977, he moved to Georgia where he also served as a layman in the Episcopal Church, but professionally became a cruise director, managing entertainment and activities on board ships culminating in his position for ten years as cruise director for the prestigious ocean liner *Queen Elizabeth 2*.

He retired to write in 1998 and is the author of five published novels, but was drawn back into horticulture. He has designed and restored gardens in Ladue, St. Louis, and was an intern at Heliotrope Gardens in greater Minneapolis under Steve Ruce while researching horticultural material for his novel *Love is Where your Rosemary Grows* that won the iUniverse Editor's Choice Award. He created the 'English' gardens at Alpha Meadows, near Seymour, MO from 2000 and they were featured in *417 Magazine* and periodically open to the public where they caught the attention of Major Close. From 2003, Peter has been associated with Close Memorial Park where he designed the English Garden and was a board member of Friends of the Garden. In 2010, he became a master Gardener of Greene County since May 2010 he has been Horticultural Interpreter for the Botanical Center.

Part Three

**The Botanical Center Volunteer
Program**

The Volunteer Process

The **Botanical Center Volunteers** are an essential component to the success of the gardens. Without the continued support from our volunteers, we would not be able to accomplish as much as we do. To become a volunteer in the Gardens, prospective volunteers fill out an **“application form”** and **“volunteer release form”** and send in to the Botanical Center Coordinator. The information on this form helps us to determine your interests, experience, availability, and goals you may want to achieve while volunteering in the Gardens as well as allows us to conduct a background check. After you are approved, you will receive a form to print an **ID badge**. Have your ID badge made at the **Chesterfield Family Center**, (2511 W. Republic Road Springfield, MO 65807 (417) 891-1616)

The Coordinator will discuss a variety of volunteer opportunities with you to ensure a best fit of your interests and experience with the garden's needs. We will not turn down a volunteer due to lack of experience.

New volunteers are expected to attend a general orientation designed to provide you with a better understanding the operations, programs and services, mission, history, and goals of the Botanical Center. In-depth training will be provided while "on the job" with continuing education opportunities offered especially to help you further develop your skills and talents throughout the season.

Policies and Procedures for Garden Volunteers

1. Volunteers should understand the requirements of time and commitment and perform all duties to the best of his or her abilities.
2. Volunteers must be at least 18 years of age.
3. Volunteers will be interviewed by the botanical center coordinator and will be assigned to a mutually agreed upon placement.
4. Volunteer must attend a general orientation session where they will receive a volunteer handbook and sign appropriate risk management and liability waiver.
5. Volunteers should arrive promptly or notify the volunteer coordinator beforehand if circumstances prevent attendance at scheduled times.
6. Volunteers must keep track of their hours worked and maintain accurate time records by signing in and out upon arrival and departure.
7. Volunteers must wear appropriate attire and nametags for job assignments while on duty.
8. Only assigned tasks may be performed by volunteers.
9. Volunteers must follow safety guidelines.
10. Volunteers should maintain a professional attitude with staff, visitors, and other volunteers.
11. Should a situation arise which requires resolution with a staff person or fellow volunteer, every attempt should be made to handle the grievance informally by speaking openly with the person in question. Should further discussion be necessary, the complaint should be taken to the coordinator.
12. Volunteers are not to take or give away any plant material without express permission from the volunteer coordinator.
13. Volunteers may be terminated for failing to abide by the program policies and safety guidelines.
14. Don't be afraid to ask questions or ask for help.
15. Volunteers are encouraged to have fun and enjoy themselves!

Safety Guidelines

- Know the location of first aid kits.
- Wear sunscreen.
- Drink plenty of fluids to prevent dehydration.
- Wear protective clothing (hats, work gloves, long-sleeved shirts, jeans) as safety and tasks dictate.
- Closed toe shoes must be worn in the garden.
- Be aware of slippery surfaces.
- Use the appropriate and well-maintained tool for the job.
- Power tools cannot be used by volunteers without express permission from the coordinator.
- Be aware of changing weather conditions and seek indoor shelter if warranted.
- Volunteers are encouraged to have an up-to-date tetanus shot.
- Volunteers are encouraged to make a volunteer coordinator aware of any pertinent medical condition.
- Use common sense and don't do anything you feel is unsafe.
- Do not be afraid to ask for help or ask questions.

Volunteer Benefits

There are many benefits to volunteering at the Botanical Center. Through volunteering, you can become a part of growing horticultural resource, have a variety of opportunities to meet new people and make new friends, experience and learn new things, receive practical hands-on experience, share interests and hobbies with others, help disseminate horticultural information to others, work in a beautiful and stimulating environment, and make your community a better place in which to live. An added benefit is the satisfaction that comes with helping the Gardens fulfill its mission by providing valuable services and programs for school children, gardeners, nature enthusiasts, professional horticulturists, home owners, and others in the community.

Benefits of Volunteering at the Botanical Center

- Learn about horticulture and appropriate gardening practices as well as the variety of plant material that grows in the Southwest Missouri area.
- Develop meaningful relationships with fellow volunteers and Gardens staff and have access to Gardens staff expertise.
- Have the opportunity to attend garden-sponsored continuing education opportunities and participate in plant swapping.
- If appropriate, the Gardens staff will write letters of reference for school admission, employment, or community service or Master Gardener verification.

Frequently Asked Questions

Q. Where do I go to do my job?

A. Sign in each day in the coordinator office. Please lock valuables in your car, out of view. You will make arrangements with the volunteer coordinator about where you will actually work on a regular basis.

Q. Where do I park?

A. Be thoughtful to the garden visitors.

Q. I work Monday through Friday. Do you have volunteer opportunities on the weekend?

A. Some volunteer opportunities are available on the weekends, but most are available only Monday through Friday, during daylight hours. Some volunteers may be able to arrange for weekend assignments. A few opportunities may be performed by volunteers working in their home. Check with the volunteer coordinator for details.

Q. How flexible will my volunteer schedule be?

A. This depends on your volunteer assignment. Some positions require a regular schedule, while others are more loosely structured. Talk to the volunteer coordinator for more information. We are always willing to work with you to make your volunteer experience as pleasant as possible.

Q. Can my volunteer hours count toward high school or college credit or be used to maintain my Master Gardener certification?

A. Possibly. Please check with your career counselor, job center, or Master Gardener Coordinator. We will be happy to discuss the matter with them.

Q. Do you have age restrictions on youth volunteers?

A. Volunteers must be at least 18 years old.

Q. What do I do if I'm sick or can't work my normally scheduled day for other reasons?

A. Call the volunteer coordinator at 417-891-1515 to let them know as soon as you know you won't be able to come in. If you need to call during non-business hours, there is an answering machine that can take your message.

Q. What if the weather is bad? Do I report to work as usual?

A. Volunteers should use their best judgment in deciding whether it is safe to travel when inclement weather occurs. If you feel it is too risky to drive because of snow, ice, flooding or other dangerous road conditions, notify the volunteer coordinators that you will not be coming in. If you normally work outdoors, contact the volunteer coordinator, and suitable arrangements will be made. They may have some indoor or greenhouse work you can do if you so desire.

Q. Can we take breaks and lunch breaks?

A. Yes. In fact, frequent breaks are encouraged, especially if you are working outdoors. We suggest a one-hour lunch break if your shift is longer than four hours, but this is flexible. Please remember to sign in and out if you will be taking a break longer than 15 minutes. Short restroom/refreshment breaks can be taken any time you feel the need without signing out.

Q. What do I do if I become sick or am injured while volunteering?

A. Notify the volunteer coordinator as soon as is practically possible. In the event of an injury, the volunteer coordinator will have you fill out injury forms. Your health and safety are our first priority. If

an injury is minor, there is a first aid kit located behind the lobby desk. If you need medical attention, let the volunteer coordinator know as soon as possible and they will assist in any way possible.

Q. What if I want to change jobs at some point?

A. Cross-training can be beneficial for both volunteers and the gardens, and you are welcome to try new things from time to time. Discuss it with the volunteer coordinator, and suitable arrangement will be made. We want the volunteer experience to be a positive one for all involved, so we attempt to accommodate your wishes.

Q. Whose tools do I use?

A. The Gardens have a limited supply of tools. Volunteers are encouraged to bring their own hand tools and gloves.

Q. Can I take any home any plants or plant materials?

A. No. No plant materials of any kind are to leave the premises without the express consent of the coordinator.

Q. Can I be fired?

A. As a volunteer, you can't technically be fired, but in the rare instance that a volunteer is exceptionally disruptive, uncooperative, or otherwise proves more damaging than helpful, they may be asked not to return. The volunteer experience is supposed to be a rewarding one for all involved, and you are encouraged to speak to the volunteer coordinator about any concerns you may have regarding your volunteer position before they become serious problems.

Q. How much "authority" do I have in the garden when it comes to dealing with visitors?

A. As a volunteer, you are an integral part of the Gardens and are authorized to care for and protect the Garden's collection. You have the authority to ask visitors to abide by the rules posted at the entrance to the Gardens or to discontinue any activity that is damaging to the collection or the structures in the Gardens. If you encounter a visitor who is doing something inappropriate, ask the visitor in a professional and non-confrontational way to stop. It is extremely rare to find someone behaving in a malicious manner, and most of the time, visitors simply don't realize they are damaging anything. Try to educate the offender(s) by telling them why it is important for them not to do what they are doing. If they refuse to stop, notify the garden curator immediately. If you are reluctant to approach the offending visitors for whatever reason, please notify the curator, and they will take care of the matter. As a representative of the Parks, you are expected to always act in a professional manner, regardless of the behavior you may encounter from visitors.

Volunteer Opportunities

Opportunities for volunteering at the Gardens include horticultural and non-horticultural placements, including clerical/administrative, educational, and public relations positions. The following information will give you an idea of the possibilities that await you.

Horticulture: Garden Assistants help the Curator and garden staff with all horticultural tasks, including planting, weeding, watering, pruning, and other related tasks. These volunteers will most certainly be getting their hands dirty.

Education: Garden and Education Volunteers serve as information tour guides for garden visitors and lead school field trip groups through the Gardens. Education Liaisons work with local schools and help develop programs so that the Gardens can be the best possible educational field trip destination. They may work in the Botanical Center meeting and greeting guests, answering questions about rentals, and providing a brief orientation to the park. An education volunteer well-versed in current activities and events may become a gift shop attendant with additional training. Specialty Education volunteers are especially needed to work with the Gray-Campbell Farmstead and the Butterfly Docent Group.

Clerical/Administrative: Wedding, Rentals, Program sign-up and Friends of the Garden Memberships require much data management. For someone that likes working with the “details” and “behind the scenes,” an administrative position might be perfect for you! As the gardens grow, we also plan to manage the plant collection information and generate our own labels! Plant Records Volunteers will assist in the mapping and labeling of all plants and with the maintenance of a database that keeps track of pertinent information about the Gardens. Volunteers are also needed to help manage the volunteers!

Special Events: Volunteers are always needed to help with special events. These volunteers may set up tables, distribute literature, serve refreshments, or do whatever is needed during special events, such as group picnics or other large gatherings in the Gardens.

Media Policy

Effective communications with the media are critical to Springfield – Greene County ability to carry out its mission and promote continued public support for the parks. Effective media relations best serve the parks by:

- informing the public of what we can do for them
- promoting achievements, activities and events of significance
- expanding the general visibility
- ensuring that accurate information is conveyed to the public regarding incidents and issues of a controversial and/or sensitive nature.

Inquiries from the media about such issues should be referred to the Botanical Center Coordinator, and Directors of the Park Board.

Depending on the specific circumstances, the coordinator and/or directors may designate another to serve as spokesperson on a particular issue.

In the event of a crisis or emergency situation, director of parks will handle all contacts with the media, and will coordinate the information flow from the Parks to the public. I

Volunteers are free to respond to requests from the media regarding their area expertise. In such cases, the botanical center coordinator should be notified as soon as possible to inform him/her of the contact. Such notification can be particularly important if follow-up inquiries are made.

Guidelines for communicating with the media when the issue is non-controversial and limited to the volunteer's area of expertise:

- Obtain the name of the person calling, the media organization and, if available, the anticipated time of release of information in print or broadcast. This information should be included when the notification is made to the appropriate media specialist.
- The best approach with the media is to be prompt, helpful and honest. All contacts from the media should be returned as soon as possible, in deference to reporters' deadlines.
- Make sure you understand each question from the media before answering. If you cannot answer the question, or are uncomfortable providing a response, take the reporter's number and advise him/her that someone who can provide the information will contact him/her as soon as possible.
- Do not offer speculations or gossip. Do not offer information in regards to an accident or incident that occurred on Park property.
- Remember that in responding to the media, you can be seen as representing and speaking for the Botanical Center and Springfield-Greene County Parks.
- Issues that should not be discussed with reporters are 1) legal issues, 2) personnel issues, 3) questions that involve the parks' integrity, such as ethics or issues that may result in harm to others, or 4) a crisis or emergency. Refer all such inquiries to the Director of Parks .

Volunteer Etiquette

Uniforms

Always wear your photo ID badge.

Volunteers working indoors or serving as information docents should wear a clean, solid colored shirt. Khaki or navy pants, skirts or shorts (no more than 6" above the knee). Outdoor volunteers can wear "work clothes" as long as they are not full of holes.

Smoking Policy

Volunteers and staff should smoke out of guest view at least 25 feet away from the Botanical Center.

Accidents / Incidents

- Volunteers should assume responsibility for ensuring a safe environment at the parks. Keep tools out of paths, alert staff to any potential hazards so it can be addressed as soon as possible.
- All cases of vandalism should be reported to the Botanical Center coordinator and police.
- Volunteers cannot and should not administer first aid. You can offer supplies and offer to call an ambulance. There is no charge to call an ambulance if no one is transported.
- Please complete a **Visitor Incident Form** for all visitor accidents and injuries. Do **NOT** admit responsibility.
- Volunteers injured on the job must complete a **Supervisor's Incident Investigation Report**.

Right to Know

- Pesticides and fertilizers may be used on the grounds of the Botanical Center.
- A Notebook containing all logs of chemical use can be found in the Botanical Center Coordinator's office. This file also includes the MSDS (Material Safety Data Sheets) and product labels. This information may be important for health care providers if someone is inadvertently exposed.

Answering the Phone

Always answer the phone by identifying the Botanical Center and your name. Volunteers may be asked to handle program registration or may need to transfer calls for the extension service. The Botanical Center is a Springfield Greene-County Parks Facility.

Samples:

- *"Thank you for calling the Botanical Center, this is (your name)."*
- *"Botanical Center, this is (your name). How may I direct your call?"*

Botanical Center Volunteer Application

Thank you for your interest in the Botanical Center and surrounding Gardens volunteer Program. Please take a moment to answer the following questions. Your answers will help us assure your successful placement in our program. You will not be turned down due to lack of experience in a particular area.

Name _____ Date _____

Address _____

City _____ State _____ Zip _____

Phone (Home) _____ (Work/Cell) _____

Email _____

1. Area(s) of Volunteer Interest (Circle all that apply. Note: This is not a commitment.)

- | | |
|---|--|
| <input type="checkbox"/> Garden Maintenance | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Botanical Center Greeter | |
| <input type="checkbox"/> Garden Tours | <input type="checkbox"/> Perennials |
| <input type="checkbox"/> Educational Talks | <input type="checkbox"/> Annual Color and Containers |
| <input type="checkbox"/> Plant Records and Labels | <input type="checkbox"/> Woody Collection |
| <input type="checkbox"/> Publicity | <input type="checkbox"/> Prairie |
| <input type="checkbox"/> Special Events | <input type="checkbox"/> Historical Gray-Campbell Home |
| <input type="checkbox"/> Newsletter Articles | <input type="checkbox"/> Japanese Stroll Garden |
| <input type="checkbox"/> Administrative Work | <input type="checkbox"/> Other: _____ |

2. Are you a Master Gardener? Yes No

If no, would you be interested in taking a Master Gardener certification course? Yes No

3. Are you able to commit to working 100 75 50 25 other _____ hours per year at the Gardens?

4. Do you have any physical limitations? Yes No If yes, please explain _____

Are you able to lift at least 40 lbs unassisted? Yes No

Is it okay for you to work in the sun, heat, or light rain? Yes No

Allergy(ies) to insects sun pollen other _____

5. Strengths and/or skills you feel will enhance your volunteer work (Tell us anything you think we need to know. Use the back of this sheet if necessary) _____

Prior Volunteer Experience _____

Educational Background _____

Career Background _____

Do you have experience with special groups? (Circle all that apply.)

Children Disabled Elderly Teens Foreign Language Other

Please explain: _____

6. How often do you visit the Gardens? _____

7. How did you hear about our volunteer program? _____

8. What do you hope to gain from your experiences at the Gardens? _____

9. Do you know anyone who is presently a Garden volunteer? If so, please list their name(s) here _____

10. Please list a reference from another volunteer position or workplace

Name _____ Organization _____

Phone _____ Employment Dates _____

11. When would it be convenient for you to be interviewed? _____

Signature _____ Date _____

Person to notify in case of emergency: Name _____

Phone _____ Relationship _____

Please return this application to:

Botanical Center Coordinator

The Botanical Center

2400 S. Scenic

Springfield, MO 65807

ksteinhoff@springfieldmo.gov

Volunteer Assignment/Background Release

Shaded Areas for Office Use Only

I _____, understand that I will be performing the duties of _____
NAME JOB TITLE
 on a volunteer basis and will not be receiving compensation for this work.

I authorize the City of Springfield, Missouri, or its designated provider to perform a background security check to be eligible to begin a volunteer assignment with the Springfield-Greene County Parks Department. I agree to hold the City harmless and in no event shall the City be liable to me for special, indirect or consequential damages for refusing to allow me to work as a volunteer due to information obtained from the background security check. I understand my volunteer assignment is contingent on the results of the background security check.

Volunteer Signature: _____ **Date:** _____

PLEASE PRINT

Name (first, middle, last): _____

SSN: _____ DOB: _____

Street Address: _____

City, State: _____ Zip: _____

Phone: _____

Other names previously used (alias, maiden name): _____

Emergency Contact: _____

Have you ever been convicted or plead guilty as an adult to any law violation? **YES** **NO**

If Yes, list convictions and dates. Attach a separate sheet if necessary.

(Failure to disclose a conviction may result in disqualification from further consideration with the City of Springfield.)

Applicant Name:	Proposed Start Date:	Supervisor:	Supervisor Phone:
Results of MO Sex Offender Registry Search: (must be printed and attached)	Results of MO CaseNet Search: (must be printed and attached)	Results of Google Search:	Date Forwarded To HR:
Passed: Yes ___ No ___	Passed: Yes ___ No ___	Passed: Yes ___ No ___	

1. Enter Volunteer information into Parks Database.
2. Complete MO Sex Offender Registry, MO CaseNet, and Google Search. Attach Results to Background Release.
3. Forward originals to HR at least 1 week prior to desired start date.

This Report Must
Be Filed With The
Department of
Human Resources
Immediately Or
On The Next
Business Day



City of Springfield Visitor Injury Report

Fax **Immediately**
To:
864-1610
Send Hardcopy
Inter-Office Mail

Date of Injury/Illness:	Time of Occurrence: <input type="checkbox"/> AM <input type="checkbox"/> PM	Department of Location Where Accident or Illness Exposure Occurred:				
Name: First Middle Last	Social Security Number	Date of Birth	Sex	Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married		
<p>Did visitor seek or request Medical Treatment? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Was Emergency Care Given? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>						
Type of Injury/Illness:	Part of Body Affected:	Did the Injury/Illness Occur on <input type="checkbox"/> Park <input type="checkbox"/> Premises? <input type="checkbox"/> Yes <input type="checkbox"/> No				
All Equipment, Materials, or Chemicals Visitor was Using When Accident or Illness Exposure Occurred:		Were Safeguards or Safety Equipment Provided? <input type="checkbox"/> Yes <input type="checkbox"/> No Were They Used? <input type="checkbox"/> Yes <input type="checkbox"/> No				
Specific Activity the Visitor was Engaged in When the Accident or Illness Exposure Occurred:						
How Injury or Illness/Abnormal Health Condition Occurred. Describe the Sequence of Events and Include Any Objects or Substances that Directly Injured the Employee or Made the Visitor Ill.:						
Witness(es) To Accident:						
Other Employee(s) Involved:						

Note: A fraudulent claim/deliberate falsification of information on this report is grounds for taking disciplinary action.

Date of Report: _____

Employee Signature/Date

Supervisor Signature/Date

Dept. Safety Representative/Date



City of Springfield
Supervisor's Incident Investigation Report

Fax **Immediately**
To:
864-1610
Send Hardcopy
Inter-Office Mail

Department:		Division/Section:		
Exact Location of Incident:	Date of Occurrence:	Time:	<input type="checkbox"/> AM <input type="checkbox"/> PM	Date Reported:

Injury or Illness		Property Damage		Other Incident	
Name of Injured:		Property Damaged:		Person Reporting Incident:	
Occupation:	How Long?	Estimated Costs:	Actual Costs:	Occupation:	Cost if Applicable:
Nature of Illness/Injury:		Nature of Damage:		Nature of Incident:	
Object/Equipment Involved:		Object/Equipment Involved:		Object/Equipment Involved:	
Person with most control of above:		Person with most control of above:		Person with most control of above:	

Describe clearly how the incident occurred:

What practices and/or conditions contributed most directly to this incident?

UNSAFE PRACTICES <input type="checkbox"/> Failure to warn or secure <input type="checkbox"/> Operating at improper speed <input type="checkbox"/> Using defective equipment <input type="checkbox"/> Failure to use protective equipment UNSAFE CONDITIONS <input type="checkbox"/> Defective tools or equipment <input type="checkbox"/> Inadequate warnings <input type="checkbox"/> Inadequate guards or protection <input type="checkbox"/> Fire and explosion hazards	<input type="checkbox"/> Improper lifting <input type="checkbox"/> Using equipment improperly <input type="checkbox"/> Working on moving equipment <input type="checkbox"/> Other: _____ <input type="checkbox"/> Inadequate illumination or ventilation <input type="checkbox"/> Hazardous gases, fumes, vapors <input type="checkbox"/> Substandard housekeeping <input type="checkbox"/> Other: _____	What are the basic reasons that these practices/conditions exist?
---	---	---

EVALUATION:
 This loss has the potential to be: Major Serious Minor
 This loss will occur: Frequently Occasionally Rarely

What actions have or will be taken to prevent recurrence? Please number all items in sequence.

Comments:

Investigated By: (Supervisor)	Date:	Reviewed by: (Loss Control Rep/ Dept. Head)	Date:
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