



# Volunteer Manual



# Welcome

The staff at Olivewood Gardens and Learning Center welcomes you and thanks you for joining our team! Your hard work is highly valued by our staff, our students, our stakeholders, and our donors. Your passion, commitment, energy, and positive attitudes help us to better serve our community.

This manual explains our policies and procedures. It will help you understand how to carry out your duties and give the best service to Olivewood Gardens. This manual is also designed to help you in answering any questions you have regarding the operations of the facility. Thank you for the time and effort you are willing to share with Olivewood Gardens and our students.

# Table of Contents

Welcome Letter.....	2
Contents.....	3
Contact Us.....	4
Schedule.....	5
About Olivewood Gardens.....	6
Benefits of Volunteering and Volunteer Responsibilities.....	9
Job Descriptions.....	10
Starting Out.....	13
Scheduling.....	14
Site Layout.....	15
Working with Students: Experiential Education.....	16
Working with Students: Class Managemen.....	18
Field Trips Overview.....	20
Rotation Overview: Volunteer Science Instructor.....	21
Rotation Overview: Volunteer Garden Instructor.....	22
Rotation Overview: Volunteer Kitchen Instructor.....	24
General Policies.....	25
Safety Policies.....	27
Promote Us.....	28
In Closing.....	29
Waiver.....	30

# Contact Us

## Address

Olivewood Gardens and Learning Center  
2525 “N” Ave  
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(619) 434-4281

## Staff Contacts

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c: (480) 334-0772

*Email is the primary method by which the Volunteer Coordinator contacts volunteers.*

### **Diana Bergman** (Program Director)

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o: (619) 434-4281

### **Kati Butler** (Chef Educator)

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### **Martha Prusinkas** (Head Gardener)

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The International Community Foundation office (2505 “N” Avenue) is a different program – please do not disturb. Olivewood offices are located in the Pool House.

# Schedule

## Office Hours

**Monday – Friday: 9:00 a.m. - 5:00 p.m.**

We are closed many weekends, but do offer some weekend programming. Please refer to the Olivewood Gardens Event Calendar ([olivewoodgardens.org/event-calendar](http://olivewoodgardens.org/event-calendar)) for more information.

## Volunteer Schedule

Your schedule will depend on your availability and volunteer role at Olivewood.

- Most opportunities are on Mondays, Tuesdays, and Wednesdays between 8:30am and 2pm
- Additional opportunities can be scheduled on weekdays during the workday
- Weekend opportunities are commonly on Saturdays

## Cancellation

In the event of program closure due to rain or other circumstance, you will be notified by email or phone call by 8:00 am on the day of the closure.

# About Olivewood Gardens

## Olivewood Gardens Mission and Vision

The **Mission** of Olivewood Gardens and Learning Center is to connect and motivate students and families from diverse backgrounds through organic gardening, environmental stewardship, and nutrition education, empowering them to be healthy and active citizens.

Our **Vision** is to reconnect students and families to the natural environment through food, education and community engagement.

## History

Started in February 2010, Olivewood Gardens, a 501(c)3, is a community and garden resource facility and home to the International Community Foundation. Olivewood Gardens is a Type I supporting organization of the International Community Foundation. The house, gardens, and property were donated to the foundation by the Walton family in 2006 and later gifted to Olivewood Gardens in 2010.

The home on the property was built in 1896 by Oliver H. Noyes and his family. It has only ever been owned by three families—the Noyes, the Newlans, and the Waltons—and was remodeled during the 1980s. The garden has been farmed organically since this time.

## Programs

### **Field Trips:**

Third, fourth, and fifth graders from National School District visit Olivewood Gardens three times a year. During each visit, students rotate through three sessions –a standards-based science lesson, a gardening activity, and a nutritious cooking activity – that engage them in the full cycle of cultivating, preparing and eating fresh produce from the garden.

We currently provide free field trips to 3<sup>rd</sup>-5<sup>th</sup> grade students from three National City Schools: Olivewood Elementary, Lincoln Acres Elementary, and Las Palmas Elementary. These field trips are partially-subsidized by for-pay field trips from other schools and groups.

### **Cooking for Salud!**

Cooking for Salud! is a free seven-week cooking course taught in conjunction with guest chefs from around San Diego. This course is primarily offered to parents of students in our field trip program and focuses on teaching real-world healthy cooking techniques for families on a budget.

### **Gardening Classes:**

Olivewood Gardens is part of the Regional Garden Education Network and occasionally hosts free adult gardening workshops. Class topics include home gardening techniques such as composting, bed-building,

planting native gardens, etc. We also offer trainings for teachers, parents, and school administrators on creating, maintaining, funding, and using school gardens.

### **Free Community Events**

- Day of Play and Junior League’s Kids in the Kitchen: These Saturday events for local children and families include cooking lessons, gardening activities, arts-and-crafts, nutrition activities, fitness games, healthy recipe tastings, prizes, and more.
- Open House: On our Open House dates, Olivewood Gardens is open for visiting members of the public to explore the garden, meet the staff, and learn about the programs.

### **Public Tours (Tuesdays, 10am):**

Public tours include garden and kitchen class observation and are also an opportunity to meet other people interested in edible education, gardening, and school lunch reform in our region. Tour groups meet in the parking lot at 2505 N Avenue. There is no charge for our public tours.

### **Other:**

In addition to our regular programming, Olivewood Gardens hosts parent groups, community meetings, train-the-trainer sessions, yoga classes, and private house tours. We also regularly attend community events.

## Our Program Participants

While we serve students and adults from around San Diego County, our primary constituency is our neighbors in National City. National City, squeezed between its giant neighbors San Diego and Chula Vista, has few human and social service organizations located within its borders. Yet the need is enormous:

- According to California Border Kids Count, in 2007, 34% of National City’s children and youth lived in poverty.
- Eighty-five percent of students in the National School District qualify for free/reduced lunch.
- According to San Diego County’s Department of Health & Human Services, the rate of diabetes hospitalization and mortality is 2.3 times greater in National City than the county average.

## The Olivewood Gardens Team

Executive Director .....	Healy Vigderson
Program Director .....	Diana Bergman
Office Administrator.....	Joyce Robinson
Chef Educator .....	Kati Butler
Volunteer Coordinator .....	Ally Welborn
Head Gardener .....	Martha Prusinkas
Assistant Gardener/Garden Instructor .....	Diego Duran
Assistant Gardener/Garden Instructor .....	Charles Anacker
Assistant Gardener .....	Adan Teposte
Community Development Associate .....	Jennifer Hughes
Event Coordinator.....	Scott Brzezinski

## About the International Community Foundation (ICF)

The International Community Foundation, located at 2505 'N' Ave, is a 501(c) 3 nonprofit. ICF is the parent organization to Olivewood and founded Olivewood Gardens. ICF and Olivewood occasionally offer cross border programs. The mission of the International Community Foundation is to inspire international charitable giving by U.S. donors, with an emphasis on Mexico and Latin America. The International Community Foundation seeks to increase health, education and environmental grant-making to local organizations in Mexico and Latin America, with the goal of strengthening civil society and promoting sustainable communities.



# Benefits to Volunteers

Many of our volunteers say that their biggest reward comes from serving our students. Our volunteer programs, however, offer much more...

- Involvement in local environmental and nutrition education initiatives
- Networking with volunteers, staff, and community partners
- Resume-building gardening, cooking, education, or office experience
- Volunteer recognition events
- References and/or letters of recommendation from Olivewood Gardens staff (as appropriate)
- Fresh produce and recipe tastings (as available)

# Volunteer Responsibilities

- To be sincere in the offer of service and believe in the value of the job to be done
- To respect program participants and treat students with kindness
- To accept only realistic assignments and have a clear understanding of the job
- To carry out duties promptly and reliably
- To accept the guidance and direction of the staff and other volunteers.
- To participate in orientation and training programs
- To learn about and uphold the agency's policies, programs, and people
- To respect student and organization confidentiality
- To discuss satisfactions, dissatisfactions, and suggestions for upgrading or changing of volunteer assignments with the Volunteer Coordinator
- To be punctual and notify the Volunteer Coordinator of absences in advance
- To be alert, sober and drug free while volunteering.

# Job Descriptions

Volunteers are welcome to try multiple positions according to their interest and experience. Please be aware that there is a waiting list for some positions and that additional training or screening may be required.

## Support Positions

### Office Volunteer (weekdays)

**Description:** Office Volunteers perform administrative tasks under the supervision of the Volunteer Coordinator or Office Administrator. Duties may include data entry, research, social networking, or organizing. Communication abilities and basic computer proficiency required.

**Time Commitment:** Regular 2-4 hour commitment required; weekly or monthly

**Minimum Age:** 15 years

### Garden Volunteer (weekdays)

**Description:** Garden Volunteers work with garden staff to keep the garden vibrant and visually appealing. They assist with garden maintenance including planting, weeding, harvesting, watering, composting, and tidying. Garden Volunteers must be able to carry supplies on uneven garden terrain and do physical tasks outside. No prior gardening experience necessary.

**Time Commitment:** Weekly 2-4 hour commitment required

**Minimum Age:** 15 years

### Volunteer Docent (Tuesdays, weekends)

**Description:** The Volunteer Docents lead the Tuesday morning tour and may be called on to lead other tours of the property/house or table at public events (according to their availability). Volunteer Docents are the face of Olivewood Gardens: they greet arriving guests, explain the history of the property, identify garden features, and promote our programs to the public. They must be good public speakers with strong communication skills and the ability to work with diverse audiences. Bilingual English/Spanish or English/Tagalog a plus. Additional training will be provided.

**Time Commitment:** 1.5 hour time commitment on Tuesday mornings, additional days and times variable.

**Minimum Age:** 18 years

### Special Events/Weekend Volunteer

**Description:** Special Events and Weekend Volunteers are available on an 'as needed' basis to help with evening and weekend engagements. Duties may include leading (or assisting with) children's activities, setting-up and tearing down special events or representing Olivewood by tabling at community events. The Volunteer Coordinator will provide information about specific opportunities as they come up.

**Time Commitment:** Variable (1-5 hours)

**Minimum Age:** 15 years

### Specialized Skill Volunteer

**Description:** Specialized Skill Volunteers have specific talents or experience that can support our programming. Examples include: grant writer, graphic designer, website designer, nutritionist, educator, Master Gardener, Master Composter, artist, handy-man, etc. Please contact us if you have a suggestion about incorporating your specific skill-set into our program.

**Time Commitment:** Variable, depending on project length

**Additional Requirements:** Please submit a resume and work sample. Interview may be required.

**Minimum Age:** 18 years

## **Instructor Positions**

### Volunteer Science Instructor (weekdays)

**Description:** Volunteer Science Instructors independently lead standards-based science lessons during school field trips; tasks include lesson set-up and clean-up, lesson implementation, and some curriculum development. Science Instructors help explain ecological concepts in an engaging manner using tangible garden examples. They must be confident public speakers with good time management and classroom management skills. All Science Instructors will receive curriculum training from the Program Director. Prior teaching experience a plus.

**Time Commitment:** Weekly 5.5 hour time commitment (8:30am to 2pm) required

**Minimum Age:** 18 years

### Volunteer Kitchen Instructor (weekdays)

**Description:** Volunteer Kitchen Instructors assist the Chef Educator with all kitchen duties during school field trips; including set-up, food preparation, teaching students, and clean up. During hands-on cooking demonstrations, Kitchen Instructors wash dishes, distribute supplies to students, explain techniques, and cook food; as needed by the Chef Educator. Kitchen Instructors must be willing to try all food used in the kitchen and must have good time management and classroom management skills. No prior kitchen experience necessary.

**Time Commitment:** Regular 5.5 hour time commitment (8:30am to 2pm) required; weekly or monthly

**Minimum Age:** 18 years

### Volunteer Garden Instructor (weekdays)

**Description:** Volunteer Garden Instructors assist the Head Gardener in leading school field trip garden activities; including set-up, clean-up, teaching students, and some lesson planning. Field trip garden activities may include planting, weeding, harvesting, watering, or general garden maintenance tasks. Under the guidance of the Head Gardener, Garden Instructors help explain these activities and instruct students in a manner that facilitates learning and fun. Garden Instructors must be able to carry supplies on uneven garden terrain and manage time well. No prior gardening experience necessary.

**Time Commitment:** Regular 5.5 hour time commitment (8:30am to 2pm) required; weekly or monthly

**Minimum Age:** 18 years

## Internship

**Description:** Internships involve both daily responsibilities and short-term projects at Olivewood Gardens. We are seeking individuals interested in education, food justice, organic gardening, and community engagement. Interns will learn real-world skills in their fields of study and gain hands-on experience at a working non-profit organization. Internships are unpaid, but class credit is available.

Short-term projects are determined based on the intern's area of study and organization needs. Interns are also expected to attend some weekend/evening events and help with day-to-day tasks.

Internships are opened at the beginning of each semester for applications. Interns are placed within the first few weeks of the semester. Students seeking to volunteer and apply their volunteer hours towards a school-credit internship may contact the volunteer coordinator directly to create their own internship.

### Example Internships:

- Science Education Intern
- Kitchen Education Intern
- Garden Intern
- Community Outreach Intern
- Program Coordination Intern

### Example Daily Responsibilities:

- Lead field trip lessons, set-up and clean-up for field trips
- Assist in maintaining the garden. Tasks may include; planting, weeding, harvesting, composting, etc
- Office support; including copying, filing, database entry, research, and organizing
- Facilities maintenance; including cleaning, supplies rotation and organizing

### Example Projects:

- Create new recipes for lessons
- Research, apply for, and track potential grant opportunities
- Create new curricula
- Design and implement a new workshop
- Redesign promotional materials

**Time Commitment:** Depending on the internship, interns are asked to work 6-12 hours per week; a 3 month commitment is required.

# Starting Out


## Before your first shift, please:

1. Fill out a Volunteer Application (<http://olivewoodgardens.org/get-involved/743-2>)
2. Attend a Volunteer Orientation (second Wednesday of every month at 6pm)
3. Sign a waiver of liability and submit a background check (\$10)
4. Shadow a field trip (field trip volunteers only)
5. Schedule your first shift (see Scheduling)

## At your first shift:

1. Arrive on time and dress appropriately (closed-toed shoes, long pants)
2. Check in with an Olivewood staff member (usually the Volunteer Coordinator)
3. Sign in on your sign-in sheet.
  - Sign-in sheets are distributed based on your primary worksite: inside middle-right door of the upper garden shed (garden volunteers), in the left hand side of the pantry (kitchen volunteers), or next to the printer in the pool house (office volunteers)
4. Receive a T-shirt and name tag (name tags are stored next to sign-in sheets)

## Sample Sign-In Sheet



Olivewood  
Gardens  
and Learning Center

**Volunteer Name:** JANE VOLUNTEER

By signing below, I authorize Olivewood Gardens to copyright, publish, use or assign any and all photographs they have taken or made of me.

Date	Activity	Time In	Time Out	# of Hours
1/2/3030	Field Trip - Garden	8:30	2:30	6

# Scheduling

All volunteer opportunities are included on the Volunteer Calendar (<http://olivewoodgardens.org/get-involved/volunteer-calendar>). Click on an event to see which volunteer positions are still open. To sign up for an open position, email the Volunteer Coordinator. Our highest priority dates are preceded by text in ALL CAPS. (Hint: For a more streamlined view of the calendar, you can click 'Agenda' in the upper-right corner.)



## Absenteeism and Punctuality

Field trips and special events cannot run without all of the scheduled volunteers present. With that in mind, please be on time and arrive when expected. Volunteers must inform the volunteer coordinator three days before any absences other than illness or emergency.

## Illness

Please do not come to work if you are ill. Call in as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your shift.

# Site Layout

## Pool House

Olivewood staff offices are located in the pool house. You may store food in the mini-fridge and use the kitchenette to prepare meals or snacks for yourself. Please wash all dishes when you are done.

## Noyes House

**Kitchen:** Cooking lessons take place in the kitchen. Food for the lessons is kept in the fridge and pantry. Cookware is labeled in kitchen drawers, shelves, and the pantry. Volunteer sign-in sheets and nametags for kitchen volunteers are on the back left side of the pantry.

**Please do not go into the kitchen unless you are volunteering there. There is a kitchenette in the Pool House available for your use.**

**Basement:** Curriculum kits, t-shirts, and extra kitchen/office supplies are stored in the lower basement.

## Upper Garden Shed

Garden tools and lesson supplies are stored in the shed. Their locations are labeled. Volunteer sign-in sheets are on the inside of the middle-right door. Name tags are located on the shelves (top shelf, far right side of the shed).

## Parking

From 8:30am to 5pm, off-street parking is available in the parking lot next to the upper garden. We encourage all volunteers and visitors to find parking in the parking lot before using the street. Bicycle parking is also available.

## Restrooms

There are restrooms available (for adults) in the Pool House. Please be aware that restroom in the kitchen is for students and kitchen volunteers only.

## Personal Belongings

You may store your personal belongings in the shed, pantry, or office during your volunteer shift.

# Working With Students: Experiential Education

## Philosophy

Olivewood Gardens and Learning Center is a new and exciting learning environment for students. They will be energized and want to see everything, and that's exactly how we want them to feel! The more that visitors interact with the environment here, the more they will feel comfortable and connected with it.

Lessons designed for and implemented at Olivewood should ...

- be as interactive as possible
- provide children with the opportunity to bond with the natural world and feel comfortable in it
- encourage teamwork
- have high potential for success for students of all ability levels
- provide opportunities for children to problem-solve on their own

## Hands-On Lessons

**Children thrive on “doing”.** Volunteer Leaders should attempt to spend the majority of lesson time doing hands-on activities that involve everyone.

- Be sure that students are doing all activities *themselves*, rather than having adults do it for them.
- Use examples to communicate your message
  - Take students to a place in the garden where they can see what you are talking about, or pass an object around that they can look at and touch
- Allow students to explore the garden independently or in groups. Before releasing them:
  - Identify specific goals, time limits, and physical boundaries
  - Pick a gathering spot to go to when they are finished with their task. (A fun way to call the students back to a gathering spot : do a coyote howl, or a rooster call)
- Find teachable moments. If something interesting is suddenly happening in the garden (an animal visitor for example, or a rainbow), allow the group to enjoy it, then move back on track when you're ready. It may also serve as a way to refocus a distracted group.

## Let Students Share

**Allow students to contribute to the discussion.** Students who feel accepted and well-liked will learn and be successful. Here are some ways that volunteers can help students to have that feeling:

- Listen carefully to what the children have to tell you. Show genuine interest in them.
- Ask leading questions. Let the students help you explain by answering your questions.
- Encourage students to ask questions about what they are seeing/sensing

## Have Fun

Be confident.

- Smile. If you're having fun, the students will too.
- You know more than the students and will probably be able to answer all of their questions. If you can't, that's ok. You can always ask staff later.



Keep excitement high.

- Greet children in a warm, friendly fashion each time you see them.
- Every group you see will only get one visit to do the activity you are leading. For them, it is new, fun, and exciting! It's great to "act" interested, surprised, or enthusiastic at times when you anticipate students will be.

Be positive!

Focus on praising GOOD behavior and RIGHT answers rather than drawing attention to what is bad or wrong. When students are misbehaving or answering questions incorrectly, re-examine how you are conveying information to them. Is it unclear or uninteresting?

# Working with Students: Class Management

## Supervision and safety

- Remember: SAFETY FIRST!
- Supervise all participants (including adults). Beware of the risks of activities and watch for dangerous behavior.

## Behavior Management Plan

The behavior management plan is our universal plan for managing groups of students. Our plan attempts to mitigate potential behavior problems before they arise and provides a problem-solving outline for issues that do come up.

- Emphasize our **rules and expectations**. They are:
  1. **Be Safe** *This includes: Safe use of tools (“Tools, not toys”), Ask before touching, Walk don’t run, Keep your hands clean*
  2. **Be Kind** *This includes: One voice at a time, We all eat together, Practice good manners, Take care of the garden*
  3. **Be Adventurous** *This includes: Try one big bite before you say no thank-you, Get your hands dirty, Learn something new*

Giving directions before passing out materials and making expectations clear will help students to understand what they are supposed to do. Always try to state directions in a positive manner. Focus on behavior students SHOULD DO, rather than the behavior that they SHOULD NOT DO.

- Provide **positive rewards** for good behavior. This encourages students to behave appropriately. Rewards do not have to be tangible; praise and special privileges (ex: leading the line to the next rotation) can be positive rewards. Pointing out students who are behaving appropriately can also help show other students a model of expected behavior.
- Use **consistent and fair consequences** for misbehavior.
  1. Attempt to redirect the students back-to-task (or give them a new task that fits their energy). Do not point out misbehavior. If the student is still misbehaving, then...
  2. Refer *all* students back to the Olivewood Gardens rules (Be Safe. Be kind. Be adventurous). If the student is still misbehaving, then...
  3. Give a verbal warning. If the student is still misbehaving, then...
  4. Call the Field Trip Coordinator. She will likely remove the student from the activity.

## Keeping Students on Task

If students are getting distracted, check and be sure that they understand the material. Students who don’t pay attention may not be clear on what is being asked of them or explained to them. Make sure they know what they are supposed to be doing and that they know what all key words mean.

If a child is distracted, some ways to handle it include:

- Quietly wait for them until they notice that you have stopped. Ask politely – “Great - are we all set?”
- Address the student directly and redirect their attention – “Hey \_\_\_\_, we have something really interesting here for you to look at!”

### ESL Students

Many of our students are learning English as a second language. It may be difficult to keep these students engaged if they do not understand what is going on. Here are a few ways to help facilitate their learning:

- Use any Spanish that you know to help communicate ideas.
- Pair Spanish-only students with a buddy or chaperone that can help translate. (Allow adequate time for translation.)
- Identify one to three key ideas/vocabulary words to focus on (rather than attempting to teach the entire lesson).

# Field Trips Overview

## Arrival

**8:30 - Volunteers arrive:** Olivewood staff briefs volunteers on field trip activities. Volunteers sign-in, set-up their rotations, and drop their produce bags off with the Chef Educator.

## First Field Trip

**9:15 - Students arrive**

**9:15 - Opening Circle:** Olivewood staff reviews rules and expectations with students

**9:40 - Rotations start:** 25 minutes each, bell signifies 5 minutes left before switching

- Garden rotation
- Science rotation
- Kitchen rotation

**11:10 Closing Circle:** Olivewood staff reviews field trip

**11:15 Students leave:** Volunteers reset their stations

## Break

**11:15-11:40 Recipe Tastings:** In between the first and second field trips, food is often available for volunteers. During this time, you are welcome to go to the kitchen and taste the food the children are cooking. Please be aware that food will not always be available, so you may want to bring your own lunch or snack as well.

## Second Field Trip

**11:15 - Students arrive:** students eat lunch on the lawn (depending on school lunch schedule)

**11:40 - Opening Circle:** Olivewood staff reviews rules and expectations with students

**11:55 - Rotations start:** 25 minutes each, bell signifies 5 minutes left before switching

- Garden rotation
- Science rotation
- Kitchen rotation

**1:25 - Closing Circle:** Olivewood staff reviews field trip

**1:30 - Students leave:** Volunteers begin clean-up

## Before leaving

- Ensure that all tools and supplies are properly cleaned and put away
- Check with Olivewood staff to see if any additional help is needed cleaning other stations (eg: food properly stored and kitchen swept clean)
- Produce from the garden is usually available to volunteers, but quantity and variety is dependent on seasonality and programming demand. If produce has not been offered to you by the end of your shift, please ask an Olivewood staff member. Remember to bring your reusable produce bag and to pick-up your produce from the kitchen before you leave.

# Rotation Overview: Volunteer Science Instructor

## Before

Volunteer Science Instructors will receive additional training in advance of their first shift. They will shadow another science instructor several times before working on their own and are expected to learn lessons plans before arriving to teach.

## Set-Up

- Open up the curriculum kit and lay out the materials according to the lesson/your teaching preference

## Beginning

- Set the timer for 25 minutes. Please be mindful of time.
- Give the Compost Tag to the first student to answer a compost question correctly (first group only)
- Introduce yourself and your volunteers
- Review the rules for the science rotation:
  - Be Kind: 1 voice at a time, hands to yourself

## During

- Make the lesson as hands-on and conversational as possible (avoid lecturing)
- Keep excitement high
- Use Spanish when necessary to help communicate ideas
- Do not be afraid to cut materials from lessons. As long as the students learn the one or two core concepts, it is ok to spend more time doing the activities

## End

- Review lesson
- Clean-up, reset your station, and prepare students to go to the next rotation

## If you have extra time, students can...

...water garden beds/boxes (take watering can and fill it up at gray water sink or from rain barrels)

...look for bugs!

...look in the worm bins.

..."touch" "smell" and "taste" the garden

...go through the Passion Fruit flower tunnel.

# Rotation Overview: Volunteer Garden Instructor

## Before

Meet with garden staff before the field trip starts. Review the plan for the days' activities and collect necessary supplies.

## Beginning

- Introduce the Gardener and the volunteers
- Give the Compost Tag to the first student to answer a compost question correctly (first group only)
- Review activities for the rotation with the Gardener

## During

- Encourage conversation about gardening and nature
- Praise students who practice patience. They can observe the activity first and wait until given the "go-ahead."
- Give instruction before handing out supplies

## End

- Clean-up, reset your station, and lead group to next rotation.

## Down-time Tasks (for volunteers)

- Water the garden. Raised beds and pots can almost always use water, check with Olivewood staff if you're unsure.
- Scan the garden for trash
- Organize the shed

# Rotation Overview:

## Volunteer Kitchen Instructor

### Before

Meet with the Chef Educator before the field trip starts. Please help set the kitchen, wash produce, and prep food. You can find an apron to wear hanging on the back of the pantry door. For more in-depth explanations of kitchen procedure, refer to the yellow “Kitchen Volunteer Information” book next to the paper towels. Additionally, other volunteers and the Chef Educator will be on-hand to help.

### Set-Up

- Ask the Chef Educator how produce should be washed and/ or prepped. This will be dependent on the day’s recipe and produce availability.
- **Student’s seats:** Place a black no-slip mat and a white cutting board in front of each chair (lower shelf of the metal table below the South windows)
- **Water station:** Place 3 pitchers of filtered water and 15 small plastic cups on the wooden bookshelf under the North windows
- **Sanitation and drying station:** The large clear plastic bin should be filled with 1 splash of sanitizer (under the sink) and 3 inches of water. Drying pads (under the paper towels) can be laid under the dish rack.

### Beginning

1. Chef Educator will review kitchen rules with students outside
  - Be Kind: One voice at a time, everyone eats together
  - Be Safe: Keep hands clean
  - Be Adventurous: Kitchen Pledge “take one big bite before saying ‘no thank you.’”
2. Chef Educator will review the ingredients for the day at the Chef’s Table (inside left of door)
3. Help the students to wash their hands at the sink
  - Hand each student a paper towel when they’re done. Paper towels go in the recycling bin (below the paper towel dispenser)
4. Direct students to their seats. Ask them to fold their hands and place them on their cutting boards.

### During

- Please help keep our food germ free. If students sneeze or pick their noses, you can give them a squirt of hand sanitizer!
- Wash dishes as students and instructors are finished with them. Dishes can be washed during the lesson.
  1. Raw produce waste (skin, seeds, stems, etc) should be placed in the regular compost bucket (near the fridge). All other food waste (including oil, dairy, and eggs) should be placed in the BD compost bucket (under the South windows).
  2. Use the sink to scrub the dishes clean with dish soap, then place them in the sanitizer.
  3. Dishes left on the drying rack can always be dried (towels are in the drawer marked ‘Towels’ near the sink) and reset.
- Help serve food as it is ready. Everyone should try one big bite!

- If you catch a student exhibiting good behavior, you can reward them with a 'Captain of Kindness' badge (on the wall next to the South windows).

### End

- Collect and wash dishes. Reset clean dishes and student seats.
- Give the compost bucket to the student 'Compost Commander'.

### After

- Wash, dry, and put-away dishes.
- Clean up the water station and dish sanitation station.
- Sweep the kitchen floor.
- Empty the trash and recycling.
- Wipe down counters and collect dirty towels (silver canister under the South windows)

### Helpful Tips:

- Be mindful of assumptions about 'common knowledge'. For example, students may not know what certain foods taste like or that slicing onions can cause your eyes to water.
- Praise students for learning new things, trying new foods, and using good manners.
- It's okay to have relevant small talk with students during appropriate times.
  - Example Talking Points:
    - Discuss basic nutrition facts, eg: how important it is to eat breakfast each day, eating the rainbow each day, etc.
    - Try to connect measuring, conversions to fractions and classroom math whenever possible.

### Down-time tasks

- Wash dirty dishes
- Dry and put away wet dishes
- Sweep walkways
- Clean shelves in pantry
- Help with laundry
- Take out recycling and trash



# General Volunteer Policies

## Non-Discrimination Policy

It is the policy of this organization that there will be no discrimination or harassment in its programs, activities, or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, or disability.

## Age Limitation

The minimum age for volunteers is 15 years. Volunteers under the age of 18 must have the written consent of a parent or guardian before volunteering.

## Limitations on Volunteer Service

Volunteers serve Olivewood Gardens at the sole discretion of the organization. Additionally, volunteers may leave Olivewood Gardens at any time.

### **The following are grounds for cancellation of volunteer status:**

- Physical, sexual, or verbal harassment of any kind
- Negligent or willful damage of property
- Theft
- Unsafe behavior and/or willfully endangering the safety of others
- Working under the influence of intoxicants
- Violating confidentiality policy
- Repeated tardiness or no-shows
- Unfriendly or uncooperative attitude in dealing with students, staff members, or volunteers

## Background Checks

A criminal records background check is required for all volunteer assignments. This background check is available to the volunteer for a one-time fee of \$10.

## Confidentiality

All information concerning students, volunteers, financial data, business records and employees is confidential. No information may be released without appropriate authorization. This includes contact information from visitor sign-in sheets.

All curriculums and resources are considered proprietary and must be released by staff before they may be shared with other volunteers and external sources.

## Dress Code

Please wear your Olivewood shirt and nametag every time you volunteer. Close-toed shoes and long pants are also required for volunteers working in the garden and kitchen. Please dress appropriately for the weather and physical demands of your volunteer position.

## Smoking

Olivewood Gardens and Learning Center is a smoke free property.

## Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers should not bring drugs or alcohol into the Olivewood Gardens facility under any circumstances.

# Safety Policies

## Volunteers are responsible for:

- Supporting efforts to promote safe working conditions and habits
- Immediately reporting all unsafe work conditions to the Volunteer Coordinator or Program Director
- Looking out for student safety at all times

## Accident Reporting

Volunteers must report immediately all personal injuries and incidents to the Volunteer Coordinator or support person. If a student is injured, please inform the child's teacher and an Olivewood Gardens staff member immediately.

## First Aid

We have first aid kits in the kitchen bathroom and the shed. All student injuries should be treated by the student's teacher or parent.

## Emergency Plan

In case of emergency, please bring all students to the upper garden.

## Child Abuse, Sexual Abuse, Physical, Mental, or Sexual Harassment

Volunteers witnessing child abuse, sexual abuse, physical, mental, or sexual harassment must report the incident immediately to the Volunteer Coordinator. Olivewood Gardens does not condone and will prosecute any such incidents.

## Touching Youth

Volunteers must take particular care when touching youth. While most people understand the difference between appropriate touching—like a handshake or a pat on the back—and touching which is sexual or disrespectful, volunteers must consider how any physical contact may be perceived. The safest course of action is to avoid touching students.

## One-on-One Interactions

Avoid one-on-one situations with students. Have the student's teacher, the Field Trip Coordinator, or a parent volunteer take students to the restroom. Be sure that all interactions with students are visible to other adults.

## Cleanliness

- All volunteers doing any food handling must wash their hands with soap before starting their shift.
- Always wash hands before leaving the restroom.

# Promote Us!

As a volunteer, you are our best promoter. We rely on our volunteers to help recruit and share our stories. YOU can help support Olivewood Gardens by promoting our organization to your friends, family, and networks.

**Facebook:** [www.facebook.com/pages/Olivewood-Gardens-and-Learning-Center/322524662312](http://www.facebook.com/pages/Olivewood-Gardens-and-Learning-Center/322524662312)

**Twitter:** [twitter.com/olivewoodgarden](http://twitter.com/olivewoodgarden)

**Flickr:** [www.flickr.com/photos/olivewoodgardens](http://www.flickr.com/photos/olivewoodgardens)

## Photo Sharing

Please share photos of our site and our volunteer activities. Do not take or share photos of our students.

## Agency Representation

Please be aware that your actions and words as an Olivewood Gardens volunteer reflect on the organization. While you are encouraged to promote our cause, please be cognizant of how your behavior represents Olivewood Gardens.

# In Closing

We appreciate your willingness to volunteer with Olivewood Gardens and Learning Center. We hope you will enjoy your experience as a volunteer. Feel free to ask questions as you learn your volunteer duties. Our staff is happy to help you. It is your commitment and that of volunteers like you that allows Olivewood Gardens to most effectively serve our students' needs.

**Thank you.**

# Olivewood Gardens Volunteer Waiver

**Name:**

**Email:**

**Thank you for volunteering at Olivewood Gardens. Volunteers are not only integral to the success of our program, but they also help demonstrate to students the caring and commitment of their larger community.**

Please initial the following statements and sign the bottom of this document. Thank you.

“I agree to participate in the volunteer program sponsored by Olivewood Gardens and Learning Center. I recognize that Olivewood Gardens and Learning Center has not undertaken any duty or responsibility for my safety and I agree to assume the full responsibility for all risk of bodily injury, death, disability, and property damage as a result of volunteering at Olivewood Gardens. I hereby surrender any right to seek reimbursement from Olivewood Gardens and Learning Center and its directors, officers, employees, volunteers and other agents for injury sustained and liability incurred during my participation in the activity described above. I warrant that I am not relying on any oral representations, statements or inducement apart from the statements made on this form.”

Initial: \_\_\_\_\_

“I understand that I may have a criminal history check run by law enforcement if I serve as a volunteer. It is possible that as a volunteer I may have more than occasional or infrequent contact with students. Under Penal Code 290.95 I am required to disclose to Olivewood Garden Personnel if I am a registered sex offender. My failure to disclose this fact could result in my arrest, prosecution, and likely fine and imprisonment. I declare under penalty of perjury, that I am not required, pursuant to Penal Code 290.95, to disclose to school officials that I am a registered sex offender, and that I have not suffered convictions for sex or drug related offenses or for crimes of violence, and there are no criminal charges pending against me.”

Initial: \_\_\_\_\_

“I hereby authorize Olivewood Gardens to photograph or permit other persons to photograph, videotape or film me. Olivewood Gardens is permitted to use photographs, videotape or film for publicity purposes, including release of such photographs, videotape for film, to the news media and on the Olivewood Gardens website. I agree to hold harmless Olivewood Gardens, its officers, agents and employees from any liability resulting from, or arising in connection with, the taking, publication, and release of the photographs, videotape, or film of the undersigned pursuant to this agreement.”

Initial: \_\_\_\_\_

“I have attended the Olivewood Gardens volunteer orientation and read the volunteer manual. I am familiar with organization policies and understand that violation of policy can cause me to be terminated as a volunteer.”

Initial: \_\_\_\_\_

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Signature

Date