VOLUNTEER HANDBOOK

One of Cheekwood’s greatest assets is its outstanding volunteers. We value your contribution and hope you find your time meaningful. We ask for your help to create a safe and satisfying volunteer experience.

The following offers you general information about Cheekwood, its operations and volunteer policies. We appreciate your service and welcome you to our team!

Mission

Preserve Cheekwood as an historical landmark where beauty and excellence in art and horticulture stimulate the mind and nurture the spirit.

Volunteer Office open Mondays-Fridays
9:00am-5:00pm
615.353.6966
awalter@cheekwood.org
VOLUNTEER PROGRAM INFORMATION

- Docents
  - Share your passion for the arts, history, and gardens by engaging Cheekwood visitors through tours and volunteer host positions
- Adult Volunteers
  - Opportunities include gardening, special events, arts and crafts projects, education programs and camp, games and activities, admin, and guest greeters
- (Early 2018) Family Team – Parent or Guardian and child age 10-17
  - Opportunities include gardening projects, special events, arts and crafts projects, games and activities and guest greeters
- Group Volunteers – Organizations, college or high school groups
  - Participate in gardening projects, special events and arts and crafts projects
- Community Volunteers
  - Sign up to volunteer for posted individual special events or projects
- Internships
  - University students volunteer with a designated department at Cheekwood to fulfill school course requirements, for professional development and to build their network
- (Summer 2018) Cheekwood Teen Program – Teens age 13-17

Volunteer Responsibilities
- Complete Volunteer Orientation/Training as required
- Make at least a 1 year commitment
- Abide by rules and guidelines
- Learn basics about Cheekwood history and grounds
- Have fun!

Customer Service
Volunteers are expected to reflect favorably on Cheekwood through their demonstrated personal integrity, demeanor, appearance, and positive customer relations. All volunteers should treat guests, staff and other volunteers with respect, courtesy, honesty and professionalism.

Attire
Each volunteer is expected to be appropriately attired for the assignment and weather while serving. Outdoor volunteers must wear closed-toe shoes, no sandals or flipflops. Immodest clothing, t-shirts with offensive or questionable language, yoga pants, halter tops, tank tops, short shorts or skirts, low-cut or midriff tops, or worn or frayed jeans are considered inappropriate and should not be worn. Indoor volunteers are asked to wear neat, casual or business attire appropriate for the assignment they are serving. Aprons may be worn for certain assignments
including special events like Holiday Lights, Exhibits and Summer Camp. **Badges are required at all times.**

**Physical Demands**
Physical demands while volunteering can include standing for long periods of time, walking around the grounds, picking up items and working in varied weather conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**Confidentiality**
During their assignments, volunteers may have access to confidential information. Confidential information may include, but is not limited to: customer lists, financial information, marketing strategies, and other related confidential information. This information is critical to the success of Cheekwood and must not be divulged. Volunteers must not discuss confidential matters or release confidential information to any outside party.

**Reporting Service Hours**
All Cheekwood volunteers have access to VIC. Volunteers are responsible for entering their service hours for each assignment into VIC. They can use VIC to check their assignment schedules, sign up for new assignments, update their personal profiles as necessary, and much more. After submitting their online volunteer application, new volunteers will be sent access directions and a link to use to set their personal password for their account.

NOTE: We are setting up a VicTouch system, so that all volunteers will sign in and out at stations at Cheekwood. Volunteers will still be able to sign up on the schedule through VIC from home, check service hours and review contact information.

**Parking Directions**
For most assignments, you will enter at the main gate, 1200 Forrest Park Drive. Stop at the gatehouse and let the staff there know you are here as a volunteer. They will direct you to your assignment location/parking unless otherwise notified by staff. On busy program days/evenings, there will be no staff at the gatehouse but parking attendants will be in place to direct you to your assignment and/or parking site. After parking, report to your assigned volunteer station.

**Training**
Volunteers receive orientation for their specific assignments. Certain volunteer assignments, such as Docents, require mandatory training; others will receive on-the-job orientation.

**Alcohol**
Volunteers may not drink alcohol while on assignment at Cheekwood.
CODE OF CONDUCT

Attendance
Volunteers are expected to allow time to park and arrive for assignments on time.
Cancellations: If you must cancel your shift, please contact the Volunteer Manager or assignment contact as soon as possible to allow time to find a replacement. To cancel or change your shift email awalter@cheekwood.org or call to leave a message. You are also asked to change your schedule in the Volunteer Information Center (VIC).
No Shows: Not showing up for a confirmed assignment without giving notice or communicating with volunteer management or other staff handicaps our ability to serve Cheekwood’s needs and can prevent another volunteers from having that opportunity. After 3 incidents, volunteers will be considered to have voluntarily terminated their position.

Harassment
Cheekwood is committed to providing a volunteer work environment that is free of harassment. The organization does not tolerate any form of harassment. Each person is responsible for fostering mutual respect, for being familiar with this policy and for refraining from conduct that violates this policy. Actions, words, jokes, e-mail, or comments based upon an individual’s sex, race, disability, ethnicity, age, religion, veteran status (past, present, or future service in the Uniformed Services of the United States) or any other legally protected characteristic will not be tolerated and could result in dismissal.

Bullying
Cheekwood defines bullying as “repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others.” This policy includes volunteers that represent Cheekwood to the public. Such behavior violates the company Anti-Harassment Policy. Bullying may be intentional or unintentional. However, it must be noted that where an allegation of bullying is made, the intention of the alleged bully is irrelevant and will not be given consideration when applying discipline. As in sexual harassment, it is the effect of the behavior upon the individual that is important. Cheekwood considers the following types of behavior examples of bullying:
   a) Verbal bullying: Slandering, ridiculing or maligning a person or his/her family; persistent name calling that is hurtful, insulting or humiliating; using a person as the butt of jokes; abusive and offensive remarks.
   b) Physical bullying: Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault; damage to a person’s volunteer service area or property.
   c) Gesture bullying: Nonverbal threatening gestures or glances that convey threatening messages.
   d) Exclusion: Socially or physically excluding or disregarding a person in service-related activities.

Threatening Behavior
Cheekwood desires to maintain a volunteer service environment that is safe and secure in nature. Threats, threatening behavior, or any acts of violence against any individuals on premises will not be tolerated and may lead to disciplinary action up to and including termination, and/or criminal prosecution.
Discipline Policy

Verbal Warning: Any complaint from a guest, service area or staff member will result in a review meeting with the volunteer and the area supervisor and/or Volunteer & Community Engagement Manager (VCEM). Volunteers will have an opportunity to discuss any scenario. Consistent tardiness or no shows are also potential problem areas. A probationary term and subsequent evaluation will be discussed and scheduled if it is determined that the situation was caused by the volunteer. Notes from this meeting will be placed in the volunteer’s file.

Written Warning: A second infraction will result in a written warning, probationary term and subsequent evaluation by the area supervisor and VCEM. A written warning will be placed in the volunteer’s file.

Dismissal: A third infraction will result in dismissal from the volunteer program. Volunteers will need to return their badge and any Cheekwood property upon departure.

*Note: Cheekwood reserves the right to dismiss or decline any volunteer at any time it deems necessary.*

GENERAL CHEEKWOOD INFORMATION

Cheekwood Hours of Operation
Tuesday - Sunday 9:00am - 5:00pm
Closed on Mondays

Admission
- Members FREE (except during some special events)
- Volunteers FREE (on days of service)
- Adults $20
- Seniors 65+ $18
- Military 50% discount with current ID
- College students with ID $16
- Youth ages 3 -17 $13
- Children up to 2 FREE
- Visitors attending meetings at Cheekwood, such as Garden Clubs, corporate groups, etc., may attend their meetings free of charge, but will need to pay admission to visit the gardens and/or Museum.
- Special event admission will be as posted.
  Parking
- $5 per car
Wheelchairs
A limited number of wheelchairs are available at no charge at Visitor Services and the Museum of Art.

Shuttle Service
From 10:00-2:00 Tuesdays – Fridays, shuttles are available upon request to transport visitors from building to building. Shuttles are available all day on Saturdays and Sundays. The shuttles do NOT drive visitors through the gardens. The Information desks at the major buildings can call for a shuttle for a visitor.

Restrooms
Restrooms are located in the Visitor Services Center, on each level of the Frist Learning Center, and in the Museum of Art.

Vending Machines
Machines are located in the foyer of Visitor Services in Botanic Hall and on the lower level of the Frist Learning Center.

Smoking
Cheekwood is a smoke-free environment. Use of all smoking materials, including e-cigarettes, is prohibited on Cheekwood grounds.

Food Service
A casual café is planned to open at the Frist Learning Center summer 2018.

Gift Shop
Located in the mansion, the Gift Shop is open 9:00am-5:00pm Tuesday- Saturday, 11am-5:00pm Sundays. A new gift shop will open in the FLC in summer of 2018.

Pets
Cheekwood welcomes service dogs; all other pets are prohibited unless they are here for pet friendly Cheekwood event. In that case, they must be on a leash at all times.

Media and Reporters
Refer any media personnel, not accompanied by a Marketing staff member, to the Information Desk at Visitor Services. Visitors or volunteers may not speak to the media as a Cheekwood representative.

Group Tours
Cheekwood welcomes groups to share our gardens and exhibits. Contact the Visitor Service Department at 615-353-6971 for information on booking a group tour. Free Walk Up Tours days and times vary by season and can be found on the Cheekwood website. For information on school tours, contact 615-353-9827.

Special Events, Programs, and Classes
Cheekwood offers special events and programs for the young and old, singles and families and everyone in between throughout the year. Fun and exciting annual events such as Blooms, Spring Art Hop, Summer Stable Party, El Día de Los Muertos and Holiday LIGHTS draw large crowds. In addition, Cheekwood offers a variety of educational classes and workshops for all ages.
SAFETY PROCEDURES

Your safety is top priority. Please report any concerns you have regarding yourself or your property to security. While you are on the property, it is important you adhere to the following safety tips and regulations:

Emergency Procedures
In the event of an emergency, call the Cheekwood Security Department immediately at 615.354.6386.

- Weapons of any kind are not permitted on Cheekwood’s property, report to security-do not intervene
- Report any concerning activity immediately, do not intervene
- Get to a safe place in case of a threat, follow instructions from staff

First Aid
It is against Cheekwood policy for a volunteer to dispense or administer medication, such as offering aspirin, Tylenol, etc. First Aid kits are located at the Information desks at Visitor Services, the Museum of Art, the Frist Learning Center. In case of a medical emergency, call Security at 615.354.6386. Remain with the injured person until security arrives.

Inclement Weather
Outdoor volunteer assignments will be cancelled in the event of inclement weather. Should dangerous weather conditions occur, Cheekwood will close to the public. Call 615.356.8000 for a message regarding closing. Should you experience a weather-related emergency during your shift, contact Security at 615.354.6386 at once.

Building Emergencies
If a maintenance or building emergency arises, contact the staff at Visitor Services at 615-353-6968.

Fire
In the case of fire, call Security at 615.354.6386. Each Cheekwood building is equipped with several fire extinguishers and locations are posted. We recommend you make yourself familiar with those locations. Only use an extinguisher if you know how and can do so without risking harm to yourself or others should you attempt to put out the fire with an extinguisher.

IMPORTANT NUMBERS

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<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Security</td>
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<td>Front Gate</td>
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<tr>
<td>Education Dept.</td>
<td>615.353.9827</td>
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<td>Visitor Services</td>
<td>615.353.6968</td>
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<tr>
<td>Volunteer Office</td>
<td>615.353.6966</td>
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VOLUNTEER RESOURCES AND BENEFITS

Volunteer Feedback and Surveys
Volunteers are given many ways to communicate thoughts and ideas at Cheekwood. We offer periodic satisfaction surveys, have ongoing feedback forms available in our Education office, provide training surveys, Volunteer Committee representatives can share information and one-on-one meetings can be set up with the Volunteer Manager or Docent Coordinator. Negative talking to others without utilizing our feedback opportunities is detrimental to our program, and will not be tolerated.

Volunteer Committee
The Volunteer Committee serves as leadership for Cheekwood volunteers. Volunteer Committee members are active in volunteer and docent leadership roles, assist with community outreach and help to provide guidance and assistance in developing new opportunities. Meetings are bi-monthly, and each position is for a 2 year term.

Volunteer Benefits
In recognition of our volunteers’ service, we offer:

- Free admission, free parking, and a 20% discount on gift shop purchases on the day you serve a shift. Other days you must have a membership or purchase tickets.
- Discounted annual Cheekwood memberships for volunteers contributing at least 25 hours in a calendar year, with all membership perks ($20 off)
- COMPLIMENTARY membership for volunteers contributing 50 hours in a calendar year, with all membership perks
- Invitations to special events and gatherings, including the annual Volunteer Appreciation Party
- Special recognition for hours served
- A venue for spending time with old and new friends
- An opportunity to support one of Nashville’s treasures
For most assignments, you will enter at 1200 Forrest Park Drive. Please let the attendant at the gatehouse know you are here to volunteer and they will direct you to your assignment location. On busy program days/night, parking attendants will be in place to direct you to your assignment and/or parking site.