LUTHER BURBANK HOME & GARDENS

VOLUNTEER ASSOCIATION HANDBOOK

2023 SEASON

Opens Saturday, April 1, 2023
Closes Tuesday, October 31, 2023

Tuesday - Wednesday, 1:00 p.m. to 4:00 p.m. (Last Docent-led tour at 3:30 p.m.)
Thursday - Sunday, 10:00 p.m. to 4:00 p.m. (Last Docent-led tour at 3:30 p.m.)

Drop-in Tour Admission

- Adult Admission $10; Seniors (65+), Children 12-18 and college students w/ID $8.50; Children 11 and under free with an adult. Caregivers of disabled visitors are free.
- Volunteers are free.
- Friends with membership cards are free.
- Discount cards and stickers apply to everyone in the party.

Cell Phone Audio Tours	Free; Self-activated by visitors.
Gardens	No charge; open daily: Schedule adjusted according to Gardener schedules
Group Tours	Available by appointment with advance deposit required: $10 per person; see Page 9 for detailed information.
Children's Tours	Available by appointment with advance deposit required; $3 per child; see Page 9 for detailed information.

Since June 2010, our site and programs have been overseen by the nonprofit 501(c)(3)
Luther Burbank Home & Gardens Association (LBHGA).
Nonprofit ID# 26-3008405

MISSION OF LUTHER BURBANK HOME & GARDENS

TO PRESERVE THE HOME AND GARDENS OF LUTHER BURBANK
AND TO SHARE THE LIVING LEGACY OF HIS LIFE, IDEALS AND
CONTRIBUTIONS TO THE FIELD OF HORTICULTURE.

In furtherance of this mission the organization will strive to:

- interpret Luther Burbank's life, work, and times for modern audiences.
- preserve and enhance the artifacts, the site, the structures, and
    - significant plant materials.
- serve the needs of Luther Burbank scholars.
- utilize the talent of Volunteers to conduct the Home & Gardens programs.
- provide a focus for fund-raising efforts as necessary for the support
    - of the goals established by Luther Burbank Home & Gardens.

In 1983, a committee of Volunteers and Advisory Board members drew up the basis for this mission statement prior to establishing long-range goals. The Luther Burbank Home & Gardens Board refined and restated the mission in 1991/92 as part of its goal-setting process and again in 1999 in conjunction with the development of its strategic plan. In 2010 the Luther Burbank Home & Gardens Association Board adopted this mission statement.

All Volunteers must be able to assure themselves that their actions, demeanor, appearance and behavior are compatible with and promote the purpose of this Mission Statement whenever they are representing Luther Burbank Home & Gardens.

The Role and Purpose of the Gardens at LBH&G

The underlying premise of this policy statement is that the role and purpose of the Gardens should support our Mission Statement, as should all aspects of our site and its programs. The Mission Statement is as follows:

TO PRESERVE THE HOME AND GARDENS OF LUTHER BURBANK AND TO SHARE THE LIVING LEGACY OF HIS LIFE, IDEALS AND CONTRIBUTIONS TO THE FIELD OF HORTICULTURE.

In furtherance of this mission the organization will strive to:

- interpret Luther Burbank's life, work, and times for modern audiences.
- preserve and enhance the artifacts, the site, the structures, and significant plant materials.
- serve the needs of Luther Burbank scholars.
- utilize the talent of Volunteers to conduct the Home & Gardens programs.
- provide a focus for fund-raising efforts as necessary for the support of the goals. established by Luther Burbank Home & Gardens.

<u>The first major purpose of the Gardens is to EDUCATE VISITORS</u> in the following ways:

• The Gardens comprise a major part of our whole-site museum to Luther Burbank. Therefore they should demonstrate, insofar as possible, the plant introductions and improvements Luther Burbank did, and the methods he used to do them. Examples:

--Grafting, cross-pollination and selection shown in Demonstration Beds and other areas, using plants similar to those Burbank worked with, and using signage with explanatory text and, where possible, color photos.

<u>The second major purpose of the Gardens is to ATTRACT AND PROVIDE ENJOYMENT FOR VISITORS</u> by adhering to the following goals:

• Keep all areas neat, clean, and visually appealing. It is important that if areas "in transition" look messy, for instance when plants are left to form seed pods, these should be explained with signs.

• Realize that all areas that "attract" may not be areas that specifically educate about Luther Burbank, but where there is a connection, explain it with signs:

- Rose Garden (contains some roses with which Burbank worked);
- Victorian Garden (contains plants Burbank would have been familiar with);

--Medicinal, Wildlife, Sensory and Butterfly Gardens, and Live Oak (these are not necessarily areas where we educate about Luther Burbank, but they provide subjects for other horticultural education).

The third major purpose of the Gardens is to PROVIDE A PLACE TO HOLD EVENTS AND OTHER FUNDRAISING PROGRAMS that further our established goals:

The Memorial Garden and Courtyard areas, especially, should serve to support (but not control) our Mission Statement. As we have found in providing rental spaces and holding fundraisers such as the Teas and the Dining with Daisies Gala, it is very important that these areas be kept neat, attractive, well maintained, and colorfully planted.

This policy statement was approved by the LBHGA Board and the LBH&G Garden Oversight Committee in October, 2013.

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION HANDBOOK

LUTHER BURBANK HOME & GARDENS

LETTER OF WELCOME

The Board of Directors of the Luther Burbank Home & Gardens Association (LBHGA) is pleased to extend our thanks and appreciation to every member of the Volunteer Association. LBHGA is an entity formed to assist the City of Santa Rosa in providing financial oversight and management for this historical landmark and our collections.

Our work focuses very heavily on ensuring a stable flow of funds to support the proper care of the gardens, buildings and furnishings, documents and other material and intellectual property that reflect the life and legacy of Luther Burbank.

The Board's charter is to work with the City and the Volunteer Association and provide resources to support coordinated planning, execution and reporting. We see that the three entities together create a strong structure.

It takes a great deal of love and work on the part of the Volunteer Association to ensure that each visitor, researcher, Gift Shop customer, or event attendee has an optimal experience. The Board works to ensure that each donor, sponsor, or contributing member understands clearly why funds are needed and how they will be used. The Board will also work to ensure that City departments and the City Council know about the activities and needs of the entire operation and therefore make the most effective contributions of labor and civic funds. The Board meets the 2nd Thursday of every month.

We each have our areas of responsibility, and with all of us working together we will ensure the future of this wonderful treasure in the heart of our community.

The Board of Directors
Luther Burbank Home & Gardens Association

LUTHER BURBANK HOME & GARDENS
VOLUNTEER ASSOCIATION GUIDELINES

PURPOSE:

Working in partnership with the LBHGA Board, the Volunteer Association carries out the operation of Luther Burbank Home & Gardens through programs and activities described in this handbook.

PROGRAMS:

1. Docent Program - this program develops and maintains a staff of trained Volunteers who will be available to work as tour guides, and who will conduct tours of Luther Burbank Home & Gardens as well as scheduled group tours.

2. Gift Shop Program - this program develops and maintains the Gift Shop of Luther Burbank Home & Gardens, including planning, production and/or purchase of inventory, and conducts the seasonal operation of the Shop using trained Volunteers as salespeople and receptionists.

3. Children's Tour Program - this program develops and maintains a staff of Volunteers especially trained to provide tours of the site to children's groups.

4. Group Tour Program – this program develops and maintains a staff of Volunteers especially trained to provide tours for large groups upon request.

5. Gardening Program - this program develops and maintains a corps of trained Volunteers who assist in maintaining the Gardens under staff direction.

6. Garden Interpreter Program - this program develops and maintains a corps of trained Volunteers proficient in the work and methods of Luther Burbank and knowledgeable about plant material displayed on the site. Garden interpreters conduct scheduled group tours emphasizing the Gardens.

7. Other programs may include, but are not limited to, an annual Holiday Open House, periodic special events, and off-site programs in the community**. All Volunteers are expected to participate in or support these and other programs of the Association.**

Programs or events under the auspices of Luther Burbank Home & Gardens, while directed largely by Volunteers, are not to use personal phone numbers, mailing addresses, or email addresses for public contact information. Public inquiries or communications are to be directed to the LBH&G office telephone number, mailing address, email address or fax. All Volunteers whose duties for LBH&G events, programs or committees require the purchase of goods, supplies or services must work

under the direction of the Treasurer or other designated Purchasing Officer to abide by the “Budget, Accounting & Purchasing Policy and Procedures.”

VOLUNTEER ASSOCIATION GUIDELINES (CONT'D)

MEMBERSHIP/MEETINGS:

All Volunteers who continue to fulfill the requirements in the Volunteer Association Handbook are automatically members of the Volunteer Association. The Association meets periodically for the purpose of continuing education, social interaction, and such business and informational matters as may be necessary. Attendance at the scheduled meetings is expected of all active Volunteers.

OFFICERS/PLANNING COMMITTEE:

The Volunteer Association is directed by a Planning Committee composed of elected Officers (Volunteer Association Chair, Treasurer, Training Chair and Gift Shop Chair), their assistants, appointed committee chairs, and elected Nominating Committee members (see Appendix II). The Planning Committee meets on a monthly basis at least 10 times a year, generally the first Monday of the month, and is open to all Volunteers. The officers meet as needed to discuss the day-to-day operations of the Volunteer Association.

The Planning Committee, through its Officers and other interested members, is responsible for annually reviewing and updating, as necessary, the Volunteer Association Handbook and advising the LBHGA Board of any changes at the January Board meeting each year.

Questions about policies or procedures can be directed to the Officers or discussed at meetings of the Planning Committee.

REQUIREMENTS OF ALL LUTHER BURBANK HOME & GARDENS VOLUNTEERS

Specific duties for Volunteers are outlined in the applicable Job Descriptions in the Volunteer Association Handbook. All Volunteers interact with the public and are expected to be courteous, helpful, and professional while carrying out their duties.

REQUIREMENTS FOR ALL VOLUNTEERS:

1. Must be age 18 or over, able to carry out written or verbal instructions successfully, and able to work independently or under supervision as their specific duties require.
2. Must attend an introductory meeting and be approved by the appropriate chair and/or one other Volunteer.
3. Successfully complete a comprehensive training program established by the Planning Committee and Training Chair.

   A training fee of $35, payable at the time of the trainee's initial meeting, is required for all trainees. The fee includes the provision of Dreyer's Burbank biography and other written materials. The fee is refundable with the return of the materials at any time up to the beginning of the training. The fee is not refundable after the beginning of training.
4. Commit to a minimum of one year of volunteer work:
   A. Docents and Gift Shop Volunteers are required to work three shifts per month throughout the April-October season.
   B. Gardeners are required to work two shifts per month throughout the entire year.
   C. All Volunteers will be advised about other activities of the Volunteer Association and encouraged to participate in them.
5. Must attend annual Refresher training or make arrangements to receive training materials prior to the beginning of each season and are encouraged to attend other continuing education that may be offered.
6. May be evaluated at some point during each season.
7. Abide by the policies established by the LBHGA Board and the Volunteer Association Planning Committee, follow the directives contained in this Volunteer Association Handbook and/or training classes, and sign the Volunteer Liability Release Form.

Volunteer status may be ended at any time.

MULTI-PROGRAM VOLUNTEER, PART-TIME VOLUNTEER, LEAVE OF ABSENCE, LBH&G ASSOCIATE

MULTI-PROGRAM VOLUNTEER:
An active Volunteer who fulfills the requirements of more than one program (such as Docent and Gift Shop) must work a minimum of three shifts per month in total. Multi-Program Volunteers must attend annual Refresher training in at least one of their chosen programs.

PART-TIME VOLUNTEER:
After a minimum of two full seasons as a Volunteer, or in special circumstances such as health problems, an active Volunteer may apply for Part-Time Volunteer status by (1) consulting with their program chair, and (2) completing a Change of Status Request available in the LBH&G office.

Part-Time Volunteers must work the equivalent of one-half the time required of them annually as active Volunteers, and must keep track of their hours and have them verified by whoever is in charge of the project or program worked. Jobs that qualify may include: regular shifts, Group or Children's Tours, office help, Gift Shop or special-purpose workshops, cleaning duties, flower arranging, or special events.

All other requirements, guidelines and policies apply, including annual Refresher training. Part-Time Volunteer status is applicable toward service awards.

LEAVE OF ABSENCE:
For reasons of ill health or extended absence, a Volunteer may find it necessary to apply for a Leave of Absence. This status may be granted by the Volunteer Association Chair in consultation with the appropriate program Chair. **Leave of Absence status will apply for no longer than one year at a time and may be renewed. Retraining may be necessary upon return as an active Volunteer or Part-Time Volunteer.**

LBH&G ASSOCIATE:
People interested in helping LBH&G from time to time and in various ways not necessarily covered by the established Volunteer categories will become LBH&G Associates. Associates include those who wish to work on special projects or committees (e.g. office support functions), on either a regular or occasional basis.

Associates may be invited to participate in their areas of interest or expertise by members of the LBHGA Board or Volunteer Association who chair the particular committee, project or activity. Staff may identify and select those wishing to assist with office functions.

All LBH&G Associates will be urged to attend that portion of the Volunteer Training and Refreshers common to all Volunteer categories. Staff will determine the training and information needs of Associates desiring to assist in the office, and may require job-specific training. Supervision of the work of Associates will be the responsibility of the committee or project chair, or Staff in the case of Associates assisting in the office. Associates will not be subject to the Association's hours or shifts requirements, and

their time in service will not be applicable toward service awards. Associates are eligible to attend all events and meetings held by the Volunteer Association.

HOME & GARDENS VOLUNTEER BENEFITS & RESPONSIBILITIES

THE FOLLOWING BENEFITS APPLY TO ALL VOLUNTEERS:
Free permit parking, free Docent-led tours, and Gift Shop discount.

THE FOLLOWING RESPONSIBILITIES APPLY TO ALL VOLUNTEERS:
The primary duty of all Home & Gardens Volunteers is to ensure that our visitors have a pleasant and memorable visit and an increased awareness of the work and significance of Luther Burbank.

IDENTIFICATION:
Nametags are provided for Volunteers and must be worn while on duty. The cost of replacing a lost nametag will be the responsibility of the Volunteer.

APPEARANCE AND DEMEANOR:
Luther Burbank Home & Gardens is a Registered Historic Landmark, and every Volunteer should present a neat and professional appearance.

Dress should be appropriate as to appearance, safety, and the task being accomplished; good personal hygiene is expected. Close-toed shoes are required for Gardeners. A Volunteer is not to be on duty while under the influence of alcohol and other drugs, or while ill.

DAILY DUTIES WHILE ON SHIFT:
See pages 10 through 16 for program Job Descriptions. Every Volunteer is responsible for understanding Luther Burbank Home & Gardens policies, requirements, responsibilities and Emergency Procedures. Any changes in policy or procedure will be communicated at the meetings of the Volunteer Association, through the periodic Newsletter sent to all Volunteers, and/or via the bulletin board.

VOLUNTEER ASSOCIATION MEETINGS:
All Volunteers are expected and encouraged to attend the meetings of the Volunteer Association as scheduled.

COMMITTEES AND SPECIAL EVENTS:
All Volunteers are expected and encouraged to assume additional activities necessary to maintain and operate Luther Burbank Home & Gardens programs, by serving on at least one committee of the Volunteer Association and participating in the special events of the Home & Gardens.

HOME & GARDENS VOLUNTEER RESPONSIBILITIES (CONT'D)

SUGGESTIONS FROM VOLUNTEERS:
Any suggestions about the operation and programs of Luther Burbank Home & Gardens are welcome, and may be transmitted by means of the comments box at the Registration Desk. Suggestions may be signed or unsigned. **All** suggestions will be given consideration. Volunteers wishing a personal response will need to sign their suggestion. Suggestions also may be transmitted **anytime** to a Planning Committee Chair or a Volunteer Association Officer.

THE FOLLOWING RESPONSIBILITIES APPLY TO DOCENTS AND GIFT SHOP VOLUNTEERS. (SEE PAGE 13 FOR GARDENER RESPONSIBILITIES)

PUBLIC DAYS AND HOURS:
The Home, Greenhouse, and Carriage House are open to the public Tuesday through Sunday during the season (April through October). The hours are 10:00 a.m. to 4:00 p.m. Sunday hours are 11:00 AM to 3:00 PM. Tuesday through Saturday doors open for tour registration at 9:45, and the last tour begins at 3:30 (It is strongly recommended that Docents accommodate visitors arriving and desiring a tour after 3:30 p.m., if at all possible and consistent with scheduled end of shift.) Sunday last tour is at 2:30 PM. These days and hours apply regardless of weather or holidays, unless staff has determined that conditions exist that may threaten the health or safety of visitors or volunteers.
(See page 17).

VOLUNTEER SHIFTS:
There are two shifts each day. (For Sunday schedule, see page 9). **Gift Shop** morning shift is 9:30 a.m. to 1:00 p.m., and until your replacement is ready for duty. **Docent** morning shift is 9:45 a.m. to 1:15 p.m., and until your replacement is ready for duty. Afternoon shift is 12:45 p.m. to 4:15 p.m., and until all Volunteers have finished their duties and Staff or Volunteer closer has arrived to close the buildings. Under no circumstances should a Volunteer be left to finish his/her duty alone.

- Between 9:30 a.m. when the shift begins and 9:45 a.m. when the Carriage House doors open to the public: refer to Job Descriptions for pre-opening duties.

- The shift overlap from 12:45 p.m. to 1:00/1:15 p.m. allows a.m. people to communicate about tours or issues in progress, and p.m. people to prepare for duty; refer to Job Descriptions.

- Between the posted 4:00 p.m. closing time and the afternoon shift-end time of 4:15 p.m., no new visitors should enter the Carriage House.

- Before tours begin in the a.m. and after tours end in the p.m., Volunteers not occupied with opening or closing duties can and should interact with the public in the outer courtyard to answer questions and make them feel welcome.

HOME & GARDENS VOLUNTEER RESPONSIBILITIES (CONT'D)

Volunteers not occupied with other duties are expected to help other Volunteers and encouraged to do maintenance tasks, as indicated by a list of maintenance tasks posted in the Break Room.

DOCENTS AND GIFT SHOP SCHEDULING:

Volunteers are required to sign up in advance for the shifts they will serve each month of the tour season. Signups must be completed by the middle of the preceding month. Master calendar binders are in the Carriage House Break Room for this purpose. Corrections to the schedule must be posted in the binders either in person or by calling the Gift Shop, preferably by the 17th of the month. After the schedule is published in the *Burbankian*, the Volunteer is responsible for finding a replacement.

A standard shift is two Docents and one Gift Shop Volunteer, however, a shift with one Gift Shop Volunteer and one docent may occur. Each day, the Gift Shop Volunteer on duty is to make reminder calls to the Volunteers scheduled for the next working day. If there is a "hole" in the schedule (no Gift Shop Volunteer or no Docents) please inform the office.

SUNDAY WORK SCHEDULE FOR LBH&G GIFT SHOP AND TOURS

1. Volunteer Shift on Sundays for BOTH Docent and Gift Shop Volunteers (All Volunteers will arrive and leave at the same time):

   Shift is 10:45 a.m. to 3:15 p.m.

ABSENCES FROM DUTY:

In case of illness or other emergency, each Volunteer must obtain a substitute to serve in his/her place. In the case of an emergency, please call the office.A roster of all Volunteers is provided to everyone and can be used for this purpose. The Volunteer Scheduler shall be notified only if it is impossible to find a substitute in advance. All substitutions must be entered on the master calendar in the Break Room.

GUIDED, DROP-IN TOURS:

- The Docents work with the Gift Shop Volunteer to assemble tours in groups of **no more than 12 people, including children**. All requests for tours must be honored if time permits.
- Docents on duty choose who begins the daily series of tours, and alternate their tours. Shifts may include 3 tours apiece.
- Tours ordinarily begin every half-hour on the hour and half-hour, and last approximately **40-45 minutes**. If only one Docent is on duty, it may be necessary to conduct only one tour per hour.
- If the tour is not filled (12 people) latecomers are allowed access to a tour in progress only with the permission of the Docent leading the tour.
- Large group tours often arrive without reservations, and may be accommodated on the same basis as regular visitors. Drop-in visitors take precedence over such groups.

GROUP TOURS:
Group Tours are often worked in with the regular guided tours, under the direction of the Group Tours Chairman. Docents of regular tours must accept Group Tour visitors assigned to them. The 12-person limit applies.

HOUSE KEYS:
All doors into the Burbank Home are locked at all times. Keys to enter the Burbank Home are kept on hooks in the Break Room. Each Docent must wear a key while on duty, and record their key number in the daily log. They also must return the key to its hook when the shift is over.

GROUP TOURS AND CHILDREN'S TOURS

ALL GROUP TOURS AND CHILDREN'S TOURS ARE SUBJECT TO AND LIMITED BY THE AVAILABILITY OF TRAINED TOUR GUIDES.

GROUP TOURS:
Tours for organizations, large groups, etc. are available by appointment all year, and must be scheduled in advance by calling 707-524-5445. A non-refundable advance deposit of $120 is required. The balance, to total $10 per person, is collected by the Group Tour leader at the start of the Group Tour. Tours may request an emphasis on Home or Garden.

CHILDREN'S TOURS:
Tours are available by appointment and must be scheduled in advance by calling 707-524-5445. The fee paid in advance, is $3 per child. 1 adult per every 3 children is free. Additional adults pay $10.00 admission.

Docents, Gift Shop Volunteers and Gardeners are encouraged to complete the necessary training for Group Tours, Children's Tours or Garden Tours, in addition to their regular duties.

* *

CELL PHONE AUDIO TOURS:
Free self-directed cell phone audio tours are available seven days a week (year- round) from 8 a.m. to dusk. Signage instructs visitors to call on their cell phone to access the tour. This tour includes only the garden and takes approximately 1¼ hours.

JOB DESCRIPTION: DOCENT

1. DOCENTS conduct guided tours of Luther Burbank Home & Gardens site.

2. After satisfactory completion of the training series, each new Docent will be scheduled to work at least three full shifts with a designated experienced Docent before beginning his/her regular working duties.

   The Docent may be asked to allow the Training Chair or Docent Chair to tag-along for the purpose of maintaining or improving the quality and content of the Docent Tours.

3. During each regularly scheduled shift, each Docent has the following duties, which are accomplished without direct supervision:

   - Sign the Daily Log and record the key # you are using for your shift.
   - Check the bulletin board in the Break Room for any new communications.
   - Put out standing sign, adjust shades, and assist with other duties. **Open the Carriage House to the public when Gift Shop Volunteer is ready.**
   - Greet all visitors and make them feel welcome; ask each visitor to sign the Guest Register. Please stop personal conversations when visitors are in the Gift Shop.
   - Consult with the Gift Shop Volunteer and the other Docent on duty to determine the schedule for the day's operations (see "Volunteer Responsibilities/Guided, Drop-In Tours," page 8).
   - Conduct 40-45 minute guided tours as follows:

   - Welcome visitors to LBH&G and request cell phones to be turned off.
   - Give history and background of Luther Burbank and his work.
   - Guide tour groups around the site and through the buildings, using these to illustrate Burbank's accomplishments.
   - When a question cannot be answered immediately, either refer the questioner to another Docent or take responsibility for finding the answer for transmittal to the questioner.

     - Remain on duty until:
     - the morning shift is over and your replacement is ready for duty; or
     - the afternoon shift is over, all Volunteers have finished their duties (including necessary housekeeping), and Staff or Volunteer closer has arrived to close the buildings.
     - Return your key to the Break Room. Stay until the buildings have been locked up.

4. Docents are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

JOB DESCRIPTION: GIFT SHOP VOLUNTEER

1. GIFT SHOP VOLUNTEERS serve as Gift Shop salespeople and as visitor receptionists.
2. After satisfactory completion of training, each new Gift Shop Volunteer will be scheduled to work three full shifts with a designated experienced Gift Shop Volunteer before beginning his/her regular working duties.
3. During each regularly scheduled shift, the Gift Shop Volunteer has the following duties, which are accomplished without direct supervision:
    - Morning shift Volunteer will let Docents know when to open for business.

- Sign the Daily Log; check the bulletin board in the Break Room and signage near the cash register for any new communications.
- Consult with the Docents to determine the schedule for the day's operation (see "Volunteer Responsibilities/Guided, Drop-In Tours," pg. 8).
- <u>Perform the following Gift Shop and reception duties:</u>

A. Count the money in the cash drawer to check for correct change; stock merchandise as needed to ready the Shop for the public. If inventory is low call the office. If necessary, leave a message.

B. Greet all visitors and make them feel welcome; ask each visitor to sign the Guest Register. Collect tour fees, distribute receipts to visitors, record all visitor activity in the Daily Visitor Log, and assemble tour groups as instructed in the Procedures Book at the Gift Shop desk. Please stop personal conversations when visitors are in the Gift Shop.

C. Sell Shop merchandise and record all sales as instructed in the POS Guide and the Procedures Book at the Gift Shop desk.

D. Answer the telephone; morning shift make reminder calls to the next day's Volunteers, including the Volunteers designated to open and close the buildings on the weekends.

E. At the end of each shift, complete the reporting procedures and prepare money deposit as instructed in the POS Guide and the Procedures Book at the Gift Shop desk.
    - Remain on duty until: the morning shift is over and your replacement is ready for duty; or the afternoon shift is over, all Volunteers have finished their duties and Staff or Volunteer closer has arrived to close the buildings. Stay until the buildings have been locked up.

4. Gift Shop Volunteers are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

JOB DESCRIPTION: GARDENER

1. GARDENERS assist in maintaining the Gardens under staff direction.

2. After satisfactory completion of training requirements, each new Gardener will begin his/her working duties under direction of staff or designee.

3. Scheduling/Shifts/Absences:

A. Gardeners schedule themselves on the monthly calendar prepared by the Gardener Chair or staff. Gardeners are required to work two 3-hour shifts per month. Signups for each month should be completed by the middle of the preceding month. Gardeners who have not made the signup cutoff are welcome to show up whenever a place is open on Gardener days.

B. Gardeners who find it impossible to meet their scheduled shift must inform the Gardener Chair or staff in advance, and arrange for makeup time.

4. During each regularly scheduled shift, the Gardener has the following duties:

- Check with staff or designee or list in the shed for instructions:

A. Assist in maintaining the Gardens as instructed; such duties may include "deadheading," planting, pruning, fertilizing, weeding, etc.; duties may need to be carried out without direct supervision.

B. Give garden visitors information as requested; Gardeners are encouraged to become familiar with botanical names for existing plants in the garden.

C. Follow staff instructions regarding proper safety procedures to protect the health and safety of Gardeners and visitors, and to care for tools and equipment.

D. At conclusion of each work period, note hours and date worked on Gardeners' log.

5. Gardeners are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

JOB DESCRIPTION: GARDEN INTERPRETER

- GARDEN INTERPRETERS conduct guided tours concentrating on the garden and greenhouse areas with a short time spent in the home.

- Volunteers already trained as a Docent, Gardener, or Gift Shop Volunteer may take additional training to become a Garden Interpreter. Satisfactory completion of the training series should include but is not limited to attending educational sessions conducted by staff, attending one or more tours given by an experienced Garden Interpreter, or reviewing handout and/or watching a Power Point presentation.

- During the time when a Garden Tour is scheduled, the Garden Interpreter has the following duties:

- Arrive 15 minutes before tour is scheduled to begin. Walk through the garden and identify additions or deletions which may influence their tour presentation.
- Check the bulletin board in the Break Room for any new communications.
- Sign the Daily Log and record the key # you are using for your shift.
- <u>Conduct 45-55 minute tour of the garden and home as follows:</u>

A. Welcome visitors to Luther Burbank Home & Gardens.

B. Give history and background of Luther Burbank with particular emphasis on his work.

C. Guide tour groups around the site and through the home and greenhouse. Garden Interpreters should be able to begin tours at any station in the garden when multiple tours are starting at the same time.

D. When a question cannot be answered immediately, either refer the questioner to another Volunteer or have visitor fill out suggestion sheet and give to staff for follow-up.

- Remain on duty until scheduled tour is over and paperwork has been completed.

- Garden Interpreters are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

JOB DESCRIPTION: CHILDREN'S TOUR GUIDE

1. CHILDREN'S TOUR GUIDES conduct guided Children's Tours of Luther Burbank Home & Gardens site.
2. After satisfactory completion of the training program, each new Guide will be scheduled to conduct at least one Children's Tour with an experienced Guide. The new Guide will then give a scheduled Children's Tour with supervision before beginning his/her regular duties.
3. At the time of a Children's Tour, each Guide has the following responsibilities, which are accomplished without direct supervision:

    - Arrive at the Gardens at least fifteen minutes before the start of the first scheduled tour.

    - Sign the Daily Log and record the key # you are using for your shift.

    - With other Guides, plan tour routes for the day.

    - <u>Conduct 30-minute to one-hour tour as follows:</u>

    a. Welcome children and adults to Luther Burbank Home & Gardens.
    b. Give history and background of Luther Burbank and his work.
    c. With an emphasis on children's interests, guide tour groups around the gardens and through the buildings, using these to illustrate Burbank's accomplishments.
    d. Provide teacher/adult with handouts prepared for the children. Offer Daisy Hand Stamp.
    e. When a question cannot be answered immediately, either refer the questioner to another Volunteer or have visitor fill out suggestion sheet and give to staff for follow-up.
    f. Each Guide has responsibility only for those children in his/her tour.
    g. Each Guide's responsibility ends when he/she takes the children to the area in front of the Carriage House, thanks them and releases them to the custody of their adult supervisors.

    - Return your key to the Break Room; remain on duty until all assigned Children's Tours have been completed for the day.
4. Guides are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

JOB DESCRIPTION: GROUP TOUR GUIDE

1. GROUP TOUR GUIDES conduct guided tours for groups that have made previous reservations. Tours may request an emphasis on Home or Garden.

2. After satisfactory completion of the Docent training program, any Docent may volunteer to be a Group Tour Guide.

3. At the time of a Group Tour, each Guide has the following responsibilities, which are accomplished without direct supervision:

    - Arrive at the Gardens at least 15 minutes before the start of the scheduled tour.
    - Sign the Daily Log and record the key # you are using for your shift.
    - With other Guides, or at the direction of the Group Tour Chair, plan tour routes.
    - <u>Conduct a 45-55 minute tour as follows:</u>

A. Welcome visitors to LBH&G and request cell phones be turned off.

B. Lead GTG should check with group leader as to time constraints and inform GTGs if any exist.

C. Give history and background of Luther Burbank and his work.

D. Guide tour groups around the site and through the buildings, using these to illustrate Burbank's accomplishments.

E. When a question cannot be answered immediately, either refer the questioner to another Volunteer or have visitor fill out suggestion sheet and give to staff for follow-up.

    - Check with the Group Tour Chair (or lead GTG) before leaving. It may be necessary to assist Gift Shop Volunteers if the group is large. Return your key to the Break Room.

4. Group Tour Guides are encouraged to expand their knowledge of Luther Burbank and his work through reading, studying, taking a Docent-led tour, and taking a cell phone audio tour.

LUTHER BURBANK HOME & GARDENS REGULATIONS

SITE STAFF:

- City employees, under the direction of Recreation & Parks, maintain the property, serve the public, and provide support for the programs at the LBH&G site. City staff will not be available on City holidays and other scheduled days off.

- LBHGA employs two part-time people to assist in the office, an Office Manager and an Office Assistant. In addition, there is a part-time Garden Curator. These employees report to the Chair of the Volunteer Association. Together they provide support five to six days per week.

OPENING AND CLOSING:

The City employees and/or Office staff are responsible for unlocking and locking buildings, gates and restrooms. If no such staff is on duty, a designated Volunteer will be responsible for opening and closing the buildings.

A list of Key Holders is posted in the Break Room along with phone numbers and availability if an emergency arises and the designated Closer is not available.

Rarely, an unusual situation arises that would prevent opening on time or would necessitate closing early. Staff on duty will make decisions about handling such situations, but will communicate information as soon as possible to one or more of the Volunteer Association Officers.

UPSTAIRS OFFICE:

The office on the second floor of the Carriage House (while not part of the guided tour) is available to the public, and to Volunteers who may need assistance whenever office staff is available. When necessary, the office staff will meet with a member of the public or Volunteer downstairs.

TELEPHONES:

Telephones are located in the Home, the Carriage House, and the Maintenance Shed. They are for Volunteer and staff use only, not for general public use. **The Home and Carriage House number is unlisted and is to be given for emergency use only (for instance, if your family needs to reach you while on duty).** Luther Burbank Home & Gardens office phone, 707-524-5445, is the number to give for general public inquiries.

UPSTAIRS ROOMS:

The upper floor of the Burbank Home is closed to the general public for tours due to fire and safety considerations.

DONATIONS TO LUTHER BURBANK HOME & GARDENS:
Any Volunteer on duty may accept donations of money to Luther Burbank Home & Gardens. All donations of $25.00 or over MUST be documented with the donor's name and address. For documentation and deposit procedures, follow instructions in the POS Guide and the Procedures Book at the Gift Shop desk.

Visitors sometimes offer non-monetary items such as artifacts, photos, garden materials and the like. **Volunteers MUST NOT accept gifts of this nature**. If necessary, refer it to office staff. If office staff not available, the prospective donor's name, address, and phone number, along with a description of the proffered item, should be taken to the office.

PHOTOGRAPHIC AND AUDIO RECORDING REGULATIONS:
Photos are allowed in any of the buildings. See Page 20 for additional regulations.

FOOD:
Visitors are not allowed to bring food and beverages, including open bottled water, into any of the buildings on the property.

SMOKING:
Smoking is not allowed anywhere on the site.

TIPS:
Volunteers may not accept personal tips. Any tip should be placed in the Gift Shop donation box.

VOLUNTEER ROSTER:
The Volunteer Roster is not to be circulated or used for any purpose other than Luther Burbank Home & Gardens business. The information on the Roster is not to be released to the public.

VOLUNTEER BREAK ROOM:
The Carriage House Break Room and the Gardeners' Maintenance Shed are the places where information will be communicated as needed, via the bulletin boards. The master calendar, group tour calendars, and Volunteer Roster are in the Break Room. The Gardeners' monthly calendar is posted in the Maintenance Shed.

Snacks, lunches, and drinks are to be consumed in the Break Room, Maintenance Shed or outside rather than in the Carriage House. Water, coffee and tea are available for the convenience of all Volunteers.

LUTHER BURBANK HOME & GARDENS REGULATIONS (CONT'D)

COMPUTER USE:
The Gift Shop computers are to be used as cash registers only. They are not to be used for internet browsing, games, emailing etc.

SCHEDULING MEETINGS:
Volunteers needing to schedule on-site meetings dealing with activities associated with LBH&G must check with office staff as to availability of meeting space.

REST ROOMS:
The rest room in the Carriage House is for Volunteer use only. Two rest rooms accessible to the disabled are located in the small building east of the Carriage House. If public restrooms are unavailable, at Volunteer's discretion, visitors may use restroom in the Gift Shop.

VOLUNTEER PARKING:
Individual permits for the metered spaces on the south side of Sonoma Avenue from Santa Rosa Avenue to the D Street crosswalk are issued to each Volunteer for use only when working on the site. Please do not park on nearby residential streets.

BICYCLE PARKING:
Bike racks are located adjacent to the rest room building, and adjacent to the brick entryway into the Gardens on Santa Rosa Avenue. For more secure bike parking check with office staff.

USE OF THE GARDENS AND BUILDINGS:
"Reserved Use" of the buildings is not allowed, except for special events approved or held by Luther Burbank Home & Gardens Association. "Reserved Use" of the grounds is permitted by City ordinance in accordance with our Facility Rental Policy. Contact the LBH&G office for information.

USE OF THE RESEARCH COLLECTION:
Limited access to the Burbank Home research materials is permitted by special arrangement through the Luther Burbank Home & Gardens Volunteer Archivist. Interested researchers can call 707-524-5445 for more information. Our photograph, card & postcard collection is now available online through the Sonoma County Library Sonoma Heritage Collections.
http://heritage.sonomalibrary.org/digital/collection/p15763coll22

NONDISCRIMINATION NOTICE:
Luther Burbank Home & Gardens does not discriminate on the basis of disability in admission or access to, or treatment or employment in, its programs and activities.

Luther Burbank Home & Gardens PHOTOGRAPHIC REGULATIONS

Photographs or videos may be taken of the Gardens and the interior and exterior of all buildings for the personal, non-commercial use and enjoyment of visitors. The following restrictions apply to photography inside the buildings: no flash photography, no selfie-sticks or tripods/monopods, and no impeding the tour.

Commercial/professional photographers and videographers are welcome on the Luther Burbank Home & Gardens grounds. They need to call our office (707-524-5445) to make arrangements for time and area and to be sure a photo shoot will not interfere with a scheduled activity on the site. At this time they may wish to ask where there is color interest in the plantings, or check our website at www.lutherburbank.org.

Commercial/professional photographers and videographers are reminded we are a nonprofit organization and we request a donation of $50 for the use of the site. Please call our Office Manager at 707-524-5445 to make arrangements for payment.

Photographers must not block walkways or enter into garden beds, and must not interfere with visitors or staff. Photographic images may not be used to imply endorsement of products or services.

AUDIO RECORDING REGULATIONS

Audio recording, by any means, of a Docent's talk during a tour is prohibited.

For more information or to apply for photographic permission, contact the LBH&G Office at 707-524-5445.

FRIENDS OF LUTHER BURBANK HOME & GARDENS

This is a membership group open to anyone who gives monetary support of $25.00 or more to the LBH&G site and its programs. Various membership categories are available, and include benefits such as free tours, Gift Shop discounts and periodic newsletters.

Docents are encouraged to use the poster and membership forms in the Greenhouse to invite visitors to join Friends. Gift Shop Volunteers & Gardeners are encouraged to suggest joining Friends when they are chatting with visitors.

Volunteers are also encouraged to become members as well, as an additional way to support our programs. Volunteers who are also members of Friends receive both Gift Shop discounts.

AMERICANS WITH DISABILITIES ACT

The American with Disabilities Act, a Federal law, mandates that public entities must develop “barrier removal solutions” which will guarantee the opportunity of access to all individuals and will avoid discrimination against people with disabilities. The law covers both physical and program accessibility. Title II of the law specifically covers programs, activities, and services of public entities. This means that Luther Burbank Home & Gardens is required by law to make every effort to accommodate people with disabilities.

SERVICE ANIMALS

The ADA requires businesses to allow people with disabilities to bring their service animals onto business premises in whatever areas customers are generally allowed. The ADA defines a service animal as dogs (and miniature horses) that have been individually trained to provide assistance to an individual with a disability. If they meet this definition, animals are considered service animals under the ADA regardless of whether they have been licensed or certified by a state or local government. A service animal is not a pet. For more info, see the ADA regulations posted in the Break Room.

GENERAL TERMINOLOGY:

- Say “a person with a disability” rather than using a term such as “victim” or “crippled.”
- Say “children who are deaf” or “a woman with arthritis” – put the person first, not their disability.
- Say “uses a wheelchair” or “walks with crutches” instead of “wheelchair bound.”
- The word “handicapped” is no longer acceptable except as a legal term.

GENERAL INFORMATION FOR ALL DISABILITIES:

Always ask someone if they need assistance and how you can assist them. The person with the disability is your first and best resource. Do not be afraid to ask. If a person declines assistance, do not insist. If it is accepted ask how you can best help, and follow directions. Do not take over. Talk directly to the person with a disability, not through a third person. On a weekday, with prior notification, members of the staff can help with a disabled visitor.

PEOPLE WITH PHYSICAL DISABILITIES (MOBILITY IMPAIRED):

- If a visitor in a wheelchair is on a Home tour, the Docent must escort the **entire group** in and out by means of the ramp.

AMERICANS WITH DISABILITIES ACT (CONT'D)

- Never move someone's crutches, walker, cane, or other mobility aid without permission.
- Do not make assumptions about what a person can and cannot do. A person with a physical disability is the best judge of his or her own capabilities.

PEOPLE WITH VISUAL DISABILITIES:
The definition of legally blind is 20/200 vision with best correction. Most persons who are considered blind have some sight, rather than no sight at all.

- Lead someone who is blind only after they have accepted your offer to do so. Allow them to hold your arm rather than you holding theirs. It is important to let them control their own movements.
- Give the person verbal information about objects even though it is visually obvious to those who can see.
- Never interact with a guide dog when it is working – do not touch the dog or it's harness.

PEOPLE WITH HEARING DISABILITIES:
A person with a hearing impairment may bring an "interpreter" (signer) or they may "speech read" (lip read). Some hearing impaired people do not know sign language.

- Ask the person how he or she prefers to communicate.
- Remember that an interpreter (signer) may lag a few words behind – pause occasionally to allow them to catch up.
- Talk directly to the person with the hearing disability, not to the interpreter.
- Get their attention before you start to speak – a wave or a light touch upon the shoulder are both appropriate.
- Speak in a clear, expressive manner. Do not over-enunciate or exaggerate words. Do not raise your voice unless asked to.
- To facilitate speech reading (lip reading) keep your hands and other objects away from your mouth.
- Face the person directly and maintain eye contact – don't turn your back while talking.

AMERICANS WITH DISABILITIES ACT (CONT'D)

- If you do not understand something that is said, ask the person to repeat it or to write it down.
- The goal is communication; do not pretend to understand if you do not. This applies to any visitor with a speech problem (such as some people with cerebral palsy).
- If you know any sign language, try using it. It may help you communicate, and it will at least demonstrate your willingness to meet the person halfway.
- Offer brochures to the visitor, if appropriate.
- If LBH&G staff is notified in advance, LBH&G can hire a sign language interpreter.

PEOPLE WITH COGNITIVE DISABILITIES (DEVELOPMENTAL DISABILITIES, MENTAL RETARDATION:

- When speaking to someone who has a cognitive disability, try to be alert to their responses so that you can adjust your method of communication if necessary.
- Use language that is concrete rather than abstract – be specific.
- Repeat information using different wording or a different communication approach if necessary.
- In conversation, people with mental retardation may respond slowly, so give them time – be patient, flexible and supportive.
- Some people who have a cognitive disability may be easily distracted – don't interpret this behavior as rudeness – there may be several explanations for the behavior.
- If communication is difficult, be patient – not only with the person with the disability, but with yourself. Frustration may come from both sides of the conversation, and needs to be understood and dealt with by both parties.

LEARNING DISABILITIES:

- Use short concise sentences, particularly with children.
- Repeat the same information over again.
- Involve the children – ask questions.
- Let them touch and feel when appropriate.

EMERGENCY PROCEDURES

ALL VOLUNTEERS MUST KNOW THESE EMERGENCY PROCEDURES AND BE ABLE TO TAKE THE REQUIRED ACTION. Possibilities of emergencies do exist, and the first rule is to STAY CALM. One vital way to retain your composure is to be completely and confidently aware of the exact policy of conduct for such occasions. The policies and procedures approved by emergency service authorities are listed below, and are also posted by each telephone.

Emergency telephone numbers are prominently displayed on the phones:

BURBANK HOME and CARRIAGE HOUSE MUSEUM	**MAINTENANCE BUILDING and CARRIAGE HOUSE UPSTAIRS OFFICE**
DIAL 911	**DIAL 9-911**

FIRE:

1. Early detection – be alert, use your five senses and respond to any unusual odor, heat or visual discrepancy.

2. Immediate notification – a call to the Fire Department immediately after detection can spell the difference between successful extinguishment and total destruction.

3. Use a fire extinguisher to put out small fires. Fire extinguishers are located just inside the side entry to the Gift Shop, beside the stove in kitchen, just inside the door in the Maintenance Shed, in the Greenhouse, & upstairs in the House and Carriage House.

4. Evacuation – personnel and visitors must vacate all buildings. Gather at the fountain at the end of Tupper Street and wait for further instructions. Do not leave the gathering place unless you tell another Volunteer or official.

THEFTS, HOLD-UPS AND AGGRESSIVE BEHAVIOR:
The Police Department stresses the importance of preventive action, non-resistance, and an immediate call to the Police Department. Be observant, and give a clear, and if possible corroborated, account of all details of the incident. Don't play hero! If you feel threatened, call 911; otherwise call the non-emergency police number, 528-5222, and notify the Office, 524-5445.

ACCIDENTS OR INJURIES:
There are first aid kits in the bathroom of the Carriage House, in a kitchen drawer of the Burbank Home, and in the Maintenance Building. These are for use in case of minor injuries such as small cuts or scratches. In case of a fall, or where more serious injury or sudden illness is suspected, keep the victim warm with the blanket, which is stored in the bathroom of the Carriage House.

EMERGENCY PROCEDURES (CONT'D)

Absolutely no attempt should be made to treat the individual – not even to dispense an aspirin or apply a bandage (although you can hand the person a bandage to apply themselves).

FOR ANY SERIOUS INJURY OR SUDDEN ILLNESS, SUCH AS POSSIBLE HEART ATTACK, NOTIFY EMERGENCY SERVICES IMMEDIATELY and describe the incident so the proper type of help can be sent.

An accident and/or injury report must be completed following any accident or injury, whether major or minor. Report forms are provided with each first aid kit; directions are on the forms.

Every Volunteer is responsible for keeping his or her emergency contact information current with two emergency contact numbers, one of which must be local. Report any changes to your emergency contact information to the LBH&G Office Manager. A binder with emergency contact pages for all Volunteers is kept on the counter under the Break Room telephone.

THE EMERGENCY PROCEDURES PACKET NEAR EACH TELEPHONE CONTAINS MORE DETAILED INSTRUCTIONS; PLEASE FAMILIARIZE YOURSELF WITH ITS CONTENTS.

EARTHQUAKE PROCEDURES

DURING THE QUAKE:

1. Move away from windows. Stay away from temporary walls or partitions and freestanding objects such as file cabinets, supply cabinets, etc.

2. Find shelter under a sturdy desk or table and kneel down and cover your head with your arms or move to cover beneath a doorway. If you are in a wheelchair, stay in it, move to cover beneath a doorway, lock the wheels and protect your head.

3. DO NOT PANIC OR ATTEMPT TO EVACUATE UNLESS INSTRUCTED TO DO SO. Evacuation routes will be inspected for safety before use.

4. An initial shock usually lasts less than a minute, although after-shocks may occur so allow a few minutes to elapse before leaving your shelter.

5. If an earthquake occurs while you are outside, move away from the building and utility wires. Once in the open, stay there until the shaking stops.

6. Wait for instructions from staff.

7. Any public or Volunteers on this site will be asked to follow these instructions; however, these persons are free to leave at will.

Appendix I

RESOLUTION NO 27627

RESOLUTION OF THE COUNCIL OF THE CITY OF SANTA ROSA APPROVING AN AGREEMENT BETWEEN THE CITY OF SANTA ROSA AND LUTHER BURBANK HOME & GARDENS ASSOCIATION FOR THE LEASE AND ADMINISTRATION OF LUTHER BURBANK HOME & GARDENS

WHEREAS, Luther Burbank, renowned and distinguished horticulturist, lived for more than 50 years as a resident breeding and developing better and new varieties of vegetables, fruits, trees, and flowers. Through the kindness of Luther Burbank and his wife, Elizabeth Waters Burbank, the City is the owner of the Luther Burbank Home, its grounds and related buildings, the Luther Burbank Gardens, and the Luther Burbank Collection, all of which are located at 204 Santa Rosa Avenue, known as Luther Burbank Home & Gardens; and

WHEREAS, Luther Burbank Home & Gardens is designated as a Registered National, State, City and Horticultural Historic Landmark and it is important to ensure the continued preservation of the Luther Burbank Home & Gardens, its related buildings and grounds, and the gardens, and to preserve and enhance the Luther Burbank Collection; and

WHEREAS, members of the Luther Burbank Home & Gardens Board and Volunteer Association, City staff and local professionals created Articles of Incorporation forming the Luther Burbank Home & Gardens Association under the California Nonprofit Public Benefit Corporation Law for public and charitable purposes for the specific purpose to support the preservation of the home and gardens of Luther Burbank; and

WHEREAS, Luther Burbank Home & Gardens Association shall work closely with the Luther Burbank Home & Garden Volunteer Association to maintain and continue the Volunteer programs and committees that operate the historical property with the public tours; manage the interpretive gardens, museum, and gift shop; maintain and collect archival materials; train Volunteers and provide educational activities; and

WHEREAS, the funds that have been generated by the activities, programs and fundraising events of the Volunteer Association that are held by the City in fund 0245 and its reserve fund shall be transferred to the Luther Burbank Home & Gardens Association at the close of the fiscal year 2009-10. The Luther Burbank Home & Gardens Association shall hold, manage and disburse any funds in a manner that is consistent with the express purposes of their bylaws.

NOW, THEREFORE, BE IT RESOLVED that the Council of the City of Santa Rosa approves the Agreement Between the City of Santa Rosa and Luther Burbank Home & Gardens Association for the Lease and Administration of Luther Burbank Home & Gardens.

BE IT FURTHER RESOLVED that the mayor is authorized to execute the Agreement.

BE IT FURTHER RESOLVED that the Council authorizes the Chief Financial Officer to transfer funds in 0245 and its Reserve funds to the Luther Burbank Home & Gardens Association, a California nonprofit public benefit corporation.

IN COUNCIL DULY PASSED this 4th day of May, 2010

AYES: (6) Mayor Gorin, Vice Mayor Wysocky, Council Members Jacobi, Vas Dupre,
Sawyer and Olivares

NOES: (0)

ABSENT: (1) Council Member Bender

ABSTAIN: (0)

ATTEST: _____APPROVED: _____
City Clerk Mayor

APPROVED AS TO FORM:

City Attorney

NOTE:

The agreement referred to in this Resolution covers lease and administration details, inventories of property and contents, and insurance matters.

Appendix II

Title:	Approved by:	Effective Date:	
Luther Burbank Home & Gardens Volunteer Association Policy	LBH&G Board LBHGA Board	October 17, 2007 November 11, 2010	Page 1 of 4

1. PURPOSE

To describe the Luther Burbank Home & Gardens Volunteer Association and its election procedures, outline the duties of the officers of the Association, define the election and role of the Nominating Committee, define the Planning Committee duties and address the appointment of committee chairs.

2. BACKGROUND

Resolutions 84-1 and 88-1, adopted by the LBH&G board on December 21, 1984 and June 15, 1988, respectively, established the Luther Burbank Home & Gardens Volunteer Association, revised its election procedures and outlined the duties of the officers of the Association, the election and role of the Nominating Committee, the Planning Committee and the appointment of committee chairs. This policy was revised in 2007 and 2010 in accordance with the current operation and needs of the Volunteer Association.

3. LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION

The Luther Burbank Home & Gardens Volunteer Association is an organization of Volunteers meeting the training requirements of and agreeing to abide by the policies established by the Board and the rules established by the Association, as set forth in the Luther Burbank Home & Gardens Volunteer Handbook. The Programs and activities of the Volunteer Association, which are intended to carry out the purposes and mission of LBH&G, include but are not limited to a Gift Shop program, a Docent program and a Gardener program. Working in partnership with Luther Burbank Home & Gardens Association (LBHGA) Board, other programs and activities may be undertaken by the Volunteer Association from time to time.

4. OFFICERS

The Officers of the Volunteer Association are the Chair, the Treasurer, the Gift Shop Chair and the Training Chair.

4.1 Duties and responsibilities:

4.1.1 Chair: The Chair will preside at meetings of the Volunteer Association, including general meetings and meetings of the Association Planning Committee. The Chair may appoint another Officer to preside in his/her absence. The Chair will appoint committee chairs as required, and will facilitate the programs and activities of the Association. The Chair will serve as a member of the LBHGA Board and report regularly on the programs and activities of the Association, and keep the Planning Committee informed of Board activities. The chair will supervise paid contractors or employees who directly support the Volunteer Association.

4.1.2 Treasurer: The Treasurer will monitor the income and expenses of the Volunteer Association and make regular reports to the Planning Committee. The Treasurer will authorize expenses of the Volunteer Association in accordance with its budget and related policies and procedures. The Treasurer will also assist the Chief Financial Officer to create reports and analyze data in order to make recommendations for budgeting and spending control.

4.1.3 Gift Shop Chair: The Gift Shop Chair will be responsible for the management and operation of the Gift Shop, and will make regular reports to the Planning Committee on the operation and income of the Gift Shop.

4.1.4 Training Chair: The Training Chair will be responsible for screening prospective Volunteers and planning and conducting a training program that ensures the readiness of new Volunteers to perform their duties. The Training Chair will also plan and conduct annual “Refresher” training programs for continuing Volunteers, and special programs as may be desired, including training for new LBHGA Board members. In conducting these programs, the Training Chair will work in conjunction with the Chairs of the Gift Shop, the Docents and the Gardeners. The Training Chair will report to the Planning Committee from time to time on the status of the training programs and the adequacy of the numbers and qualifications of new Volunteers.

4.2 Terms: The terms of the Officers will be for two years, beginning in the January following their election. The Chair of the Volunteer Association and the Gift Shop Chair will be elected in odd-numbered years, and the Treasurer and the Training Chair will be elected in even-numbered years. Officers may be elected for subsequent terms.

4.3 Assistants to Officers: Each Officer of the Association may appoint, with the agreement of the other Officers, such assistants as are necessary to carry out the Officer’s duties. Assistants will be appointed from the membership of the Volunteer Association and will serve at the pleasure of the appointing Officer.

5. NOMINATING COMMITTEE

The Nominating Committee will consist of three persons. Ideally, the three nominees should be from each of the Volunteer Association’s three major programs (Docents, Gift Shop and Gardeners). Members of the Nominating Committee must be members in good standing of the Volunteer Association.

5.1 Terms: In 2011, three members will be elected; two will serve for two years and one for one year, at the discretion of the Nominating Committee. Thereafter, the term of the members will be for two years. Two will be elected in odd-numbered years, one in even-numbered years. Their terms will begin in January following their election or appointment.

5.2 Duties: The Nominating Committee will elect its own chair and establish procedures for its operation. The Nominating Committee will annually nominate from the membership of the Volunteer Association a slate consisting of one candidate for each office to be filled in the upcoming year. In odd-numbered years the Nominating Committee will also nominate a slate of two candidates for the Nominating Committee and will nominate one in even-numbered years. The Nominating Committee will circulate the names of all persons nominated to the membership of the Volunteer Association at least 14 days in advance of the annual election. In the event a special election is required, the Nominating Committee will nominate one candidate for the office or position to be filled, and circulate the name of the candidate to the membership of the Volunteer Association at least 14 days prior to the special election.

6. ELECTIONS

Regular annual elections of the Volunteer Association will be held at the annual meeting of the Association, in September, at a date chosen by the Planning Committee. Notice of elections, including date, time and place, will be circulated to the membership of the Association at least 14 days in advance of the election. The Planning Committee may call a special election required to fill a vacancy; such election will be noticed in the same manner. In lieu of calling a special election, the Planning Committee may, at its discretion, appoint persons to fill vacated elected positions.

6.1 Alternate Candidates: Alternate Candidates, in addition to those put forth by the Nominating Committee, may be nominated by any member of the Association, by submission of a petition signed by ten members of the Association and submitted to the presiding officer prior to the voting. Petitions must include the name of the candidate or candidates being nominated and the office or position for which they are being nominated. Alternate candidates will be submitted to the vote of the membership in addition to those presented by the Nominating Committee.

6.2 Voting: All currently active members of the Association present at the time of the election will be eligible to vote. When no alternate candidates are nominated, the Nominating Committee's slate of candidates will be voted on by voice vote. Where one or more alternate candidates are nominated for a position, vote for that position will be by written ballot. Ballots will be counted by officers of the Association present at the election.

7. PLANNING COMMITTEE

- The Planning Committee of the Volunteer Association will include the four elected Officers, the three members of the Nominating Committee, the chairs of the committees, programs and events of the Volunteer Association, and assistants appointed by the Officers.
- The Planning Committee is responsible for planning, implementing and evaluating the programs, activities and events of LBH&G, in partnership with the LBHGA Board.
- The Planning Committee will meet monthly at least 10 months of the year.

Appendix III

AGREEMENT

This Agreement is made between Luther Burbank Home & Gardens Association Board of Directors (LBHGA / BOD) and the Luther Burbank Home & Gardens Volunteer Association (LBH&G / VA) at the request of the City of Santa Rosa (City), the owner of the land, structures and contents of the registered landmark known as Luther Burbank Home & Gardens (LBHG&A).

It is the intention of the BOD and the VA to work cooperatively from the date of this agreement as a unified organization to protect and preserve the historic site of Luther Burbank Home & Gardens and to provide and promote public access to and education about the legacy of renowned horticulturist Luther Burbank.

1. The BOD and VA will jointly rely on the support of, and coordinate closely with, staff employed by both the BOD and the City of Santa Rosa. While the LHBGA is a 501© (3) Corporation and will be distinguished by its fiduciary responsibility for financial oversight and risk management to the City and its residents, the BOD and the VA will jointly attend to the care and management of the City-owned site and all of its buildings, collections and other resources, as necessary, to carry out the mission of the organization.

2. Based upon their experience and utilizing their infrastructure, the VA Officers and Volunteers will continue to develop and conduct garden programs, tours, gift shop operations, museum exhibits, archive and collections administration, and traditional special events (e.g., Holiday Open House and Midsummer Garden Tea) utilizing LBH&G policies, procedures and job descriptions in place as of May 2010. These documents are being modified as needed to reflect the change from City Council-appointed Board and City involvement to the private non-profit BOD. They will be further jointly modified as time goes by to reflect the transition and evolution of the organization. The VA Handbook will continue to be used as the primary set of guidelines for the unified organization, with changes included to identify the functions, responsibilities, and meeting schedule of the BOD.

3. VA operations will be overseen by four (4) elected Officers (Chair of the Volunteer Association, Treasurer, Gift Shop Chair and Training Chair) and members of the VA Planning Committee consisting of committee chairs and other appointed Volunteers, requirements and job descriptions for which are in place as of May 2010. A minimum of two (2) VA representatives, one being the VA Chair, will sit on the BOD to ensure ongoing communication for joint planning, budgeting and spending, staff direction, and periodic operational reviews.

4. The BOD will, in collaboration with the VA, direct the development and execution of new fundraising strategies and programs, as well as strategic marketing and public relations activities, with the goal to bring revenues sufficient to support the care and

management of the City-owned site and all of its buildings, collections and other resources to levels agreed between the City and the BOD.

5. Planning for capital improvements and maintenance, as well as new programs and events, will be jointly developed and measured by the BOD and the VA, with financial and operational tracking and reporting responsibility to the City resting with the BOD.

6. The BOD and VA will follow the LBH&G Mission Statement in all decisions.

For the Luther Burbank Home & Gardens Association Board of Directors:

Melissa J. Jones, President
Printed Name & Title

_____
Signature Date

For the Luther Burbank Home & Gardens Volunteer Association:

Claire C. Borges
_____
Printed Name & Title

_____
Signature Date

Appendix IV

Luther Burbank Home & Gardens Volunteer Association

Editorial Policy for the Burbankian

The Burbankian Editorial Policy was voted upon and approved by the LBH&G Planning Committee on May 4, 2009

Purpose of the Burbankian:
The *Burbankian* is the newsletter of the Luther Burbank Home & Gardens Volunteer Association. Its purpose is to provide current, upcoming and past Association information to all LBH&G Volunteers. Information in the *Burbankian* must be of interest to the Volunteers. The subject matter is to be relevant to the work and life of Luther Burbank, the events held on site, recognition of Volunteers, co-ventures with other community organizations, and the continuing educational opportunities available to Luther Burbank Home & Gardens Volunteers.

Policy:

1. The *Burbankian* will be completed by an Editor who is a member of the Planning
    - Committee.
2. The *Burbankian* will be edited by the Editor, Office Manager and one other
    - Volunteer.
3. Articles are selected based on importance of material at the time of publication.
4. Articles should be limited to approximately 500 words, or less than 500 words if a
    - picture is included.
5. The *Burbankian* will usually be 6 to 8 pages and will be kept to an even number of pages for the convenience of mailing.
6. If an article needs extensive editing, the author will be contacted by the Editor for further discussion.
7. The monthly Volunteer calendar for Gardeners, Docents, and Gift Shop Volunteers will be included in each *Burbankian*.
8. It is preferable that information/articles be submitted electronically to the Volunteer Computer or to the Office Manager.
9. Information/articles submitted for publication must be received on the deadline date published in the *Burbankian*.

LUTHER BURBANK HOME & GARDENS
PURCHASING GUIDELINES FOR VOLUNTEER ASSOCIATION PLANNING COMMITTEE

These guidelines are to be shared with your committee members

1. All Volunteers whose duties for LBH&G events, programs or committees require the purchase of goods, supplies or services must work under the direction of the Treasurer or another designated Purchasing Officer to abide by the LBHGA Board's "Budget, Accounting & Purchasing Policy and Procedures."

2. Seven Purchasing Officers are officially appointed by the LBHGA Board, as follows: LBHGA President, LBHGA Vice-President, LHBGA Chief Financial Officer, Volunteer Association Chair, Volunteer Association Treasurer, a Gift Shop representative designated by the Board, and Office Manager.

3. Two Purchasing Officers must approve in advance all purchases of more than $150 made in the name of LBH&G, and all purchasing must be (a) within the current budget, and (b) encumbered, recorded and paid in accordance with policy. Two Purchasing Officers are also necessary to sign a contract or agreement for purchase in the name of LBH&G.

4. If a Volunteer serves as an event or program chair or member and needs budgeted goods, supplies or services of over $150 for LBH&G, that Volunteer should get estimates and bring them to the Treasurer or another designated Purchasing Officer, who will complete the appropriate paperwork to make the purchase.

5. Often an event or program will require minor budgeted purchases ($150 or less), which can be done by a Volunteer using personal funds. The Volunteer must complete a request form and provide receipt(s) to the Volunteer Association Treasurer to be reimbursed. Reimbursement requests submitted to the office by Thursday normally will have checks available the following Monday.

6. The complete "Budget, Accounting Policy and Procedures" is available in the LBH&G office.

November, 2011

Appendix V

LIST OF LBHGA POLICIES AS OF 2013

- Acceptance of Gifts Policy and Procedures
- Access and Archival Reproduction Policy & Procedures
- Acquisitions and Surplus Property Committee
- Budget, Accounting and Purchasing Policy & Procedures
- Conflict of Interest Policy
- Donation “Give-Away” Policy
- Donor/Memorial Recognition Policy
- Facility Rental Policy
- Fee Schedule
- Luther Burbank Home & Gardens Volunteer Association Policy (Appendix II, Page 30)
- Nondiscrimination in Employment, Public Participation, and Access to Facilities and Grounds
- Photographic Regulations (page 20)
- Signage and Publications Policy

NOTE:

- Complete copies available in LBH&G office
- All policies are subject to updates

Appendix VI

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
PLANNING COMMITTEE MEMBERS/Job Descriptions

Elected Members: Chair of the Volunteer Association
Treasurer of the Volunteer Association
Gift Shop Chair
Training Chair
Nominating Committee (3 members)

Members of the Planning Committee should attend monthly meetings. In lieu of attendance, members should submit a report to the Chair prior to the meeting.

Members Appointed by the Volunteer Association Chair:

Archivist
BAHHM Representative
Children's Tour Chair
Docent Chair
Event Chairs
Exhibits Chair
Facility Rental Committee
Field Trip Chair
Friends Membership Chair
Gardener Chair
Group Tour Chair
Hospitality Chair
House Floral Chair
Lecture Series Coordinator
Newsletter Editor (*Burbankian*)
Photographer
Plant Cart/Plant Sales Chair
Publicity & Marketing Chair
Schedulers, Docent/Gift Shop
Signage & Publications Chair
Speaker's Bureau Chair
Sunshine Chair

Additional PC Members appointed by the Gift Shop Chair:

Gift Shop Assistant for Inventory
Gift Shop Assistant for Product Development
Gift Shop Assistant for Workshops

Updated ks Dec 2013, updated Jan 2020

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: CHAIR OF THE VOLUNTEER ASSOCIATION

Authority: The Chair of the Volunteer Association is an elective position, elected from and by the active membership of the Association in September of each odd-numbered year for two years commencing on January 1 following the date of election. The Chair serves on the LBHGA Board and presides at meetings of the Volunteer Association, the Planning Committee, and other Association meetings. The Chair may designate one of the other three officers to preside at Association meetings.

Job Summary: The Chair, in addition to presiding at meetings of the Association, appoints chairs of the various standing and temporary committees of the Association (excluding the other three elected officers and assistants appointed by them, and excluding Nominating Committee members) and monitors the programs and activities of the Association. The Chair supervises paid contractors or employees who directly support the Volunteer Association.

Duties and Responsibilities: The Chair of the Volunteer Association

- plans the agenda for and chairs the monthly meetings of the Volunteer Association Planning Committee and general meetings of the Association, consulting with appropriate committee chairs and staff in planning and evaluating such meetings and following up on needed action;
- attempts to maintain contact with all members of the Volunteer Association, responding to and following up on suggestions and complaints in person or by routing them to the appropriate person or committee;
- conveys pertinent information to Association members with a written article in the monthly newsletter;
- consults with the other officers and with committee chairs on such issues as the status of individual Volunteers, adherence to the policies and regulations set forth in the Volunteer Handbook, and the operation of the various committees that do the day-to-day work of LBH&G;
- acts as a primary contact and liaison between the staff, the Volunteer Association members and Planning Committee, and with the LBHGA Board, working to promote cooperation and smooth operation of all activities and full and timely communication between all parties;
- monitors the programs and activities of the Volunteer Association through participation in planning and/or attendance at such programs and activities, including special events;
- performs such other duties as may be required by the Association or by the Board, including but not limited to: acting as a designated Purchasing Officer, serving on the Budget Committee, handling special projects, and supervising employees.

Originally written in 1994; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: TREASURER

Authority: The Treasurer is an elective position, elected from and by the active membership of the Association in September of each even-numbered year for two years commencing on January 1 following the date of election. The Treasurer is a member of the Volunteer Association Planning Committee.

Job Summary: The Treasurer monitors the income and expenses of the Volunteer Association and makes regular reports to the Planning Committee. The Treasurer authorizes reimbursement of Volunteers in accordance with the budget and all related policies and procedures, and instructs the Office Manager to write the checks to be signed by the LBHGA BOD representative.

Duties and Responsibilities: The Treasurer

- is one of the designated Purchasing Officers for the Volunteer Association;
- is a member of the Budget Committee that is appointed by the LBHGA BOD;
- assists the Chief Financial Officer to create reports and analyze data in order to make recommendations for budgeting and spending control;
- confers with Planning Committee Chairs to ensure they understand budgeted funds available and that all policies are followed regarding budget, accounting and purchasing;
- ensures that cash register trays and cash box are supplied with adequate and appropriate change;
- monitors the receipts and reports completed by Volunteers from the POS system and from other sources such as Group Tours, Children's Tours, Gift Shop and plant sales, special events and donation boxes, etc., checking for accuracy or issues to be corrected;
- makes deposits to the LBHGA bank accounts on a timely basis.

Originally written in 1994; updated 2010 th/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: GIFT SHOP CHAIR (SUMMARY)

Authority: The Gift Shop Chair is a volunteer position, elected from and by the active membership of the Association in September of each odd-numbered year to serve a two-year term commencing on January 1 following the date of the election. The Gift Shop Chair serves on any assigned committees, acts as a designated Purchasing Officer, and is a member of the Volunteer Association Planning Committee.

Job Summary: The Gift Shop Chair is responsible for the management and operation of the Gift Shop including the planning, records, and production and/or purchase of the Gift Shop's inventory. This includes, but is not be limited to: quality control, work measurement, human resources, supervisory development, purchasing, packaging, inventory & storage, display methods, material requirements planning, and familiarity with the POS computer program.

Duties and Responsibilities: The Gift Shop Chair (and/or appointed Assistants)

- recruits and interviews prospective Gift Shop Volunteers following Volunteer Association guidelines;
- plans, organizes and participates in training of Gift Shop Volunteers,
    - both new and continuing members;
- reviews, evaluates and modifies existing and proposed training and procedures for the Gift Shop Volunteers/Receptionists and recommends appropriate changes;
- administers, supervises and evaluates the work of Gift Shop Volunteers while encouraging and motivating personnel to develop a high level of skill;
- may appoint and train such assistants as are necessary to carry out the program, including but not limited to: Assistant Gift Shop Chair, Assistant for Product Development, Assistant for Product Workshops, Assistant for Inventory, and Assistant for Training. The assistants, along with any additional Volunteers appointed by the Chair, constitute a Gift Shop Committee which helps guide the operation of the Shop and off-site web or mail-order sales;
- following policies regarding Budget and Purchasing: locates, develops and purchases or produces Gift Shop products; maintains records, stock and current inventory as well as replacing and/or eliminating products; and purchases supplies for Gift Shop/Receptionist Desk operations, product packaging and display, POS system and web or mail order needs.
- with the participation and concurrence of the Volunteer Association Treasurer and appointed Gift Shop Assistants: forecasts budget needs based on sales and estimated growth, and prepares annual inventory and calendar year Gift Shop Report for the LBHGA Board and VA Planning Committee;
- seeks legal advice and assistance, as needed, regarding products requiring a legal agreement between a vendor and LBH&G.

Note: The job duties and procedures are described in more detail in the "Expanded" Job Description kept in the Gift Shop Management Procedures binder in the upstairs Gift Shop office.

Originally written 1996; updated 2010, db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: TRAINING CHAIR

Authority: The Training Chair of the Volunteer Association is an elective position, elected from and by the active membership of the Association in September of each even-numbered year for two years commencing on January 1 following the date of election. The Training Chair is a member of the Volunteer Association Planning Committee.

Job Summary: The Training Chair is responsible for screening prospective Volunteers and for planning and conducting a training program that ensures the readiness of new Volunteers to perform their duties. The Training Chair also plans and conducts annual "Refresher" training programs for continuing Volunteers, and special programs as may be desired, including training for new LBHGA Board members.

Duties and Responsibilities: The Training Chair

- recruits, conducts an introductory meeting, and selects new Volunteers together with the chairs of the Docent, Garden Volunteer and/or Gift Shop programs or other designated volunteer;
- plans, organizes, and conducts training programs for new and continuing Volunteers, working with staff to schedule classroom and prepare physical setup;
- works with staff and other Chairs to prepare, write, review and evaluate materials for training sessions, and to develop audio/visual materials and to ensure appropriate equipment is available;
- appoints training assistants as needed and delegates administration of various portions of the training programs;
- develops a means of measuring the effectiveness of training programs;
- at the request of the Program Chair and with notification of the Volunteer, may tag-along with a Volunteer for the purpose of maintaining or improving the quality of the volunteer; remedial training will be arranged by the Program Chair.
- schedules new Docents in April as trainees, contacts experienced Docents with whom new Docents are paired, and explains their mutual duties;
- follows policies and procedures regarding budget and purchasing, and submits expense reports to the Volunteer Association Treasurer as required;
- makes periodic reports to the Volunteer Association Planning Committee on the status of the training programs and the adequacy, numbers and qualifications of new and returning Volunteers.

Originally written in 1994; updated 2010 db; updated 2013, updated 2018

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: NOMINATING COMMITTEE

Authority: The Nominating Committee consists of three persons elected by the Volunteer Association and are members of the Planning Committee. Members of the Nominating Committee must be members in good standing of the Volunteer Association. Terms shall be for two years, with two members elected in odd-numbered years and one elected in even-numbered years. Their terms begin in January following election. Ideally, nominees should be from each of the Association's three major programs (Docents, Gift Shop and Gardeners).

Job Summary: The Nominating Committee annually nominates from the membership of the Volunteer Association a slate consisting of one candidate for each office to be filled: in odd-numbered years nominations will be presented for Volunteer Association Chair and Gift Shop Chair, and in even-numbered years nominations will be presented for Treasurer and Training Chair. In addition, the Nominating Committee will present nominations for two members of the Nominating Committee in odd-numbered years and one member in even-numbered years.*

Duties and Responsibilities: The Nominating Committee

- elects its own chair and establishes procedures for its operation to fit the required schedules for Volunteer Association elections;

- selects and nominates candidates for the offices to be elected in the year in question;

- circulates the names of nominated candidates to the general membership of the Volunteer Association at least 14 days in advance of the September annual election, the date for which is established by the Planning Committee;

- if the Planning Committee calls a special election to fill a vacancy: nominates and circulates the name of the nominated candidate to the general membership of the Volunteer Association at least 14 days in advance of the special election;

- presents nominees to the membership of the Volunteer Association by means of the monthly newsletter, taking care to meet newsletter deadlines so timely notification is assured.

Note: further details about elections, alternate candidates, and voting procedures are described in the Volunteer Handbook, "LBH&G Volunteer Association Policy,"
*including handling the 2011 Nominating Committee process for staggered terms.

Originally written in 1994; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: ARCHIVIST

Authority: The Archivist is appointed by the Chair of the Volunteer Association to care for the articles in the Burbank Collection and is a member of the Planning Committee.

Job Summary: The Archivist is responsible for receiving, registering, documenting, classifying and storing all papers, books, photographs and artifacts in the Burbank Collection. The position involves knowledge of standard museum practices and an ability to work in detail. The Archivist must have completed Docent training, be able to work independently, and have good computer skills.

Duties and Responsibilities: The Archivist

- follows standard museum practices to receive, register, acknowledge, document, classify and store all papers, books, photographs and artifacts in the Burbank Collection;
- periodically monitors the collection to insure its safety, cleaning, proper storage conditions and environment, and recommends improvements;
- replies to inquiries regarding the Collection and requests for loans;
- acts as a resource person and adheres to Board policy regarding inquiries requiring access to the Collection;
- is a member of the Acquisitions and Surplus Property Committee and ensures that Board policy is followed in the operation of this committee;
- maintains an up-to-date inventory of the items in the Collection;
- is a member of the Volunteer Association Planning Committee and, if not able to attend monthly meetings, submits reports to this committee as requested;
- is involved in educating Volunteers and the public by:
    - writing periodic articles for the Volunteer Association newsletter,
    - presenting programs about the Collection including an “Archive Show,”
    - contributing to training new Volunteers,
    - serving as a resource person for Museum Exhibits,
    - undertaking research to further information about Burbank and his work,
    - preparing summary materials to disseminate this information,
    - serving as a member of the Sonoma County Heritage Network,
    - updating a “Partial List of Furnishings” and other resources for Volunteers;
- follows Board policies regarding budgeting and purchasing of Collection items and materials necessary for the care of the Collection;
- prepares an annual report of activities for the Board;
- appoints assistants as needed to carry out these duties and responsibilities.

Originally written in 1994; updated 2010 rb/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: BAHHM REPRESENTATIVE

Authority: The BAHHM Representative is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: BAHHM is a loosely organized group of historic house museums throughout the Bay Area to which LBH&G belongs; the BAAHM Representative from the Volunteer Association attends meetings and is prepared to share information.

Duties and Responsibilities: The BAAHM Representative

- attends quarterly meetings on 2d Mondays in January, April, July and October at various historic homes in the Bay Area, inviting other Volunteers to attend whenever possible;
- ordinarily pays for the meeting lunch cost and for the gasoline/bridge tolls to attend, although the LBH&G budget allows a small amount for the cost of the Representative's lunch;
- reports pertinent information to the Planning Committee about BAHHM meeting topics and/or events, and periodically writes brief articles for the Volunteer newsletter to keep all Volunteers informed;
- takes a leadership role in planning for and hosting BAHHM meetings which take place at LBH&G every two to three years, ordinarily on a Monday in October, by
    - monitoring reservations for expected attendees, usually 25-40 people;
    - working with Staff to arrange necessary setups in the Carriage House, Courtyard and/or Greenhouse;
    - working with the Hospitality Chair regarding the need for food or hospitality supplies, and
    - working with the Treasurer regarding any cost to LBH&G, following all policies relating to budget, accounting and purchasing.

Written in 2008 by cs; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: CHAIRS OF GROUP TOURS AND CHILDREN'S TOURS

Authority: The Chairs of Group and Children's Tours are appointed by the Chair of the Volunteer Association, and are members of the Planning Committee.

Job Description: The Group and Children's Tour Chairs are responsible for coordinating prearranged site tours as scheduled by the Site Tour Scheduler. These may be adult visitors coming in groups too large for drop-in tours, or children in school or youth groups. Site tours of this type may be scheduled all year at the discretion of the Site Tour Scheduler and Tour Chairs and depending on availability of Docents.

Duties and Responsibilities: The Tour Chairs

- confer with the Treasurer to ascertain budget money available, following all policies regarding budget, accounting and purchasing;

- recruit and schedule Docents as tour guides (1/12 in Group Tours, 1/10 in Children's Tours), giving them training necessary for working with groups;

- act as or appoint if necessary a lead Docent for each scheduled tour to: greet the group, give them general information, divide visitors into manageable subgroups, assign Docents starting locations, and collect any monies still due and if so, complete a cash report at the end of the tour and transmit it to the Treasurer;

- working with the Site Tour Scheduler, post tour schedules in Volunteer Break Room monthly during the season;

- keep records for each calendar year of number of tours and actual number of visitors on each, and names of Docents participating as guides on each tour;

- report monthly to the Planning Committee, and make an annual comparison for the past three years, ensuring such reports are maintained in the office files;

- thank Docents at the end of each season, sometimes with a luncheon for both Group and Children's Tour guides;

- Group Tour Chair notifies Gift Shop Chair to open the Gift Shop for tours other than those held during the regular season;

- Children's Tour Chair holds an annual workshop for new and returning tour Docents to educate them about special requirements for leading Children's Tours.

Originally written 1994; updated 2010 cs/lh/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: DOCENT CHAIR

Authority: Docent Chair is appointed by the Chair of the Volunteer Association and is a member of the Planning Committee.

Job Summary: The Docent Chair works with Staff and with the Volunteer Training Chair to recruit, train, schedule and monitor Docent Volunteers.

Duties and Responsibilities: The Docent Chair

- together with the Training Chair, meets with prospective Docent Volunteers to interview them and explain the training and duties required for admission to the Docent Volunteer program;

- assists the Volunteer Training Chair with new Docent training and Docent Refresher training;

- attends monthly Planning Committee meetings and reports significant events and/or changes in status;

- assists the Docent Scheduler, if necessary, to make sure shift requirements are met;

- with prior notification of the Docent may tag-along with, or may request the Training Chair tag along with, Docents for the purpose of maintaining or improving the quality and content of the Docent tours;

- administers, supervises and evaluates the work of Docent Volunteers while encouraging and motivating personnel to develop a high level of skill;

- reviews, evaluates and modifies existing and proposed training and procedures for Docent Volunteers and recommends appropriate changes.

2013/cs, updated 2018

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: EVENT CHAIRS

Authority: Event Chairs are appointed by the Chair of the Volunteer Association, and are members of the Planning Committee.

Job Summary: Event Chairs are responsible for managing all aspects of the fundraising/special event they are appointed to chair. Examples of such events are Holiday Open House, Midsummer Tea and the like. Event Chairs must have excellent organizational and personnel management skills.

Duties and Responsibilities: An Event Chair

- confers with the Planning Committee to discuss fundraising goals and to ascertain budgeted funds available, following all policies regarding budget, accounting and purchasing in handling the event;

- refers to available files on past events for guidelines and procedures, updating or modifying those as needed;

- works with other members of the Planning Committee to solicit input;

- recruits and appoints other Volunteers as committee members to assist with various aspects of the event such as obtaining contributions, creating decorations, arranging for equipment rentals, and helping with food or setup;

- develops and keeps to a planning timetable for all aspects of the event;

- works with others such as Staff, the Publicity and Marketing Chair, and the Signage & Publications Chair to ensure event publicity is adequate and timely;

- monitors the activities of event subcommittees, obtaining reports and/or attending their meetings when necessary;

- reports event plans at monthly meetings of the Planning Committee and through articles written for the Volunteer newsletter, and keeps Staff informed about setup/logistics required;

- attends the event, acting as primary liaison/coordinator;

- evaluates and recaps all aspects of the event for the Planning Committee, the Volunteer newsletter, and the LBH&G files.

Updated 2010 lh/cs/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: EXHIBITS CHAIR

Authority: The Exhibits Chair is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Exhibits Committee, under the direction of its Chair, plans, prepares and installs exhibits in the Carriage House Museum and elsewhere as required, keeping in mind the educational goals and mission of LBH&G.

Duties and Responsibilities: The Exhibits Chair

- recruits and appoints members of the Volunteer Association to serve as Committee members who have a thorough knowledge of Luther Burbank, the site and its programs and who have expertise in writing and/or graphic design, and who assist with all duties and responsibilities;

- confers with the Planning Committee to forecast and document budgeted funds for exhibits, following all policies regarding budget;

- solicits ideas for exhibits from other Volunteers, especially the Archivist, and considers comments from the visiting public in planning changes to the exhibits;

- may seek and use outside expertise in planning and producing exhibits, keeping in mind budgetary limits and policies regarding purchasing;

- composes and/or edits written materials for exhibits, keeping in mind the need for interesting content, good grammar, and their educational purpose;

- approves final exhibit designs, keeping in mind the need for graphic interest which appeals to viewers;

- may solicit Staff help to produce and install exhibits if the committee needs their expertise;

- works on a timeline which provides minimum disruption to the public programs conducted at LBH&G;

- reports to the Planning Committee and writes articles for the Volunteer Association newsletter as necessary to keep others informed.

2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: FACILITY RENTAL COMMITTEE

Authority: The Facility Rental Committee includes members of the Volunteer Association, the Board and Staff, and meets on an ad-hoc basis. This Committee originally developed the LBH&G Facility Rental Policy adopted by the LBH&G Board on March 18, 2009, updated on December 16, 2009 to adjust the rental fees.

Job Summary: The Facility Rental Committee meets as needed to formulate, evaluate and/or modify policies, procedures and fees for rentals of the LBH&G site, and reports as needed to the Planning Committee.

Duties and Responsibilities:

- bookings are handled by the Office Manager following the current Rental Policy which describes the regulations and procedures;
- a monthly Rental Schedule is posted by the Office Manager on the Break Room Bulletin Board so all Volunteers can be kept informed;
- rentals are managed and attended by Staff and at least one Volunteer to make sure regulations and procedures are followed and that the rental goes smoothly;
- as facility rentals are held, Staff and/or Volunteers who assist at these rentals evaluate each one as to its success or problems and report to the Planning Committee accordingly;
- if it appears policies, procedures or rental rates need changing to make facility rentals run more smoothly, the Facility Rental Committee may be asked to meet and recommend modifications for approval by the Planning Committee and, if necessary, by the Board.

Written 2010/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: FIELD TRIP CHAIR

Authority: The Field Trip Chair is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The Field Trip Chair is responsible for suggesting destinations and making logistical arrangements for independent, scheduled field trips of the Volunteer Association. The goal is to visit places of horticultural and historical interest, for education and also to give Volunteers a chance to get better acquainted with each other and have fun.

Duties and Responsibilities: The Field Trip Chair

- asks for input and suggestions from the Planning Committee and other Volunteers to choose destinations for Volunteer field trips which can occur periodically throughout the year;
- working with Staff as needed, provides information to all Volunteers about upcoming field trips in a timely fashion via the Volunteer newsletter and/or by posting flyers in the Volunteer Break Room;
- provides a signup sheet in the Volunteer Break Room with information as to costs, carpooling/transportation/parking, lunch arrangements and other pertinent details;
- makes reservations and other logistical arrangements on behalf of the Volunteer Association at the chosen destinations and, if necessary, at nearby restaurants for lunch;
- attends each field trip to serve as a contact person for trip site staff, to monitor and evaluate trip success, and to report results to the Planning Committee;
- writes a brief article for the Volunteer newsletter after the field trip has been held, and ensures that paper files in the LBH&G office include records of all trips.

Updated 2010 ec/lh/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: FRIENDS MEMBERSHIP CHAIR

Authority: The Friends Membership Chair is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Friends Membership Committee, under the direction of its Chair, adheres to the Council of the City of Santa Rosa's Resolution No. 22298 of June 27, 1995 authorizing the LBH&G Board to establish a membership program known as "Friends of Luther Burbank Home & Gardens".

Duties and Responsibilities: The Friends Membership Chair

- recruits and appoints members of the Volunteer Association to serve as Committee members who have an ability to assist in the processing of new and renewal membership and who have capabilities in writing and grammar and/or MSWord and Excel, and who assist with all duties and responsibilities;
- confers with the Planning Committee to forecast and document budgeted funds for managing memberships, following all policies regarding budget;
- composes and/or reviews all correspondence to members of Friends of LBH&G (including renewal reminders, thank-you letters, membership cards, complimentary plant coupons, and other pertinent materials);
- works with Staff to monitor supplies of all brochures, flyers and promotional materials and to keep a current record of supplies of these materials;
- writes and issues a periodic newsletter to members of Friends of LBH&G, working with other members of the Planning Committee for content and with the Signage & Publications Chair for editing purposes;
- reports to the Planning Committee on a regular basis.

Updated 2010 ebh/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: GARDENER CHAIR

Authority: The Gardener Chair is appointed by the Chair of the Volunteer Association and is a member of the Planning Committee.

Job Summary: The Gardener Chair works with Staff, the Volunteer Training Chair, and a Co-Chair (if necessary) to recruit, train, schedule and monitor Gardener Volunteers.

Duties and Responsibilities: The Gardener Chair

- meets with prospective Gardener Volunteers to interview them and explain the training and duties required for admission to the Gardener Volunteer program;
- assists the Volunteer Training Chair with new training and Refresher training upon request;
- conducts Garden tours and one-on-one training for new Gardener Volunteers;
- schedules Gardener Volunteers and prepares a monthly calendar for inclusion in the Volunteer newsletter and on the Gardeners' bulletin board;
- keeps a record of Gardeners' hours on a monthly and annual time sheet;
- attends monthly Planning Committee meetings and reports significant events or changes in the Garden and changes in the status of Gardener Volunteers;
- assists with Group Tours of the Garden, with special Garden events, and with supplying the plant sale cart as requested;
- is a member of the Garden committee.

Originally written 1994; updated 2010 db, updated 2014

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: HOSPITALITY CHAIR

Authority: The Hospitality Chair is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Hospitality Chair is responsible for planning the serving of food and refreshments at the general and social meetings of the Volunteer Association and at certain events, and is also responsible for furnishing hospitality supplies for the on-site Break Rooms. This job requires communication with the Floral Committee Chair, the Telephone Committee Chair, the chairs of certain events, and with Staff.

Duties and Responsibilities: The Hospitality Chair

- confers with the Planning Committee to ascertain the budgeted amounts available for all aspects of Hospitality, and follows appropriate procedures for documenting purchases which may be necessary;
- recruits Volunteers to serve as Hospitality Committee members who assist with the duties and responsibilities;
- determines types of refreshments to be served at the meetings or events;
- works with the Office Staff to obtain the number of guests to be served;
- works with the Staff at the locations of meetings or events to coordinate dates and times, placements of tables and chairs, and other requirements supplied by Staff;
- coordinates items such as tablecloths, napkins and floral arrangements with the chairs of the Floral and Decorations committees;
- supervises the setup and cleanup at the meeting or event location;
- stores left-over supplies on-site or at the City Hall storage room for future use, keeping current a record of supplies which are available;
- reports as needed to the Planning Committee and writes and submits periodic articles for the Volunteer Association newsletter regarding the Hospitality aspects of meetings or events.

Originally written in 1994; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: HOUSE FLORAL CHAIR

Authority: The House Floral Chair is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The House Floral Chair directs a committee who is responsible for silk flowers and arrangements in the four rooms of the Burbank Home.

Duties and Responsibilities: The House Floral Chair

- recruits and appoints Volunteers with appropriate talents to serve as members of the Committee;
- selects flowers and other decorative materials for arrangements to change and arrange in the four rooms of the Burbank Home to reflect the seasons: Spring, after Holiday Open House is over; Summer, in late May; and Fall, in late August;
- is familiar with Luther Burbank's work with specific flowers and other plant materials and chooses similar items, when possible, in selecting display materials;
- uses the supply of flowers and containers kept in the City Hall storage room or stored in the Burbank Home to best advantage;
- assures that such items are stored and protected appropriately for continuing use;
- confers with the Planning Committee about budget parameters and follows policies regarding budget and purchasing when additional supplies are needed;
- may produce special arrangements as requested by the chairs of special events at LBH&G.

Originally written in 1994; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: LECTURE SERIES COORDINATOR

Authority: The Lecture Series Coordinator is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: Working with others as appropriate, finds and schedules volunteer speakers for our lecture series. Lectures should focus on garden-oriented subjects, Burbank or local history.

Duties and Responsibilities: The Lecture Series Coordinator

- recruits and schedules speaker's presentations in the Museum or courtyard (depending on weather). Program should last 45-50 minutes and allow time for questions and answers-1 hr maximum; seating is limited.
- prepares copy for advertisement mailed as announcement, being sure final draft has been reviewed by lecture presenters; works with Office Manager to prepare time line for advertisement and if necessary informing security company of special event after closing hours.
- attempts to have all lectures confirmed early so announcement for entire series may be printed in the Burbankian, and forwards schedule to Publicity and Marketing.
- confirms presentations with speakers one week prior, giving them an approximate count of number of people attending and explaining parking.

Duties on day of presentation:

- Open location; set up chairs and tables; provide cart for speakers with numerous items to be brought from their cars.
- Greet public; collect lecture fee from those who have not paid in advance; ask for email addresses for Marketing and Fundraising and where attendees heard of lecture; prepare deposit envelope for any cash or checks collected.
- Introduce lecturer and their presentation; thank lecturer and attendees for coming and tell of next month's presentation.
- Put location back in order, secure the building and make sure all gates are locked.
- Send Burbank thank you note to presenter.
- Keep recap of attendance and revenue for year-end report to Planning Committee; keep complete records of lecture series for files.

Updated 2018 lh/cs/db/lt/cs/ks/pi

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: PUBLICITY AND MARKETING

Authority: The Publicity and Marketing Chair is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Marketing & Fundraising Chair works to ensure that the LBH&G site and all events and programs held by LBH&G are publicized as widely as possible. This job requires good writing skills, the ability to establish and maintain connections with representatives of various media, monitoring of all LBH&G programs and deadlines, and computer expertise.

Duties and Responsibilities: The Publicity and Marketing Chair:

- confers with the Planning Committee to ascertain budgeted funds available, following all policies regarding budget, accounting and purchasing;
- refers to available files on past events for guidelines and procedures, updating and modifying those as needed;
- works with other Planning Committee members for input and information;
- works with the Chair of Signage & Publications for editing assistance on items for publication:
- prepares press releases for the media, including print and online sources, sending these as required through City Recreation marketing staff or directly to certain media, and takes advantage of opportunities for promotional write-ups;
- posts events to certain online event web sites when appropriate;
- as budget allows, prepares print ads for certain LBH&G activities;
- works with the LBHGA BOD to investigate, recommend and develop new programs in digital marketing as the media culture evolves;
- develops and delivers email marketing promotion to the public, creating and maintaining email address lists for this purpose;
- attends Planning Committee meetings to inform others about activities concerning Publicity and Marketing.

Written 2010 ba/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: NEWSLETTER EDITOR

Authority: The Newsletter Editor is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Newsletter Editor is responsible for preparing incoming articles, Volunteer schedules, upcoming event notifications and other contributions for publication in the monthly Volunteer newsletter entitled the *Burbankian*, abiding by the Editorial Policy for the *Burbankian* voted on and approved by the LBH&G Planning Committee on May 4, 2009 (or as this policy is updated). This position requires knowledge of and expertise in the use of the office computer and various software programs.

Duties and Responsibilities: The Newsletter Editor works with the Staff member and one other designated Volunteer, following the established policy and adhering to strict monthly deadlines, to

- review all submitted contributions to the *Burbankian* for content, facts, grammar, length, timeliness and suitability;
- make or request from the submitter any changes necessary to articles or other contributions before publication;
- enter the content of the submissions into the office computer, adding appropriate graphics for interest and color and formatting the finished newsletter for printing;
- check the final copy for typos or inaccuracies before Staff prints the *Burbankian* and transmits it electronically or by mail to the recipients.

Originally written in 1994; updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: PHOTOGRAPHER

Authority: The Photographer is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The Photographer takes pictures at meetings and events of the Volunteer Association as requested by the Association Chair or the chairs of events.

Duties and Responsibilities: The Photographer

- photographs activities at the Volunteer Association Spring Luncheon and the Annual Meeting, particularly taking pictures of new Volunteers and Volunteers who receive awards for service;
- photographs special events such as Holiday Open House in December and others such as plant sales, Mother's Day, Rose Parade, garden teas or similar;
- transfers selected photos to computer discs to serve as a visual history of the Volunteer Association's activities;
- upon special request by the various event chairs, may print and scrapbook
- events for future display and reference;
- as storage issues require, periodically evaluates past scrapbooks and pictures as to their continuing suitability and value;
- may appoint assistants or share duties with other photographers on occasion;
- documents costs for the Treasurer for reimbursement or payment as required, following policies regarding budgeting and purchasing.

Updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: PLANT CART/PLANT SALE CHAIR

Authority: The Plant Cart/Plant Sale Chair is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The Plant Cart/Plant Sale Chair is responsible for the assembly and presentation of LBH&G plants on the outside plant carts year-round, and for the management of periodic special plant sales on the site. The job requires general knowledge of gardening and display of plants, and specialized knowledge of plants developed by Luther Burbank.

Duties and Responsibilities: The Plant Cart/Plant Sale Chair

- confers with the Treasurer to ascertain budgeted amounts available and adheres to all policies concerning budget, accounting and purchasing;
- recruits and appoints committee members to assist with duties and responsibilities such as propagating, potting, and identifying plants for sale;
- works with the Garden Chair and Garden Staff to ensure that plants offered for sale are properly displayed, are kept watered and groomed, and are stored or disposed of as needed;
- works with Office Staff to ensure that plant identification labels and illustrations are produced as needed;
- works with the Garden Chair and Office Staff to ensure computer listings and price labels are updated/produced as needed for year-round plant sales;
- works with Staff and appropriate Planning Committee Chairs as needed to produce signs and publicity required for special plant sales;
- reports to the Planning Committee about Plant Cart/Plant Sales activities as necessary, and writes periodic articles for the Volunteer Association newsletter.

Written 2010 lr/ db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: DOCENT SCHEDULER AND GIFT SHOP SCHEDULER

Authority: The Docent Scheduler and Gift Shop Scheduler are appointed by the Chair of the Volunteer Association, and are members of the Planning Committee.

Job Summary: The Docent and Gift Shop Schedulers are responsible for making sure the shifts are filled for the seven-month tour season April through October, Tuesdays through Sundays. Although Volunteers are to self-schedule their required shifts, the Docent and Gift Shop Schedulers contact Volunteers for unfilled shifts and produce official calendars each month.

Duties and Responsibilities: The Docent and Gift Shop Schedulers

- provide a binder in the Volunteer Break Room with calendar sheets for each month of the tour season, prior to annual training and refresher classes, so Volunteers can sign up in pencil for the entire season;
- prepare and maintain a current list of Volunteers in their categories with the number of shifts they are required to work;
- photocopy the signup calendar for the following month by the 10th of the current month to use in checking for shifts unfilled;
- contact Volunteers who have not signed up to request they fill the spaces which are vacant (two each shift for Docents, one each shift for Gift Shop);
- complete the official calendar for the month in question before the Volunteer newsletter deadline, check it for accuracy of names and dates, and submit it electronically for publication;
- replace the handwritten calendar for that month in the binder in the Volunteer Break Room with a copy of the official printed calendar;
- keep a record of Volunteers and their shifts served during the season.

Note: Although Volunteers are required to find their own substitutes and update the printed schedule if they cannot fill their shifts, the Docent and Gift Shop Schedulers are sometimes called upon to assist in solving emergency situations.

Originally written in 1994; updated 2010 ba/sm/db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: SIGNAGE AND PUBLICATIONS CHAIR

Authority: The Signage & Publications Chair is appointed by the Volunteer Association Chair and is a member of the Planning Committee.

Job Summary: The Signage & Publications Committee, under the direction of its Chair, adheres to the LBH&G Board's Signage and Publications Policy of March 18, 2009, to compose and/or review all signage on the property and compose and/or review all publications produced by LBH&G to ensure correct content, good graphic presentation, and support of the LBH&G mission for the "public face" of the site and its programs.

Duties and Responsibilities: The Signage & Publications Chair

- recruits and appoints members of the Volunteer Association to serve as Committee members who have a thorough knowledge of the site and its programs and who have expertise in writing and grammar and/or graphic design, and who assist with all duties and responsibilities;
- confers with the Volunteer Association Treasurer to forecast and document budgeted funds for signage and publications, following all policies regarding budget;
- composes and/or reviews all signage on the property and composes and/or reviews all publications produced by LBH&G (including items such as brochures, posters, exhibit materials and promotional materials), keeping in mind the parameters listed above in Job Summary and working with various other committee chairs and Staff to produce new materials when needed;
- works with Staff, and often with various other committee chairs, to monitor the condition of signage on the property;
- works with Staff to monitor supplies of all brochures, flyers and promotional materials and to keep a current record of supplies of these materials;
- works with Staff to ensure that signage and printed materials are produced or replaced as necessary, following all policies regarding purchasing in choosing outside vendors if required.

Updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: SPEAKER'S BUREAU CHAIR

Authority: The Speakers' Bureau Chair is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The Speakers' Bureau Chair is responsible for coordinating efforts to supply speakers from LBH&G when off-site presentations are requested.

Duties and Responsibilities: The Speakers' Bureau Chair

- recruits Volunteers with knowledge of Luther Burbank and/or the LBH&G site and its programs and the ability and willingness to make presentations, using Volunteer Data Sheets and/or the Volunteer newsletter as resources;
- receives requests that may come to the LBH&G office inquiring about speakers for presentations to outside groups, and supplies potential speakers;
- acts as a liaison with the outside groups and the potential speakers to firm up dates and logistics;
- assists potential speakers, if necessary, in assembling audio-visual aids or graphic displays stored at LBH&G;
- keeps a record of speaking engagements accomplished, ensuring the record is kept in the paper files at LBH&G;
- reports Speakers' Bureau activities to the Planning Committee as needed.

Written 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: SUNSHINE CHAIR

Authority: The Sunshine Chair is appointed by the Chair of the Volunteer Association, and is a member of the Planning Committee.

Job Summary: The Sunshine Chair is responsible for sending messages of sympathy or support to members of the Volunteer Association who have suffered an illness or surgery or have lost a family member to death.

Duties and Responsibilities: The Sunshine Chair

- when a Volunteer's name is referred to the Sunshine Committee as to an illness, surgery or death in his/her family, writes the Volunteer a note or card expressing sympathy or support on behalf of the Volunteer Association;
- uses appropriate cards or printed LBH&G notes for a short handwritten message signed "Luther Burbank Home & Gardens";
- Follows up with phone calls and/or emails as appropriate;
- keeps a record of the name, date, referral and reason sent;
- informs other members of the Volunteer Association/Planning Committee so additional personal notes may be sent as appropriate;
- documents costs for the Treasurer for reimbursement as required, following policies regarding budgeting and purchasing.

Updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: GIFT SHOP ASSISTANT FOR INVENTORY

The Assistant for Inventory:

- is appointed by the Gift Shop Chair to help carry out that part of the operation which includes “planning and records of the Gift Shop inventory”;
- works closely with the Gift Shop Chair and other Gift Shop Assistants to fulfill the necessary duties;
- is encouraged to attend Volunteer Association Planning Committee meetings.

Duties concerning “planning of the Gift Shop inventory” include working under the direction of the Gift Shop Chair and the Assistant for Product Development to help monitor inventory and supplies for restocking and help forecast yearly budget needs.

Duties concerning “records of the Gift Shop inventory” include working under the direction of the Gift Shop Chair, with the Assistant for Product Development, and with the assistance of the Treasurer, as needed, to:

- ensure that the computerized Point of Sale system has accurate entries for products;
- produce POS reports each month to record total sales and numbers of each item sold;
- use these reports, with periodic surveys of products on the Shop shelves and in storage, to monitor sales on a continuing basis;
- chair a complete physical inventory each year when all products are counted, tallied and valued;
- assist in completing an annual Calendar Year Gift Shop Report for the LBHGA Board and VA Planning Committee.

Originally written 1996; Updated 2010 DB

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: GIFT SHOP ASSISTANT FOR PRODUCT DEVELOPMENT

The Assistant for Product Development:

- is appointed by the elected Volunteer Gift Shop Chair to help carry out that part of the operation which includes "planning, records, and production and/or purchase of the Gift Shop's inventory," and as such serves as one of the official Purchasing Agents;
- works closely with the Gift Shop Chair and other Gift Shop Assistants and Committee members to fulfill the necessary duties;
- is encouraged to attend Volunteer Association Planning Committee meetings;
- may write periodic articles for the Volunteer Association's newsletter to inform the membership of new products or changes in stock;
- may handle correspondence, telephone inquiries, or mail orders for Gift Shop products.

Duties concerning "planning of Gift Shop inventory" include working under the direction of the Gift Shop Chair and in consultation with other members of the Gift Shop Committee to: locate or develop products, monitor inventory and supplies for restocking, and forecast yearly budget needs. The mission of LBH&G is to be reflected in the choice and production of the Gift Shop products, and all policies concerning Budget and Purchasing must be followed.

Duties concerning "records of the Gift Shop inventory" include working under the direction of the Gift Shop Chair and with the Assistant for Inventory to: monitor sales, participate in physical inventory, and help complete an annual Calendar Year Gift Shop Report.

Duties concerning "production and/or purchase of Gift Shop Inventory" include working under the direction of the Gift Shop Chair and other members of the Gift Shop Committee to introduce one or several new products each season and one or several special products for Holiday Open House. These duties include:

choosing vendors of goods and/or suppliers of services; negotiating prices, placing orders, scheduling production, and arranging for deliveries; planning and supervising workshops for the purpose of preparing products for sale; arranging for display of products in the Gift Shop, and storage of excess stock; assembling a Price List of products and updating the list as necessary; keeping an individual file on each product with information about its development or source, supplier information, cost, dates of purchase or production, or elimination from inventory; and keeping a photo record of all Gift Shop products. Consideration should be given to choosing products applicable to WEB or mail orders as well as sale in the Gift Shop.

NOTE: The job duties are described in more detail in the Expanded Job Description of the Chair of the Gift Shop Program; this description, with procedures for ordering and producing products and for handling mail orders and other duties, are kept in Gift Shop Management Procedures binder in the upstairs Gift Shop office.

Originally written 1996; Updated 2010 db

LUTHER BURBANK HOME & GARDENS VOLUNTEER ASSOCIATION
JOB DESCRIPTION: GIFT SHOP ASSISTANT FOR PRODUCT WORKSHOPS

The Assistant for Product Workshops:

- is appointed by the Gift Shop Chair to help carry out that part of the operation which includes "production and/or purchase of the Gift Shop's inventory";
- works closely with the Gift Shop Chair and other Gift Shop Assistants to fulfill the necessary duties;
- is encouraged to attend Volunteer Association Planning Committee meetings.

Duties include working under the direction of the Gift Shop Chair and the Assistant for Product Development to plan and carry out workshops for the purpose of inspecting, assembling, packaging and pricing products for sale, as follows:

- assist in recruiting year-round Workshop participants from the roster of Volunteers;
- call participants to fill the numbers needed for each scheduled workshop;
- provide for refreshments for each scheduled workshop;
- attend all workshops, assisting with setup and supplies and helping to train participants as needed;
- assist with storage of completed products;
- keep records of Workshop participants and assist with appropriate thank-you notes or calls.

Originally written 1996; Updated 2010 db; updated 2020