



VOLUNTEER HANDBOOK

JANUARY 1, 2022

Welcome to Flamingo Gardens!

Valued Volunteers,

As Executive Director of Flamingo Gardens, I want to welcome you and thank you for your commitment to serve as a volunteer with us. The Garden's past, present and continued future successes are due in large part to the skills, talents and dedication of its volunteers. Established in 1927 and formalized as a botanical garden in 1969, Flamingo Gardens is one of the oldest botanical gardens and attractions in South Florida. As a 501c3 non-profit, we depend upon the help of community volunteers and support to maintain and improve not only the gardens, but the over 400 animals in our care and the over 800 animals rehabilitated here and released into the wild each year.

Whether you help in Animal Care, assist in the Flamingo Café, serve as a Weed Warrior for Horticulture, provide tours in the Wray Home Museum, or give your time at special events, we want you to know that every minute of that time is valued by our staff. By assisting in every aspect of running Flamingo Gardens, you help us to further our mission to depict, preserve and provide education about the natural and cultural heritage of South Florida and the Everglades in our botanical gardens and wildlife sanctuary. We hope that you in return leave with a feeling of accomplishment and passion for what we do here, and that you know that your time has been instrumental in achieving our mission.

Thank you again for all that you do, and I hope to see you in the gardens.

Sincerely,

Keith Clark

Executive Director

Thank you for volunteering with Flamingo Gardens!

It is with great pleasure that we welcome you to the Flamingo Gardens family of volunteers. We recognize the importance of volunteers and we are delighted that you have chosen to spend your valuable time serving our guests and our mission. Flamingo Gardens could not achieve all that is needed to keep the gates open without the help of dedicated citizens such as yourself.

This handbook is designed to introduce you to Flamingo Gardens and to provide a basic overview of the policies and procedures which give you guidance and direction. It is not to be construed as a contract or other legal document. We will share with you a little of our history, philosophy, practices and policies, as well as the 'perks' that you will receive as a valued volunteer.

No volunteer handbook can anticipate every circumstance or question that may arise. If you have questions about your volunteer experience, you are encouraged to discuss them with the Volunteer Coordinator. We believe that you will enjoy your volunteer assignment, Flamingo Gardens staff, and your fellow volunteers. We also believe that you will find Flamingo Gardens a fantastic place to volunteer and are confident that your association with the Gardens will be both challenging and rewarding.

Flamingo Gardens is committed to a positive work environment. We appreciate that our volunteer's commitment to excellence matches our own. In that spirit, we extend our sincere thanks for all that you do to make Flamingo Gardens a wonderful place for guests, volunteers and staff.

With gratitude,

K-Cee Charoo

Volunteer Coordinator

Tyghe Crockett-Arias

Assistant Volunteer Coordinator

Flamingo Gardens Mission

The mission of Flamingo Gardens is to depict, preserve and provide education about the natural and cultural heritage of South Florida and the Everglades in our botanical gardens and wildlife sanctuary.

Core Mission Objectives

- Provide a repository for endangered plant and wildlife species and a living library of specific taxa available for research and education.
- Inspire appreciation for the beauty and diversity of tropical and subtropical plants from around the world that can be grown in our area.
- Guide the public in environmentally responsible and aesthetic horticultural practices.
- Encourage the environmental awareness and Everglades preservation to visiting tourists, residents, and school children.

Core Values

These core values guide our daily work:

- **Advocacy** – We encourage environmental responsibility, conservation, and sustainable practices through education, personal discovery and transformative experiences.
- **Stewardship** – We will maintain, nurture and protect the legacy of Floyd & Jane Wray and the history of this land for future generations.
- **Compassion** – We believe in the inherent worth, diversity, and dignity of all living things. We value the lives of all people, plants and animals that enter our care and vow to treat them humanely and with respect.
- **Excellence** – We demand greatness, relevance and merit in all we do and hold ourselves and others accountable to the highest standards of personal and professional standards.
- **Teamwork** – We will work together to embrace opportunities and challenges, and encourage creativity, innovation, and action, while respecting individual points of view.

Volunteer Program Goals

- To recruit and retain a diverse volunteer community who will complement, supplement and enhance the work of paid staff.
- To work with staff to determine the needs for volunteer placement and to design volunteer assignments which will meet the existing, as well as the changing, programs of Flamingo Gardens.
- To help create and promote a community-wide understanding and awareness of Flamingo Gardens mission and the role it serves in the community and conservation.
- To meet the community's needs for service by addressing the citizen's needs to serve through programs with responsibility and challenge for those qualified, and through career exploration and personal growth where this will serve the requirements of Flamingo Gardens.
- To engage corporate philanthropic groups in volunteer service in order to build corporate partnership and sponsorship opportunities.
- To expand the service of volunteers, deepen their knowledge of mission goals, and utilize their service for more effective support of key initiatives.

About Flamingo Gardens

Flamingo Gardens is a 60-acre Botanical Garden and Everglades Wildlife Sanctuary in Fort Lauderdale, (Davie) Florida which features over 3000 species of rare & exotic, tropical, subtropical, and native plants and trees. Flamingo Gardens wildlife sanctuary is home to the largest collection of Florida native wildlife including alligators, bobcats, eagles, otters, panthers, peacock, and of course, flamingos!

Established in 1927, Flamingo Gardens is one of the oldest botanical gardens and attractions in South Florida. Originally founded by Floyd L. and Jane Wray as an orange grove, the nonprofit botanical gardens are home to 18 “Champion” trees, the largest trees of their species, including the largest tree in Florida. Specialized botanical gardens, including a Butterfly and Hummingbird Garden, Croton Garden, and Bromeliad Garden dot the main Arboretum.

The centerpiece of the gardens is a natural hammock of 200-year-old Live Oaks dripping with species orchids and epiphytes. Here sits the historic Wray Home Museum, built in 1933 by Floyd L. and Jane Wray as a weekend retreat. It is the oldest residence in Broward County west of University Drive. The building was restored in 1991 to depict a typical South Florida country home of the 1930s.

Nestled in and around the gardens, the Everglades Wildlife Sanctuary is home to over 90 species of Florida native birds and animals, most of whom are permanently injured or non-releasable. The half-acre Free-flight Aviary boasts over 250 wading birds representing over 45 species, and the Bird of Prey Center houses one of the largest raptor collections in the United States.

History

Flamingo Gardens was originally founded as Flamingo Groves, a citrus orchard, in 1927 by Floyd L. and Jane Wray. The Wrays came to Florida in 1925 and were deeply intrigued with the horticultural possibilities of the subtropical locale. They purchased 320 acres of land around and including Long Key in the Everglades. On January 2, 1927, Floyd L. Wray incorporated Flamingo Groves, beginning what was to become one of the first botanical gardens and tourist attractions in South Florida.

When Floyd Wray and his business partner Frank Stirling founded Flamingo Groves in 1927 it was largely a naturalized hammock surrounded by reclaimed land of the Everglades. They planted the first citrus tree on February 22 and the grove grew to 2000 acres with over 60 varieties of citrus including a 20-acre citrus laboratory. In the 1930s, the botanical gardens received foreign plants and seeds from the federal government for test planting, and to showcase rare tropical fruit, flowering trees, and shrubs, further expanding the botanical collection.

The Wrays welcomed the public to the gardens. They built a weekend home atop the Live Oak hammock in the groves where annual barbeques were held on the vast lawn. Tours of the citrus groves and botanical gardens, as well as the fruit shipping area, were given daily. It is said that there were nesting Flamingos on the property when it was bought and Mrs. Wray introduced Peacocks to the gardens in the 40s to the delight of the visitors. Of course, alligators were indigenous to the area, and in the 1960s an exhibit was introduced with daily demonstrations and shows.

The Floyd L. Wray Memorial Foundation was established in 1969 by Mrs. Wray, in honor of her late husband, to preserve the core property for future generations and emphasize the history of the Florida Everglades. The name was changed to Flamingo Gardens, and the gardens were preserved and expanded. In 1990, the Everglades Wildlife Sanctuary opened with the Bird of Prey Center, followed by the half-acre Free-flight Aviary featuring the 5 ecological zones of South Florida. One of the first of its kind in the country, the sanctuary gave residence to permanently injured or non-releasable Florida native wildlife. Other wildlife displays opened over the years including alligators, River otter, Bald & Golden eagles, bobcats, tortoises, and Florida panthers.

Today Flamingo Garden's boasts one of the last natural jungle growths in South Florida with over 3000 tropical and subtropical species of plants and trees, including the largest tree in Florida. It also boasts the largest single collection of State Champion trees which are the largest tree of their species as determined by the Florida Forestry Service. The Everglades Wildlife Sanctuary is home to over 90 native species making it the largest collection of Florida native wildlife in the state. The property is now listed as Broward Cultural Heritage Landmark and the Wray Home is a registered Historical Landmark with the state of Florida and a museum giving visitors a glimpse of life in the 1930s.

As Mr. Wray wrote in 1939, "You are welcome to Flamingo [Gardens], and are invited to spend as much time as you desire, my only request being...that you help us preserve this beauty spot for others."

Flamingo Gardens is owned and operated by the Flamingo Gardens, Inc, a non-profit organization. The land is owned by Floyd L. Wray Memorial Foundation, Inc. which was established in 1969 by Mrs. Jane Wray in honor of her late husband. Her wish to preserve the core property for future generations and emphasize the flora, fauna, and history of the Florida Everglades is the core of Flamingo Gardens' mission still today.

Wray Botanical Collection

ARBORETUM & CHAMPION TREES

The Arboretum of Flamingo Gardens features hundreds of native and exotic trees, accented with lush under-story plantings, ponds, stream, and a waterfall.

Flamingo Gardens holds the distinction of having the largest collection of towering Florida Champion Trees, twenty in total, as certified by the Florida Forestry Service as the largest of their species. It contains the largest tree in the Florida Champion Tree register, a non-native Cluster Fig that measures 649 inches (54 feet 1 inch) in circumference, 102 feet in height, with a crown span of 95 feet.

BUTTERFLY & HUMMINGBIRD GARDENS

A seasonal area, these gardens host a variety of flowering plants and shrubs to attract many different species of butterflies and hummingbirds. The Ruby Throat Hummingbird visits Flamingo Gardens in the winter. Flamingo Gardens is one of the few places in Florida the South American Malachite butterfly may be found because of the abundance of tropical fruit trees on which it prefers to feed, and the very rare pink-spot sulfur butterfly has been photographed here as well.

CHILDRENS GARDEN

Located behind the gallery, this interactive garden is designed for kids, with plants they can touch and smell, and signage that explains how the plants benefits man and wildlife.

CROTON GARDEN

Located in the West Arboretum, the Croton Garden houses one of the largest collections of Croton species in the United States.

FLORIDA WILDFLOWER GARDEN

Located beside the Flamingo Cafe, this garden showcases wild flowers native to South Florida and demonstrates the flowers' usefulness to man and wildlife.

GINGER & HELICONIA GARDENS

Flamingo Gardens was once the national repository for both heliconia and ginger societies, and has an astounding array of species represented throughout the gardens. Efforts are underway to catalog and restore both collections, but the plants are on display mainly throughout the East Arboretum.

XERISCAPE GARDEN

This area demonstrates the uses of various materials appropriate for use in a low maintenance, minimal irrigation garden. The garden demonstrates that “Xeriscape” can include a wide variety of plants, native and exotic, creating an attractive landscape while not resorting to the wasteful use of water.

LIVE OAK HAMMOCK

A unique native hammock of Live Oak trees, many of them 150 to 200 years old. Nestled in these giant trees are an abundance of orchids, bromeliads, and other air plants. The hammock is one of the highest elevations in Broward County and a choice location for Mr. and Mrs. Wray to build their residence, now the Wray Home Museum.

TROPICAL RAINFOREST & WETLANDS AREA

Accessible only by the Narrated Tram Tour, the back 50 acres features some of the last natural jungle growth in South Florida, untouched since it was once settled by the Seminole Indians. The tour also includes a tropical rainforest area, native hardwood hammock, wetlands area, and the tropical fruit tree groves.

CYCAD GARDEN

The Charles L. Ross and Malcolm Chip Jones Cycad Garden is part of the Wray Botanical Collection and features more than 100 species of cycads from Mexico, Cuba and the Caribbean, Central and South America, Africa, Asia and Australia. Cycads are one of the most threatened plant groups in the world due to deforestation and face considerable conservation obstacles. *Ex situ*, or off-site conservation by public gardens, is vital to most cycads' long-term survival. Central to this effort is planning and building cycad collections, like the one planned at Flamingo Gardens, as a global safety net against plant extinction.

Everglades Wildlife Sanctuary

ALLIGATOR LAGOON

No visit to Flamingo Gardens is complete without viewing Florida's native alligators. Did you know that Sonny Crockett's pet alligator "Elvis" on the television show Miami Vice was from Flamingo Gardens? The original Elvis has since passed, but the name lives on with Elvis the 3rd and Priscilla, our current gators in residence.

AVIARY

Walk through our 25,000 square foot Everglades free-flight facility, housing one of the largest collections of wading birds in America. Here visitors can view over 250 birds representing more than 45 species native to Florida, most of whom are permanently injured and no longer able to live in the wild. The five unique ecosystems of the Florida Everglades are represented through the display of native plants; coastal prairie, mangrove swamp, cypress forest, subtropical hardwood hammock, and sawgrass prairie.

BIRD OF PREY CENTER

A showcase of South Florida's Raptors in their naturalistic habitat. At the Center visitors will see a variety of owls, vultures, hawks, falcons as well as Golden and Bald eagles. These birds are either at-risk or endangered and cannot be released because of injuries sustained in the wild. Each year, about 100 chicks are born in

the Aviary and Bird of Prey Center, which are raised and then released into the wild to help perpetuate their species.

BLACK BEAR HABITAT

Josh the Bear is an easy going 600-pound Black bear, who enjoys being around people. Josh has spent his youth, since he was a bottle-fed cub, working for a wildlife education program where he made appearances at schools, birthday parties and other events until the facility lost their license in 2010. Josh has spent his 14 years in a 20 by 20-foot enclosure - far from ideal for an animal his size. Flamingo Gardens built Josh a new 8,000 sq. ft. habitat with his own pool and bear cave and brought him here to live in 2013.

FLAMINGO POND

A highlight of Flamingo Gardens, the lush area showcases Caribbean, Greater African and Chilean Flamingos amidst their naturalistic environment of tropical vegetation and sparkling waterfalls. Children will delight in feeding the Flamingos!

OTTER HABITAT

The Everglades Wildlife Sanctuary at Flamingo Gardens has one of the most successful otter breeding programs in the United States. Otters at Flamingo Gardens have produced over 34 offspring since the program started in 1989. These otters have been released into the wild or sent to other breeding programs at sanctuaries across the US. Come see our otters swim and play in their new habitat which opened in 2016.

PANTHER & BOBCAT HABITATS

A highlight of the sanctuary, the naturalistic habitats are home to permanently injured big cats which could not otherwise survive in the wild.

PARROT AVIARY

Among birds in the Parrot Aviaries located throughout the gardens are White Eyed Conures, Cockatoos, and Macaws which have been rescued or adopted by the sanctuary.

ROOKERY

A Rookery is a roosting, nesting, or breeding ground for seabirds. Here visitors will

see storks, cranes, swans, geese and other water fowl as well as hundreds of ibis and other free flighted birds which fly in every night to roost or build nests.

TURTLE WALK

Turtle and tortoise exhibits along this walkway include African Spur tortoises, Alligator Snapping turtle, Box turtles, as well as Freshwater and Softshell turtle displays.

Wildlife Encounter Shows

Each day Flamingo Gardens presents live presentations at the Everglades Amphitheater featuring Florida native wildlife. Both fun and informative, the shows present a variety of wildlife such as birds of prey, mammals, and reptiles, and their relationships with the environment.

All Wildlife Encounter Shows are free with admission to Flamingo Gardens.

HOURS

Wildlife Encounters are presented daily at 11:30, 1:30, and 3:30 pm (weather permitting) at the Wildlife Encounter Outdoor Amphitheater.

SPECIAL SHOWS

We often have special animal presentation on events days. These special presentations and tours will teach you all about the birds in the Free-flight Aviary, or the mammals and reptiles of the Everglades, and give you a chance to pose your questions to experts.

Wray Home Museum

Built in 1933, the original weekend residence of Floyd and Jane Wray has since been restored to provide visitors to Flamingo Gardens a glimpse of life in South Florida in the 1930s.

The Wray Home Museum is free with admission to Flamingo Gardens.

HOURS

The Wray Home Museum is open daily from 10:00 am to 4:30 pm.

Guided tours through the museum by Wray Home Volunteer Docents are available throughout the day. Last tour is at 4:30pm.

HISTORY OF THE WRAY HOME

The Wray Home was built by Floyd L. and Jane Wray on Long Key, a unique native hammock. Built in 1933, it is the oldest residence in Broward County west of University Drive.

The building originally consisted of a kitchen, dining room which doubled as an office, a bath, and two bedrooms. Later a small living room was added. As time went on, the living room was enlarged, a sunroom was included, the original second bedroom was converted to a hallway and a new larger bedroom added.

The Wrays used the weekend home for relaxing and business. They often entertained business associates, civic groups and friends at picnics with food prepared in the BBQ kitchen separated from the home.

In 1975 the building became an Everglades Museum. At that time, the hallway became the current Exhibit Room.

The building was restored in 1991 to depict a typical South Florida country home of the 1930s. Wray Home today exhibits significant items connected with the Wrays and Flamingo Groves including family portraits, thank you letters from President and Mrs. Eisenhower for delivery of fruit to Key West and the White House, as well as other notable features of interest.

Narrated Tram Tour

Enjoy a narrated tram ride through 42 remote acres at Flamingo Gardens. Visit some of the last original jungle growth in South Florida that still remains as it has for over 100 years, much as it would have appeared when Seminole Indians occupied it. Travel through a unique native hammock of 200-year-old Live Oaks, a

tropical rainforest, and the tropical fruit groves. See the mitigated wetlands where we release many of the juvenile birds that are born in the Everglades Wildlife Sanctuary.

Passengers may disembark the Tram at the Wetlands Walkway and/or at the Pioneer Walkway to walk around the lake and see the wildlife, or wander along the Pioneer Walkway to discover native Florida plants. Visitors may re-board the Tram at the Wetlands and/or Pioneer Walkway to continue their Tram tour and hitch a ride back to the Tram Station.

25-minute tram ride is fully narrated and complimentary.

HOURS

A tour leaves every 30 minutes, on the hour and half-hour, from 11:00 am to 4:00 pm. (Tram leaves every hour, on the hour, weekdays during August and September.)

WETLAND WALKWAY

The Wetlands Walkway is a mitigated wetland created to compensate for wetlands area lost due to local development. The area helps manage flooding, provides water and irrigation for the gardens, and gives sanctuary to countless birds and animals. Here visitors can experience the beauty of the wetlands and learn about the many plants and animals that inhabit it.

PIONEER WALKWAY

The Pioneer Walkway showcase the many plants and trees native to the coastal wetlands and tropical hardwood hammocks of Florida. Here visitors will see trees and plants common when the Seminole Indians and early settlers inhabited the area and discover their many uses.

Flamingo Gardens Work Environment

Code of Conduct and Ethics

The success of Flamingo Gardens depends upon the quality of the relationships between Flamingo Gardens, our employees, volunteers, vendors and our guests – the general public. Our guests' first impression of us and their interest and willingness to visit us is greatly formed by the people who serve them. In a sense, regardless of your positions, you are Flamingo Gardens' ambassador. The more goodwill you promote, the more our guests will respect and appreciate you and Flamingo Gardens.

Here are several things you can do to help give our guests a good impression of Flamingo Gardens:

1. Act competently and deal with guests and other members of the public in a courteous and respectful manner.
2. Communicate respectfully with employees and other volunteers at all times.
3. Follow up on directives and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties to the best of your abilities.
4. Take pride in, and enjoy, your work. Lastly, it never hurts to smile.

Volunteers shall comply with all Flamingo Gardens policies, work diligently and honestly, and behave ethically and properly with other volunteers, employees, vendors and guests.

Equal Opportunity / Affirmative Action Statement

Flamingo Gardens is committed to equal employment both in principle and as a matter of policy. We have a policy of nondiscrimination in all aspects of employment/volunteerism, and we provide equal opportunity to all applicants/volunteers/employees without regard to race, creed, color, sex, age, national origin, religion, disability, citizenship, marital status, sexual orientation, gender identity, military or veteran status, or any other status protected by federal, state or local law.

Flamingo Gardens complies with the Americans with Disabilities Act and state and local laws designated to ensure equal opportunities to qualified individuals with disabilities. Flamingo Gardens also provides reasonable accommodation to individuals with disabilities. Qualified individuals with disabilities may always make requests for reasonable accommodations to the Volunteer Department.

Discrimination / Harassment

It is Flamingo Gardens' policy to provide a work environment free from discrimination and harassment, whether committed by management personnel, other volunteers, or third parties (including vendors and guests). Discrimination and harassment can take many forms and be based on a number of factors including, but not limited to, race, color, sex, pregnancy, age, national origin, religion, physical or mental disability, citizenship, marital status, sexual orientation, gender identity, military or veteran status, or any other status protected by federal, state or local laws. Harassment and discrimination can include jokes, offensive remarks, slurs, or other verbal, written or inappropriate physical behavior based on a protected classification such as the factors listed above.

Flamingo Gardens has a zero-tolerance policy relative to any type of illegal discrimination or harassment. We will not tolerate harassment or discrimination of our employees or volunteers, whether the instigator is another employee, a customer, a client or a vendor. Complaints of harassment will be taken seriously and will be handled in a confidential manner to the extent possible. Prompt disciplinary action up to and including termination / separation will be taken against persons who are found to have engaged in harassment or discrimination or retaliated against persons who either made complaints of harassment or discrimination or who provided information related to complaints of harassment or discrimination.

Workplace Violence Prevention

Flamingo Gardens recognizes that violence in the workplace is growing nationwide problem necessitating a considered response by employers. The costs

of workplace violence are great, both in human and financial terms. We believe that the safety and security of Flamingo Gardens' employees and volunteers are paramount. Therefore, the company has adopted this policy regarding workplace violence.

Acts of threat or violence, including intimidation, harassment, and/or coercion that involve or affect the company or that occur on company property or in the conduct of company business will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in company operations, including, but not limited to, employees, volunteers, guests and vendors. Violations of this policy by any individual will lead to disciplinary and/or legal action as appropriate, up to and including termination.

This policy is intended to bring the company into compliance with existing legal provisions requiring employers to provide a safe workplace. The policy is not intended to create any obligations beyond those required by existing law.

Workplace violence is defined as any conduct that is not necessarily intended to be hostile or violent but may be construed as a threat and thus violative of the company's policy. Specific examples of conduct that may constitute threats or acts of violence under this policy include, but are not limited to, the following.

1. Threats or acts of physical or aggressive contact directed toward another individual;
2. Threats or acts of physical harm directed toward an individual or his/her family, friends, associates or property;
3. The intentional destruction or threat of destruction of the company's property or another person's property;
4. Harassing or threatening phone calls;
5. Surveillance;
6. Stalking;
7. Veiled threats of physical harm or similar intimidation; and
8. Any conduct resulting in the conviction under any criminal code provision relating to violence or threats of violence that adversely affects the company's legitimate business interests. Workplace violence does not refer to occasional comments of a socially acceptable nature. These comments may include references to legitimate sporting activities, popular

entertainment or current events. Rather, it refers to behavior that is personally offensive, threatening or intimidating.

Any person who engages in a threat or violent act on company property may be removed from the premises as quickly as safety permits and may be required, at the company's discretion, to remain off company premises pending the outcome of an investigation of the incident. When threats are made or acts of violence are committed by an employee/volunteer, a judgement will be made by Flamingo Gardens as to what actions are appropriate, including possible medical evaluation and/or disciplinary action. Once a threat has been substantiated, it is the company's policy to put the threat maker on notice that he/she will be held accountable for his/her actions and then implement a decisive and appropriate response. Under this policy, decisions may be needed to prevent a threat from being carried out, a violent act from occurring, or a life-threatening situation from developing. No existing policy or procedure of the company should be interpreted in a manner that prevents the making of these necessary decisions.

The company also prohibits weapons of any type (i.e., knives, firearms, etc.) on company property at any time unless in the hands of authorized security personnel or police. Under no circumstances will any employee be allowed to hold or store a weapon on the company's premises (with certain exceptions under Florida law). Violation of this policy will result in disciplinary action, up to and including termination of your volunteer position.

Volunteer Program Operations

Recruitment

Prospective volunteers can be found in all types of places. We field calls and emails from interested people on a regular basis, use local media and community events, and of course rely on experienced volunteers to put out the word. A personal invitation to volunteer, by a volunteer, is always most effective! Prospects may be referred to the website or to the Volunteer Coordinator for more information.

Informational Sessions

Once a month we invite interested persons to attend a Volunteer Orientation. This is a chance to meet staff, learn about the volunteer opportunities, get a tour of the gardens and decide whether this is the opportunity they desire. Please contact the Volunteer department for dates and times.

Volunteer Perks

Parking

Flamingo Gardens makes every effort to provide and maintain free parking that is convenient, clean and safe. Volunteers should use the guest parking areas located at the front of the Gardens unless otherwise indicated by a supervisor. Volunteers using all parking assume the risk of property damage or theft. Please beware of the free-roaming peacocks, and proceed at the posted speed limits, being careful to avoid wildlife.

Admission

- Upon completion of 35 hours in a calendar year, volunteers are eligible to request two (2) guest passes to Flamingo Gardens through the Volunteer Coordinator. Volunteers are also eligible to receive a Volunteer t-shirt (if available).
- Upon completion of 100 hours of service in a 12-month period, volunteers will receive a Family Membership to Flamingo Gardens (or their membership is extended for an additional year). Complimentary Family Memberships are good for 2 adults and up to 6 children under the age of 18. Volunteer Services will contact you to confirm the names that should be listed on your membership card. Membership cards will be mailed through Administration after the 1st of the next calendar month.

Recognition

- Volunteers who celebrate 50 hours of service in a 12-month period receive an invitation to the annual Volunteer Appreciation Luncheon in April.
- At 100 hours, volunteers will receive a Volunteer nametag.
- After completion of 500 hours of service, volunteers will receive a commemorative pin.
- Upon completion of 1000 hours of service, volunteers receive a Gold Volunteer nametag
- Upon lifetime completion of 2000+ hours of service, volunteers will receive a special award that highlights their hours of service.
- A volunteer is selected and/or nominated each month to be recognized on the website and social media as the “Volunteer of the Month”. This can be for length of service, a particularly outstanding action, etc., and volunteers may be recommended by Flamingo Gardens staff or guests.

Identification

Volunteer buttons are to be obtained at Guest Services.

Regardless of dress or uniform attire, volunteers are required to wear a volunteer button (or their nametag) at all times while performing their volunteer assignments on Flamingo Gardens grounds. Volunteer buttons should be returned to the receptacle at the end of your shift. Upon separation from volunteer service, volunteers will turn in any Identification Badges to the Volunteer coordinator.

Volunteer t-shirts are available for purchase from the Volunteer Coordinator.

Volunteer Opportunities

FOOD SERVICE – volunteers may assist in the Flamingo Café, The Orange, food truck or smoothie bar.

MAINTENANCE – volunteers may assist with set up / break down of events and meeting spaces. Collection of trash and feathers throughout park grounds.

General maintenance and cleaning duties. Cleaning of Koi Pond and Stream as directed.

ANIMAL CARE – volunteers must commit to a minimum of 150 hours of service to the animal care department, and be a minimum of 18 years of age. Under the direct supervision of Animal Care staff, volunteers will assist with cleaning of enclosures and cages, preparation of diets, laundry, serving as guides in different areas of the sanctuary, and other duties as assigned.

HORTICULTURE – volunteers will report directly to the Director of Horticulture. Duties include assistance in cataloging specimens, database work, weeding, invasive species removal, and other duties as assigned.

GUEST SERVICES – volunteers will assist in the gift shop with directing guests, answering questions, selling memberships, greeting guests and other duties as assigned.

GIFT SHOP – volunteers will assist with inventory, light cleaning, and on busy days may serve as an extra layer of security checking memberships and receipts as guests enter the gardens.

EDUCATION – volunteers will assist with school and camp tours, story time, etc. as directed by Education staff.

ORCHIDTEERS – volunteers install and maintain Orchid species throughout the gardens. Installation, cataloging, fertilizing and watering. Orchidteers meet every Thursday morning, and assigned volunteers also water/fertilize on Monday mornings.

WRAY HOME MUSEUM – volunteers will give guided tours of the historic Wray Home museum, informing guests of the rich history of Flamingo Gardens. Encourage all guests to sign the guest book and maintain a log of the daily number of visitors through the museum. Assist with collection inventory under the direction of the museum curator, light cleaning, and collection of donations. Follow procedures for opening and closing the museum daily. Wray Home Guides work a set schedule.

SPECIAL EVENTS – volunteers will assist with set up, staffing and clean up for special garden event weekends and after-hours events.

Additional volunteer assignments are added on an ongoing basis. Please refer to the website or contact the Volunteer Coordinator with inquiries or suggestions.

Volunteer Responsibilities

Dress and Appearance

Appropriate dress and personal hygiene play an important part in promoting a positive image of Flamingo Gardens.

Flamingo Gardens recognizes that personal appearance is an important element of self-expression. The following attire is not acceptable: short shorts, tank tops or spaghetti straps, stretch shorts.

Volunteers who fail to adhere to Flamingo Gardens' dress code guidelines will be asked to initiate appropriate solutions such as returning home to change clothes. Please consult the Volunteer Coordinator if you have questions as to what constitutes proper attire in your area.

All volunteers are required to wear close-toed shoes. Volunteers should dress appropriately for work outdoors, and occasionally in inclement weather.

Sunglasses are allowed, however when conducting programs with guests, sunglasses should be removed.

Cell phones or other electronic devices not associated with job duties are not allowed to be used while volunteering. Personal music players and radios are not allowed to be used while volunteering.

Smoking, Eating and Gum Chewing

Flamingo Gardens volunteers are expected to assume a professional demeanor while on and off duty, when wearing a volunteer shirt and/or nametag, or are otherwise identified as a Flamingo Gardens volunteer. Please do not smoke, eat or chew gum while volunteering.

Eating while on duty should be limited to a break from your assigned task.

Cell Phone Policy

Cell phones or other electronic devices not associated with job duties should not be used during work shifts. If a volunteer must take a personal call, they should do so out of sight of park guests. We understand that there will be assignments which include down-time. Should you find it necessary to use your cell phone, the expectation is that it be put away once guests are present.

Attendance

Volunteers that have not been assigned a set schedule should contact the Volunteer Department prior to their desired shift to alert them to their availability. Preference will be given to those that have communicated in advance, and once volunteer positions are filled for the day, no walk-ins will be accepted.

Some volunteers will be assigned a set schedule (for example Wray Home Guides). If unable to report to volunteer, or if the volunteer will be arriving late, please contact the Volunteer Coordinator or your supervisor to arrange for someone else to cover your position. Excessive absences and tardiness on set schedules will result in a review of your volunteer assignment or release from volunteer service.

Animal Care volunteers will be vetted by the Director of Animal Care prior to acceptance of their volunteer application. Their schedule will be dictated by the Animal Care department.

Horticulture volunteers will be vetted by the Director of Horticulture prior to acceptance of their volunteer application, and their schedule may be dictated by the Horticulture department.

Hours Reporting

It is vital that Flamingo Gardens has a record of the amount of time given by all volunteers. Recorded hours show that we have community support and are used

for grants and proposals, as well as for insurance purposes.

All volunteers will have a personal log sheet for their hours, filed alphabetically by last name at Guest Services (with the exception of Animal Care, the Wray Home Museum, Education and Orchidteers who will keep their log book in their respective areas). Upon arrival at Flamingo Gardens, volunteers will locate their log and record the date, assignment and time at their arrival. Upon completion of their shift, volunteers should again record their departure time. *Normal travel time to and from Flamingo Gardens is not to be recorded as creditable time.*

Please note that time should be recorded in quarter-hour increments (i.e.: 10:15, 10:30, 10:45, 11:00).

Students that are completing service towards their high school service requirements should also log their hours on the form provided by their school. A representative from the Volunteer department can sign off on hours so long as they match what has been logged in their personal log sheet.

If at any time a volunteer needs documentation of their service hours, those can be requested from the Volunteer department.

Court Ordered Community Service

Flamingo Gardens accepts individuals completing court-ordered community service hours for most violations with the exception of theft and any crimes committed against children. Those individuals completing court ordered community service will complete an alternate volunteer application and follow the same procedures for logging their volunteer hours on site. Court ordered community service volunteers should take care to accurately record their hours on the form provided by the court and make sure that it matches what is recorded at Flamingo Gardens. When documentation is requested by Probation from the Volunteer department, we cannot be held responsible if it is not the same as what the volunteer reported to their probation officer. Court Ordered volunteers are not eligible for the recognition event and membership perks until their ordered service is complete.

Personal Status Changes

Please promptly notify the Volunteer department of any address, name or phone number changes. Also inform of any change to emergency contact information. The health and safety of our volunteers is a top priority for the Volunteer department.

Personal Conduct

Flamingo Gardens has established a standard of behavior that is required of all volunteers. It is our policy that volunteers maintain an environment that fosters mutual respect, cooperation and teamwork, and that promotes civil and congenial relationships among employees, volunteers and guests and is free from all forms of harassment/ discrimination and violence.

Volunteers who exhibit behaviors considered unacceptable, as well as engage in any other conduct deemed unacceptable, including retaliatory acts of any kind, are subject to disciplinary action up to and including release from volunteer service with or without an opportunity for corrective action.

Volunteer placement at Flamingo Gardens is based on mutual consent and both the volunteer and Flamingo Gardens have the right to release the volunteer from his/her assignment for any reason/ no reason, with or without cause or advanced notice.

Breaks

Volunteers are asked to use good judgment as to appropriateness of taking breaks based on the type of activity in which they are involved. See the related information regarding smoking, eating and gum. Volunteers are public representatives and as such are expected to maintain a polite and professional attitude with guests and staff at all times.

Personal Property

Personal property is the responsibility of the volunteer. Flamingo Gardens does not accept responsibility for lost, stolen, or damaged property. Personal items may be stored in the lockers located next to the time clock in the Gift Shop building on a first-come, first serve basis. Volunteers are responsible for providing their own lock.

Interaction with Guests

Flamingo Gardens volunteers are often on the front line for addressing visitor concerns and problems. As an ambassador of the gardens, it is important to do your best when responding to their needs.

Complaints – Guests sometimes just need to “vent”; to air complaints to someone that will listen. Be patient and listen. Understand their point of view.

Answer/Explain/Resolve if possible or find a staff member who can assist.

Misconduct – Minor incidents (i.e., harassing the peacocks, picking up feathers, touching the museum pieces) should be addressed with sensitivity. Rather than policing with “dont’s”, try explaining the effect of their actions and encourage more appropriate conduct. Behavior which endangers a visitor, one of the animals or the botanical collection should be dealt with immediately. If the situation cannot be handled safely by you, or if you feel uncomfortable doing so, find or call a staff person. Always report any situations to the Volunteer Department, even if you handled them yourself.

General Volunteer Policies

Flamingo Gardens is committed to protecting the safety, health and well-being of all guests, employees and volunteers. We recognize that drug and alcohol abuse can threaten these goals. Therefore, we have established a Drug and Alcohol-Free Workplace Policy to provide employees and volunteers with guidelines for handling the use of drugs, alcohol and other controlled substances. This policy applies to all volunteers whether on or off Flamingo Gardens property, including parking areas, while representing or conducting business for the gardens during

your volunteer shift, during Flamingo Gardens-sponsored events, in meetings, and while in a Flamingo Gardens vehicle.

Prohibited Behavior

Smoking is not permitted on the company's premises. All smoking must be outside the gates (i.e., parking lot).

It is Flamingo Gardens policy to provide a drug-free working environment that is both safe for our employees/volunteers and guests, and conducive to efficient and productive work standards. It is against the company policy for any employee/volunteer to be under the influence of or in possession of any prohibited substance, including alcohol at work, on the company's premises or at any time while conducting company business.

Consequences

If a volunteer violates the policy, he/she will be subject to disciplinary action, up to and including release from volunteer service.

Confidential and Proprietary Information

Throughout your volunteer service with Flamingo Gardens, you may create, discover, or receive proprietary and/or confidential information. You should assume that all non-public or unpublished information relating to Flamingo Gardens and its visitors is confidential. If there is a question of whether certain information is considered confidential, you should check with your supervisor or the Volunteer Coordinator.

Media Inquiries, Interviews, Speeches and Articles

Flamingo Gardens' Administration is responsible for dealing directly with the media, which includes but is not limited to all news media outlets, national or local newspapers, magazines, journalists, authors, radio and television stations, and Internet-based media outlets.

If a volunteer is approached or contacted by a media representative, they should immediately refer the inquiry to Administration for review prior to granting an interview or releasing any information.

All volunteers should be cognizant of any situation where they may be identified by their affiliation with Flamingo Gardens, so as to ensure that the integrity and reputation of the organization are not compromised, and to prevent all conflicts of interest. If you are unclear as to whether or not your participation with a media outlet is permissible, you should promptly contact Administration to obtain approval prior to granting any media interviews.

Solicitation

To assume a productive work environment, Flamingo Gardens prohibits oral solicitations and distributions of information/materials on our premises. Volunteers are not to solicit or be solicited during their working time for any purpose. Additionally, Flamingo Gardens assets such as bulletin boards, email, telephones, computers, walkie-talkies, copiers, stationery and meeting rooms are not to be used for solicitation purposes. Political or other campaign buttons, clothing, etc. should not be worn or displayed by volunteers during their shifts.

Use of Flamingo Gardens Property

Flamingo Gardens provides its volunteers with the appropriate equipment needed to perform their volunteer assignments. Because this equipment is Flamingo Gardens property, volunteers are expected to use this equipment solely for Flamingo Gardens business purposes. Flamingo Gardens property is defined as any piece of equipment, furnishing, vehicle, building or supply leased, owned, donated and in the custodial care of Flamingo Gardens. When using such property, volunteers are expected to exercise care and follow all operating instructions, safety standards, and guidelines. Please notify your supervisor if any equipment appears to be damaged, defective, or in need of repair, and do not continue to use.

Personal use of all Flamingo Gardens' property and business equipment, including but not limited to telephone systems, computers and copy/fax machines should be reasonable and kept to a minimum.

Telephone and Electronic Communications System

Flamingo Gardens may provide volunteers with appropriate information systems access as needed in their collaboration with Flamingo Gardens. No unauthorized use of computer hardware or software is permitted.

Social Media

Flamingo Gardens' Facebook, Instagram, and other social media accounts offer a unique and creative way for us to participate in authentic discussions with the public. By creating and engaging in social media, Flamingo Gardens hopes to take a creative and proactive approach to assisting its visitors, donors, members and volunteers. Websites, blogs and social media pages that serve as a public voice of Flamingo Gardens will be created and managed by Administration. The Volunteer department maintains a dedicated page on the Flamingo Gardens website which we encourage volunteers to visit to keep up to date with current opportunities, announcements, etc.

Inclement Weather and Emergency Closings

Infrequently, emergencies (such as severe weather, fire, power failure, hurricanes) can disrupt Flamingo Gardens operations. While it is our policy to remain open during most periods of inclement weather and maintain normal work hours whenever possible, where extraordinary circumstances warrant, Flamingo Gardens reserves the right to close the garden to the public, its employees and/or volunteers.

In the event that there is imminent danger from severe weather, please alert guests to the closest indoor facility (gift shop, Gallery, Wray Home museum).

In the event of fire, please direct guests to the nearest exit.

In the event of an escaped animal (alligator, bear, panther, bobcat and/or otter), the Director or Curator of Wildlife should be notified immediately; if you are in the vicinity, find an employee immediately and have them radio for the Director. Provide the location, which animal, and if any staff are already involved. Park visitors and volunteers should be removed from the general location of the animal; any volunteers in the vicinity should facilitate this evacuation to a secure location (Gallery, Wray Home, Gift shop, or outside the closed front gate) and remain with the guests until instructed of all clear.

Safety

Safety is to be given primary importance in every aspect of planning and performing all Flamingo Gardens' activities. We want to protect you against injury and illness, as well as minimize the potential loss of production. Please report all injuries, no matter how slight to the Volunteer Coordinator immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. Additional safety procedures may be posted in work areas:

- Avoid overloading electrical outlets with too many appliances or machines;
- Use flammable items, such as cleaning fluids, with extreme caution;
- Keep hands and feet inside while on moving golf carts/tram/etc (either as a driver or passenger);
- Walk – don't run;
- Report to the Volunteer Coordinator if you or another volunteer becomes ill or is injured;
- Ask for assistance when lifting or moving heavy objects;
- Wear or use appropriate safety equipment as required in your volunteer job;
- Avoid "horseplay" or practical jokes;
- Start work on any machine only after safety procedures and requirements have been explained (and you understand them);
- Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, hearing protectors, etc., in designated areas or when working on an operation which requires their use.
- Keep your work area clean and orderly;

- Stack material only to safe heights;
- Watch out for the safety of fellow volunteers;
- Use the right tool for the job, and use it correctly;
- Operate motorized equipment only if authorized by your manager;
- Seat belts must be worn by the driver and all occupants while operating all company vehicles and/or personal vehicles used on company-related business.

Guest/Volunteer Injury/Illness/Accident

All injuries, regardless of how minor they may be, must be reported to the Volunteer Coordinator immediately, and if necessary, should be attended to by a physician as soon as possible. The Volunteer department will assist you in completing an Incident Report.

First Aid kits are located at Administration, Café, Tram Station and Food Truck.

- **First Aid should be self-administered or, in the case of a child, by a parent / teacher / chaperone / leader**

If there is a hazard on the park grounds, report it to Maintenance immediately.

DO NOT:

- Offer to take a person to the hospital or doctor
- Offer any money or monetary compensation

Recycling

Flamingo Gardens undertakes many efforts to reduce its carbon footprint and impact on the environment. Flamingo Gardens provides collection of recyclable materials through containers readily available throughout the property. You are expected to embrace this philosophy to join in recycling efforts.

Operating Hours

Flamingo Gardens is open Monday through Sunday, from 9:30am to 5pm, every day of the year except Thanksgiving and Christmas. Occasional extended hours may occur for special events.

Volunteer Management Practices

Conflict Resolution Procedures

Flamingo Gardens recognizes that conflicts or misunderstandings may arise in the course of working relationships. We wish to be responsive to our volunteers and their concerns. Therefore, a volunteer who has a conflict with another volunteer or staff member which they cannot remedy on their own is encouraged to bring the issue to the Volunteer Coordinator. The Volunteer Coordinator may meet with the parties directly involved to facilitate a resolution. They may gather further information from the volunteer, supervisor(s) involved, and any other relevant individuals as necessary. The Volunteer Coordinator will make every attempt to mitigate a resolution between both parties that results in a restoration of a positive working relationship.

Discipline and Corrective Action

A volunteer may be placed on corrective disciplinary action for significant behavioral or performance deficiencies which are determined to be within the volunteer's ability and intent to correct. Flamingo Gardens' corrective action process provides a framework for you and your supervisor to resolve concerns related to unsatisfactory performance, poor attendance, and inappropriate / unprofessional conduct.

Based upon the severity or totality of the concerns, Flamingo Gardens may choose to bypass any or all corrective action steps and immediately end your volunteer assignment, or may do so if a volunteer fails to demonstrate immediate and sustained improvement.

When a concern arises, the volunteer's supervisor and the Volunteer Coordinator will determine the appropriate action to take depending on the circumstances and document in one of the following ways:

- Verbal/written warning
- Suspension of volunteer service – a volunteer may be temporarily suspended from volunteer service while a serious matter is investigated (i.e., theft, fraud, violent or threatening behavior, security concerns, etc.).
- Release from volunteer service – either immediate or after a form of corrective action has been issued.



REVIEW OF FLAMINGO GARDENS HANDBOOK

Instructions:

Please read carefully and initial each statement, then sign this acknowledgement accordingly. After completion, please return this sheet to the Volunteer Coordinator.

I have received a copy (printed or digital) of the Flamingo Gardens Volunteer Handbook and acknowledge my obligation to read, understand, and comply with its contents.

Initials _____

I understand that failure to observe the Flamingo Gardens Volunteer Handbook will result in discipline up to and including termination of volunteer opportunity.

Initials _____

I understand that the Flamingo Gardens Volunteer Handbook is intended to provide an overview and does not necessarily represent all such policies in force. Flamingo Gardens may at any time add, change, or rescind any policy or practice at its sole discretion.

Initials _____

Printed Name _____

Signature _____

Date _____

Volunteer Coordinator Signature _____ Date _____