



OlivewoodTM

Gardens & Learning Center

Volunteer Manual



Last Updated: Jan, 2022

Welcome

On behalf of Olivewood Gardens and Learning Center staff, volunteers, donors, and program participants, thank you for your interest in supporting our mission to inspire youth and adults to be healthy and active citizens through organic gardening, nutrition education, and environmental stewardship. Volunteers are an integral part of our programs' success and execution. We could not do this without the support of good people like yourself. We value your time, energy, passion, and desire to contribute to the vitality of our organization and community.

This volunteer manual will provide you with all the resources and information for a great volunteer experience. Please read it carefully.



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Contact Us

Volunteer Coordinator

Jacqueline Ante

jacqueline@olivewoodgardens.org

Office: (619) 434-4281 (calls only)

- Email is the preferred means of contacting the volunteer coordinator.

Location, Parking, & Office Hours

Olivewood Gardens & Learning Center

2525 N Ave, National City, CA 91950

Parking

Please park on the street and be mindful not to block our neighbors' driveways. Olivewood shares a small parking lot with our parent organization, The International Community Foundation (ICF), and their offices are located in the small house near the dirt parking lot. As a courtesy to our peers, we ask that you first look for parking along the street before utilizing the ICF parking lot.

Olivewood Office

Olivewood's office is located behind the large Victorian house in the former pool house. Please follow the path through the garden to the house driveway, and you will see a sign for the pool house.

Office Hours

Monday – Friday: 8:30 a.m. - 4:00 p.m.

About Olivewood

The Olivewood Team



Executive Director	Jen Nation
Facilities and Garden Manager.....	Leonard Vargas
Director of Programs	Hope Zabronsky
Director of Development	Claire Groebner
Schools Coordinator.....	Angelica Gastelum
Volunteer Coordinator	Jacqueline Ante
Special Project Coordinator.....	Rocina Lizarraga
Cooking for Salud Coordinator.....	Patty Corona
Nutrition Educator-Children’s programs.....	Morgan Harris
Nutrition educator and special events for teens-Adult program....	Ellyse Briand
Garden Support.....	Octavio Rodriguez
Environmental Educator	Sarah Suarez
Assistant Gardener	Adan Teposte
Account Coordinator.....	Monica Lim
Development Coordinator.....	Taylor Garcia
Garden Support Manager.....	Jeni Barajas
School Garden Specialist.....	Alyssa Zurita
Environmental Education Specialist-Schools Based.....	Kelsey Penington
Environmental Education Specialist-Schools Based.....	Sabrina Heilmer

Olivewood Gardens Mission, Vision, & Core Values

Mission:

The mission of Olivewood Gardens & Learning Center is to inspire youth and adults to be healthy and active citizens through organic gardening, environmental education, and nutrition education.

Vision:

A community free of diet-related health conditions and a thriving environment.

Core Values:

Equity - Inclusive and culturally responsive, we are committed to acting with respect, openness, and a desire to understand, value, and support our community.

Integrity - Guided by honesty, loyalty, and a commitment to confidentiality, Olivewood Gardens is responsive and respectful to the needs of all program participants, guests, volunteers, donors, and staff. We pride ourselves in doing what we say we are going to do and creating a safe space for our community.

Transformative - Using innovative and data-driven approaches, Olivewood's activities create deep, impactful, and sustainable change.

Community - Olivewood welcomes all residents of National City, south San Diego, and beyond. Our kitchen and garden are inclusive to all, and reflect the warmth of the community we serve.

Health - Olivewood's programs are centered on wellness and health. We serve as a resource for people looking to live a healthier lifestyle.

History

National City is a diverse, vibrant, and engaging community with a rich history of which we are proud to be a part. The large Victorian house on the property was built in 1896 by Oliver H. Noyes, an early resident who encouraged his friends and business associates to build in National City. An emerging city with thriving olive and lemon orchards, tremendous wealth, and the possibility of the railroad. At one time, National City had more Victorian buildings than anywhere else in the nation. The house has only been owned by three families—the Noyes, the Newlans, and the Waltons. During the 1980s, the Waltons updated the house and started the beautiful organic gardens we use today.

In 2006, Christy and John Walton donated their former home and garden to the International Community Foundation (ICF) with the goal of leveraging the property to engage, grow, and promote healthy communities and dialogue through civic engagement and philanthropy in the San Diego-Baja California region.

In 2007, the ICF established The ICF Center for Cross-Border Philanthropy (“The Center”) to maximize the full potential of the Walton’s gift. “The Center” was later renamed Olivewood Gardens & Learning Center, giving homage to the trees planted by the city founders. In March 2010, Olivewood began their children’s nutrition education program in partnership with Chef Julie Darling. Since then, our programs have expanded to include adults, families, and community members throughout San Diego County. Together, we have transformed the Walton’s donation into a space where hundreds of children, adults, families, chefs, volunteers, and community members have created meaningful change through good nutrition, environmental stewardship, learning, and love.

International Community Foundation (ICF)

The International Community Foundation, located at 2505 ‘N’ Ave, is a 501(c) 3 nonprofit and the parent organization of Olivewood Gardens. Their offices are located in the small house at the end of our parking area. The

mission of the International Community Foundation is to inspire international charitable giving by U.S. donors, with an emphasis on Mexico and Latin America. The International Community Foundation seeks to increase health, education and environmental grant-making to local organizations in Mexico and Latin America, with the goal of strengthening civil society and promoting sustainable communities.

Volunteers & Interns

Volunteers and interns support much of Olivewood's programming, assist in administrative tasks, and help our gardens thrive. Olivewood defines volunteers as persons who freely offer their time and skills in support of our programs and mission. Volunteers donate their time at will and at the discretion of Olivewood. Program interns (college/university/trade school) have entered an agreement with Olivewood to volunteer a set number of hours over the course of 1-2 semesters. High school interns also sign an agreement to follow set learning objectives over the course of a single semester. In this Manual, the terms "volunteer" and "volunteering" include both volunteers and interns except where noted.

Volunteers

Getting Started

Thank you so much for your interest in volunteering! Volunteers are an integral part of our programs and organization. Please take a moment to read through our programs guide and see what area(s) you are interested in supporting. We accept all volunteers 15 years of age and older. Volunteers under 18 years of age must have written consent from a parent or guardian in order to volunteer.

1. Fill out a volunteer application at:
<http://www.olivewoodgardens.org/get-involved/sign-up-to-volunteer/volunteer-application/>
2. After reviewing your application, the volunteer coordinator will contact you via email to set up an interview/volunteer orientation. In this training, the volunteer coordinator will go

over our programs and policies, give you a tour of the facilities, and schedule any additional trainings.

3. Complete paperwork and background check (required for volunteers 18 years old and older.) There is a \$16 fee for the background check. Financial assistance is available to cover this fee. For more information, please contact the volunteer coordinator.
4. Shadow a program. Required for children's program and cooking classes volunteers only.
5. Schedule your first shift!

Scheduling a Volunteer Shift

_____ Volunteer opportunities are posted on our website calendar and listed in "Garden Givers," our monthly volunteer newsletter. Occasionally, the volunteer coordinator will email volunteers with opportunities. The easiest way to schedule a volunteer shift is to look at the calendar, select a date/program you would like to assist, and contact the volunteer coordinator.

Timesheets

Maintaining proper records of volunteer hours is essential to our organization. All volunteers have timesheets that are maintained in the binders on the table outside the main office. We ask that all volunteers record their volunteer hours on their timesheet as accurately as possible each time they volunteer.

Internships

Olivewood offers interns a formal work experience and learning arrangement where they can develop skills relevant to their course of study, professional goals, and educational objectives while learning about food justice, organic gardening, and community engagement. Our internships are open to students currently enrolled in a high school/college/university/trade school program of study. We currently offer unique high school internship opportunities each semester as well as ongoing opportunities for college/university students in our adult and

children's programs. Interns will learn real-world skills and gain hands-on experience working at a non-profit organization while earning school credit.

High School Internships (Application process is announced via Sweetwater HS)

Urban Agriculture (Fall)

Garden to Kitchen internship (Spring)

Program Internships (College/University/Trade School)

Assistant Educator Garden & Outdoor Science (children's field trips)

Assistant Educator Nutrition Instruction (children's field trips)

Sustainable Urban Agriculture internship

Program Support Internship

Marketing Internship

And More!

Applying to Program Internships

1. Check the website for internships and application dates.
2. Email a letter of interest and resume to the volunteer coordinator.
3. Volunteer coordinator will email to set up an interview.
4. Fill out the volunteer application online and bring completed liability waiver to interview.
5. Attend interview (fill out background check & pay \$16)
6. Orientation and schedule finalization
7. Shadow a program
8. Begin!

[Policies & Procedures](#)

(Please read this is important information)

Interacting with Children

_____Volunteers, interns, and employees must take particular care when interacting with children. Avoid touching students unless necessary, and always ask the child's permission first with phrases like, "Is it ok if I touch your hands in order to show you how to prepare this ingredient," or "would you mind if I move in closer so I can show you how to use this tool properly." Occasionally, children may want to hug you or hold your hand for guidance through the garden, be mindful of children's space, and do not ask for hugs or physical contact that is not necessary or engage in inappropriate physical contact. Be sure that all interactions with children are visible to other adults and **never be alone with a child**. Have the student's teacher or parent volunteer escort students to the restroom or other areas of the garden.

Anti-Bullying & Intimidation Policy

Olivewood strives to provide students and program participants with a safe learning environment free from emotional or physical harm and where everyone is treated equally with respect. You may witness a student(s), volunteer, program participant physically or emotionally bully another. We have a 0% tolerance policy for bullying and intimidation this includes comments about race, sex, sexual orientation, gender expression or identity, age, mental or physical disability, parental status, religion, physical appearance, and any other disparaging remarks. If you witness anyone physically or emotionally bullying, harassing, or intimidating another person, please report the incident to a staff member as soon as possible.

Confidentiality & Social Media

Confidentiality

All information concerning Olivewood Gardens students, volunteers, financial data, business records, and employees is confidential . No information should be shared or released without express permission. This includes contact information from visitor sign-in sheets, volunteer sign in sheets, or any program. All curriculums, lesson plans, and teaching materials are also considered proprietary and confidential. They cannot be used or replicated without permission.

Social Media

Posting program participant information and/or images on personal social media is prohibited. Volunteers and interns may not disclose identifiable information about program participants on personal social media. You may not take pictures of children or adult participants for personal use or possible gain on social media. Photo release forms are valid only for Olivewood Gardens & Learning Center and do not cover personal social media usage.

Attendance & Punctuality

Volunteers and interns are essential to the delivery and success of our programs, and it is extremely important that you are on time and prepared for your shift. Please contact the volunteer coordinator as soon as possible if you will be absent from a scheduled shift.

Illness

Under no circumstances should you volunteer if you are sick or unwell. Please call/email the volunteer coordinator as soon as possible if you are unable to make your scheduled shift, so she can find another volunteer to substitute. We care about your health and wellness, and we prefer you to rest and recover rather than potentially infect other volunteers, program participants, and employees.

Cancellation

In the event an event or program is cancelled due to weather conditions or other circumstance, you will be notified as soon as possible.

Dress Code

Please wear your nametag at all times when you are on the property volunteering. Please note that the dress code may differ for certain events. For most programs, please wear closed toe shoes and clothing suitable for working in the garden or kitchen area - long pants, shorts, skirts, or dresses. Please refrain from wearing offensive or inappropriate clothing - shirts with offensive slogans or sayings, revealing clothing, and other items unsuitable for the garden. If you are volunteering in the kitchen, hair that

touches the shoulders must be tied back, and if you are wearing nailpolish, it must be chip free.

Safety

Volunteers are responsible for supporting efforts to promote safe working conditions and behaviors. This includes reporting any unsafe work conditions to the volunteer coordinator or program director, and looking out for program participants' safety at all times. For safety reasons, please wear your nametag at all times when you are on the property volunteering.

Accident Reporting

Volunteers must report all personal injuries and incidents to the Volunteer Coordinator or another appropriate employee. If you (volunteer/intern) or a program participant is injured, inform an Olivewood employee immediately.

First Aid

We have first aid kits located in the kitchen, garden, and office. All program participant injuries should be treated by an accompanying adult or Olivewood representative and require an incident recording if they occur on Olivewood property. Volunteers who injure themselves and need first aid also must record any injury.

Emergency Plan

In case of emergency, please remain calm and remove yourself from the immediate area. All employees, volunteers, and program participants will gather in the upper garden area near the picnic tables and shed in the event of an emergency.

Drugs, Alcohol, & Smoking

____Olivewood Gardens & Learning Center is a smoke-free property and smoking is prohibited anywhere on our grounds.

Olivewood is a drug-free facility. We ask that you refrain from using intoxicants while volunteering in any capacity. Use of drugs or alcohol while volunteering is grounds for immediate dismissal.

Resignation & Termination

Volunteers and interns serve Olivewood Gardens at the sole discretion of the organization and may leave Olivewood at any time.

The following are grounds for termination of volunteer status or internship:

- Physical, sexual, or verbal harassment or abuse of any kind.
- Negligent or willful damage or destruction of property
- Unsafe behavior and/or endangering the safety of others.
- Volunteering under the influence of intoxicants or using controlled intoxicants while volunteering.
- Violation of the confidentiality and/or social media policy.
- Repeated tardiness, absenteeism, or not showing up for shifts.
- Unfriendly or uncooperative attitude in dealing with program attendees, staff, volunteers, or interns.
- Dishonesty or theft

Agreement of Policies & Procedures

I, _____ have read and understand the above policies and procedures for volunteers and interns at Olivewood Gardens and Learning Center. I understand that failure to comply with these policies and procedures can result in the termination of my internship agreement or disqualify me as a volunteer.

Volunteer Positions

Assistant Educator - Children's Field Trips

Description: Educator assistants support our Nutrition and Garden Science educators with lesson set up and delivery, student engagement, classroom management, and clean up. Duties are performed in a fast-paced outdoor or kitchen setting and require additional training.

Requirements: Volunteers must have availability between 8 am - 2:30 pm Monday - Wednesday and be able to commit to at least the entire duration of one field trip (2.5 - 3 hrs). Additionally, volunteers must have strong communication skills, experience working with children, and be able to maintain a good attitude in a fast paced learning environment.

Your First Shift

On your first shift volunteering with the children's or adult's program, we ask that you arrive early for additional training on the layout, lesson plan, and expectations for the day's program(s).

1. Please arrive 15 minutes early and report to the volunteer coordinator.
2. Sign-in your arrival time on your time record.
3. Receive your nametag and your Olivewood Volunteer t-shirt (if available).

Office Volunteer

Description: Volunteer will assist with administrative tasks - data entry, document preparation and organization, visitor communications, creating flyers, and other administrative tasks.

Requirements: Volunteers must have availability between the hours of 9 am - 4:30 pm and be able to commit 5-10 hours per month. Good

communication skills and basic computer knowledge (MS Word, Excel, Google Doc...) are required.

Garden Volunteer

Description: Garden volunteers will help maintain and beautify our gardens and surrounding areas by weeding, planting, mulching, composting, and assist with bed rotations under the direction of Olivewood's garden team.

Requirements: Volunteers must have availability between 9 am - 4:30 pm, Monday through Friday. Garden volunteers must be in good physical shape and able to bend, stoop, kneel, reach above shoulder level, carry supplies over uneven garden terrain, and lift 25-40lbs.

Volunteer Docent

Description: Volunteer docents lead our property tours every Thursday from 10 am - 11 am and our open house & property tour on the 4th Saturday of each month from 9 am - 11 am. Please note that training and materials are provided.

Requirements: Volunteers must be able to commit 1 ½ - 4 hours per month, possess strong verbal communication skills, and be comfortable talking to and leading groups of people. The ability to speak English or Spanish is a plus but not required for this position.

Special Events/Weekend Volunteers

Description: Special events and weekend volunteer opportunities take place outside of Olivewood's normal business hours, oftentimes weeknights or weekends, and are posted in our volunteer newsletter and on our website. These events may include cooking classes, tabling events outside of the garden, assisting with special programming and events, and other volunteer needs.

Requirements: Volunteers should have good social and communication skills, be flexible, and be able to commit at least 2 hours of service for each event.

In closing

Olivewood wanted to thank you for choosing to support our mission by volunteering your valuable time on our programs.

We will do our best to provide you with great volunteer experiences, resources and training. Please feel free to ask any questions while learning your volunteer role. Our Olivewood staff will be more than happy helping you.

With gratitude, the Olivewood Gardens Team

