

THE
ROSE
GARDEN
at Mesa Community College

In partnership with the Mesa-East Valley Rose Society

Volunteer Handbook

First Edition-2009

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Mission Statement

The Rose Garden at MCC is a living laboratory and a place of beauty that celebrates the rose as a national floral emblem, promotes education/community involvement, and attracts cultural events. The Garden provides a resource for partnership, volunteerism and the testing of new roses.

Vision

The Rose Garden at MCC will be a beautifully maintained garden that is inviting and open to all. It is a place of calm, beauty and learning as well as a venue that supports educational and community outreach activities to enhance the quality of life.

Values

Beauty

We celebrate our national flower emblem as a symbol of love, friendship, beauty and peace.

Community Collaboration

We actively pursue collaborative partnerships with the community. We value partnerships with the Mesa-East Valley Rose Society, the American Rose Society, the All-America Rose Selections, the American Public Gardens Association, our sponsors, donors, gardeners and volunteers.

Education

We value The Rose Garden at MCC as a living laboratory, promoting the culture of the rose. Horticulture and landscape students use the Garden in a wide range of educational experiences.

Culture

We foster The Rose Garden as a place that draws the public toward such events as art exhibits, music concerts, dance recitals and national patriotic celebrations.

Volunteer Program General Statement

“We come to The Rose Garden at MCC to care for the roses, and in so doing, come to care for each other.”

The Rose Garden at MCC provides a unique opportunity to learn about rose care in the Desert Southwest through volunteer activities.

The Rose Garden administration recognizes that organization and quality training are essential to a successful volunteer program.

As a volunteer in The Rose Garden at MCC participants can expect the following:

1. To participate in meaningful work that benefits one's self and The Rose Garden.
2. To receive accurate, valuable training and information on rose care.
3. To receive the benefit of up-to-date information and support from The Rose Garden website:
www.rosegardenatmcc.org
4. To be recognized both formally and informally for volunteer work contribution.
5. To be made aware of all information that directly affects one's work and area of responsibility.
6. To enhance skills through continuing education.
7. To earn more responsible assignments within The Rose Garden Volunteer Program.
8. To meet others with similar interests and develop new friendships.
9. To experience the joy that comes from sharing knowledge with The Rose Garden visitors, and helping them to appreciate the beauty of our national flower.

Volunteer Recognition Luncheon & Raffle

The work of Pruners, Deadheaders and all Volunteers is honored and celebrated at the annual free luncheon and raffle in The Rose Garden when winter pruning is finished.

All volunteers are acknowledged and will receive status based on the number of years they have served.

General Training for All Volunteers

All volunteers will be given a formal orientation to provide essential knowledge (including a brief history) of The Rose Garden at MCC, its mission, as well as the different jobs involved in its operation.

New volunteers will be given a garden tour to acquaint them with such things as bed layouts, signage, AARS Test Beds (including information about special restrictions), location of water hoses, electrical outlets, restrooms, emergency phone locations, first-aid location and the cold-water drinking fountain.

New Deadheader volunteers will be given a “Roses 101” class to acquaint them with some of the most basic information about roses and how to care for them in a desert environment.

Training will continue at monthly meetings to include presentations of new and timely information on roses.

Definition of Volunteer Positions In The Rose Garden at MCC

Deadheaders

The role of **Deadheader** is the foundation of the whole volunteer program for care of The Rose Garden at Mesa Community College (MCC).

These are people who contribute at least five hours per month to physically work in The Rose Garden at MCC and/or in a support position for The Rose Garden.

They have indicated their commitment either by signing up as a Deadheader with a specific bed assignment, or, as a Rover, who will spend five hours monthly, roving from bed to bed, deadheading as necessary.

Deadheaders and Rovers agree to record their volunteer hours on The Rose Garden at MCC database.

The Webmaster is available to help Deadheaders learn to access and use the database: www.rosegardenatmcc.org

Deadheader Job Description

1. Will contribute, and record on website database, at least five (5) volunteer hours per month to physically care for her/his assigned rose bed.

Other acceptable volunteer activities include:

- Hours spent in Mesa-East Valley Rose Society meetings and/or activities.
- Working on home rose garden.
- Rose garden work at other locations.

- Hours spent in study of roses. This might include classes through the Community Education Program, and/or personal study.
 - Support jobs necessary to carry out The Rose Garden activities such as bringing refreshments, making coffee or control of garden equipment.
 - A volunteer's drive time to and from The Rose Garden at MCC is not counted as volunteer time. However, volunteers are encouraged to keep a mileage record to qualify for a volunteer-related tax deduction under travel expenses. See website database for complete listing of all activities that can be counted as volunteer hours.
2. Will submit on website database:
www.rosegardenatmcc.org
 All hours volunteered. This data is vitally necessary for grant applications.
 3. Will submit onto database: (www.rosegardenatmcc.org)
 Problem areas in assigned rose bed, including: dryness, weeds and insects. This submitted data is automatically sent to MCC Maintenance officials and to key people on The Rose Garden at MCC Board of Directors.
 4. Will wear and bring proper equipment:
 - Bypass clippers and leather gloves.
 - Suitable clothing that will provide protection from scratches and the sun.
 - Deadheader button.
 - Parking permits (provided by college).
 5. Will program his/her cell phone (providing volunteer has one) with the Campus Security phone number: **(480) 461-7046**. Or, use one of the Campus Emergency phones which places the volunteer into direct contact with Campus Security who should respond within moments.
 6. Will report to **Volunteer Coordinator** any first-aid needs. For major emergencies, will use Campus Security phones to secure immediate help.

7. Optional Activity: Deadheader evaluation of Garden roses. Participating Deadheaders will keep a Rose Journal. Monthly, each volunteer will cut and take home three MCC Garden roses to evaluate using a provided form. The volunteer may take up to three of each variety. The volunteer is encouraged to make observational notes in his/her Rose Journal. These observations will be discussed in monthly meetings.

Rose Garden Pruners

These are people who respond to publicity appeals in January and February. They come to learn the proper method of pruning roses, and they return week-after-week to winter-prune roses in The Garden at MCC.

With their permission, the Registrar enters their names and contact information into The Rose Garden database. They can then receive e-mails about garden activities and their volunteer hours can become part of our total volunteer-hours record.

Some of these people are winter visitors who return annually.

We highly value the time and commitment that Rose Garden Pruners spend in our garden, and we will keep them informed of activities by e-mail or phone as long as they wish.

MCC students, who are earning their community-service hours, are another valued source of volunteers.

Volunteer Coordinator

1. Has overall responsibility for seeing that the Volunteer Program in The Rose Garden runs smoothly.
2. Conducts "*Third-Saturday-of-the-Month*" meetings in the Rose Garden.
3. Interviews new-volunteer candidates and helps them determine where their talents and The Rose Garden's needs come together.

4. Assigns volunteers to specific beds in The Rose Garden for individual care.
5. Keeps volunteers informed by regular electronic-mail messages.
6. Feeds Publicity Chairperson with information for publicity releases.
7. Works closely with Publicity Chairperson prior to times of intense need for additional volunteer help (late September and months of January-February).
8. Serves on The Rose Garden at MCC Board of Directors to maintain close relationship with college officials, thereby supporting the long-standing college-rosarian partnership.
9. Maintains a close contact with the MEVRS leadership.
10. Serves as one of three Rose Garden Directors responsible for seeing that The Rose Garden is fulfilling its stated mission.
(The other two Garden Directors are the Garden Architect and the Garden Curator.

Rose Garden Curator & Assistant

Most of the rose collection in The Rose Garden at MCC has been donated by nurseries and growers. This has happened because of the positive relationships so carefully established through the years.

It is imperative that the Curator continues to carefully nurture these relationships.

1. Annually new rose bushes are selected to be added to the collection in The Rose Garden at MCC. This involves working with the Garden Architect to evaluate the present collection.
A determination is made about replacing roses that died and/or did not live up to expectations.

2. The Garden Curator and Assistant study growers' catalogues, keeping abreast of new roses that are coming onto the market.
3. The Curator makes it her/his responsibility to read the ARS magazine, "*The American Rose*" for reviews and opinions about different rose varieties. Bound copies of "*The American Rose*" are available in the Paul Elsner Library at MCC.
4. The Curator and Assistant write letters to many nurseries requesting donations of specific rose varieties for the MCC Rose Garden in order to fulfill the mission of maintaining an up-to-date complete collection.
5. The Curator and Assistant will keep records of those contacted, what was requested and the responses that were made.
6. Follow-up calls will be made. Thank-you notes will be written.
7. The Curator, with the Garden Architect, plans for, and sees that the Garden's signage is up-to-date, ordered and placed.
8. With the Garden Architect, the Curator helps select new trees.

Registrar

1. This position is designed for a "people-person," whose job it is to make volunteers feel welcome and important.
2. Will collect and record volunteer hours on the database during regular monthly meetings each third Saturday of the month. Also, records hours during January and February pruning sessions.
3. Volunteer hour recording is a critical function because it aids in grant development.
4. Greets volunteers.
5. The Registrar circulates a sign-up sheet at monthly meetings to obtain current e-mail and telephone information.
6. Interprets unclear handwriting.
7. For established Deadheaders, checks off names.

8. The Registrar will remove (at their request) a volunteer's name from the database.

Webmaster

1. Provides and maintains a web presence in support of the Deadheaders' activities at www.rosegardenatmcc.org. The Rose Garden Web is hosted on the MCC domain. It includes:
 - a) About Us
 - b) Garden Background
 - c) Deadheaders Database
 - d) News/Upcoming Events
 - e) Roses in Your Bed
 - f) Garden Photo Gallery
 - g) Garden Blog
 - h) Resources
 - i) Links
 - j) Lost and Found.
2. Ensures all sensitive areas of the site containing member information and member photos are login protected and under secure SSL control.
3. Provides and maintains The Rose Garden pages on the MCC site, ensuring that content is timely and appropriate for that site's audience. All work performed on the MCC site must conform to the college's standards. The Board must approve additions/changes to these pages. The college provides any needed tools.
4. Provides and maintains a secure database, accessible through the Deadheaders' Database on www.rosegardenatmcc.org, allowing The Garden volunteers to log and keep track of their hours in such areas as:
 - a) Worked in Rose Garden at MCC on regular meeting day
 - b) Worked in The Rose Garden at MCC on non meeting day
 - c) Walked through The Rose Garden at MCC

- d) Attended rose related meeting
 - e) Worked in personal garden
 - f) Reading/studying about roses
 - g) Rose related training
 - h) Bought roses or rose care products
 - i) Worked in additional Deadheader position
5. Through the logging of hours, allows Deadheaders to automatically report garden bed needs to key persons, covering needs such as:
 - a) More water
 - b) De-weeding
 - c) Fertilizing
 - d) Spraying for bugs
 - e) Dead rose bush replaced
 6. Ensures each login authorization type has adequate database requests to assist in their role.
 7. Promotes use of website at monthly Garden Deadheaders meetings, and as needed, assists new members in creating their login.
 8. Is a member of The Rose Garden Board of Directors, where direction is provided regarding additions/changes to both sites.

Telephone Manager/Member Contact

1. This person will telephone those who do not have e-mail, to inform them about The Rose Garden activities.
2. Works as point-of-contact person who will be notified of member illnesses.
3. Will mail greeting cards.
4. A budget is supplied for the cards/stamps.

Membership Envoy

1. Is “*storehouse of information*” about The Rose Garden programs, events and volunteer opportunities.
2. Works with Registrar to reach The Rose Garden Volunteers who are potential future Deadheaders.
3. Is willing to go into the community to represent The Rose Garden at activities like garden shows where groups host

a booth. Is willing to attend community events/organizations and speak about The Rose Garden at MCC.

4. Works with the Publicity Chairman to spread the word about available volunteer opportunities.

Garden Teacher

1. This person will develop and oversee the basic rose-culture information that is presented to volunteers in the initial “*Roses 101*” class.
2. Will help select and prepare rose culture information to be presented on the third-Saturday-of-the-month Deadheader meetings.
3. Should also work with individual who teaches the class, “*Growing Roses in the Desert*” for Continuing Education at MCC.

Equipment Manager (Lead plus two)

This position, in order to ease the burden, will be filled by three.

1. **The lead** is the person who determines which of the three will be at The Rose Garden to check-out and check-in equipment during each garden work session. This person also determines who will be the keeper of the equipment and who will handle the money.
2. **Check-out person** needs to be at The Rose Garden 30 minutes prior to meeting time with equipment inventory ready to check out to workers.
3. **Check-in person** needs to stay until activity is finished in order to collect equipment and check it in. This person will charge and collect check-out fee for any equipment that will be taken away from The Garden for extended use.
Clippers = \$10 deposit; Loppers = \$20 deposit.
Deposit will be returned upon return of items. (*Form provided*)

Refreshment Coordinators (Two people)

Socializing that takes place during refreshment time is critical for garden spirit and therefore the service of these managers is essential.

1. Beverage manager: (*budget provided*)

- Purchase beverages/cups. Beverage choice varies during season. Water, Coffee (decaf & regular), lemonade, iced tea.
- Coffee condiments, napkins.
- Stores beverage equipment/beverages (coffee) at his/her home.
- Arrives early (30 min) with beverages/cups.
- Makes coffee and arranges the setting with table cover.

2. Doughnut manager: (*budget provided*)

- Secures arrangement with local company to donate several dozen doughnuts monthly, and/or weekly during January, February and September.
- Recruits and arranges for several people to take turns picking up doughnuts during days when volunteers are working in the Garden.
- Several times during the year a bouquet of roses from The Garden should be delivered to whatever company makes the donation.

Publicity Manager

1. This person will work to publicize The Rose Garden at MCC and its activities so that people in the community will be encouraged to come, enjoy and learn from their visit to The Rose Garden.

2. Will collect and keep a working contact sheet of all the local newspaper, radio and television people to whom story pitches may be made.
3. Will write and send out publicity releases in a timely manner (one month) prior to Rose Garden events.
4. Will keep a listing of places/contacts and dates each story is sent.
5. Will follow-up with reporters after stories are sent out.
6. Will send copy of each story to Volunteer Coordinator.
7. Will search out feature story ideas from membership.
8. Will act as “contact” person, sending cell-phone number, for members of the press.

Garden Photographers

Many Rose Garden volunteers take garden pictures and they are always welcome to submit photos that might be used on the website or kiosk. This informal picture submission is different from the role of the individuals who sign up to work as official Garden Photographers. Their role is as follows:

1. Should use digital camera and be available to take pictures at regular meetings as well as special events.
2. Will take close-up picture of each volunteer so prints can be made for the **History Book** and in **Kiosk** displays.
3. Will take pictures of each rose variety in The Rose Garden’s collection and help catalog them so this data can be made available on the website.
4. Will work with Kiosk Display Coordinator to provide current garden pictures for the kiosk.
5. Will work with the Garden Historian to provide needed pictures for The Garden’s history.
6. Should keep a file of best pictures so they can quickly be accessed when need arises.

Garden Tour Leaders (At least 4 needed)

1. These volunteers are kind, friendly and welcoming to The Rose Garden visitors.
2. They are able to speak confidently, clearly and loud enough to be heard above the Southern Avenue traffic.
3. They are knowledgeable about:
 - Rose varieties in The Garden and generally where most rose varieties are located.
 - The History of The Rose Garden at MCC.
 - Growing roses in the desert.
4. One tour leader should be able to conduct tours in Spanish.

KIOSK Display Coordinator

Coordinates with Garden photographers and the publicity chairperson to obtain current materials in order to design and keep the kiosk up-to-date and attractive.

Garden Historian

This person will gather and record a history of major Rose Garden activities and events using pictures from The Garden photographers and other sources.

Additional Volunteer Information

- A. First-aid supplies are located in The Garden at a predetermined location. Check with Volunteer Coordinator. For major emergencies, use Campus Security phones to secure immediate help.
- B. If health or personal reasons dictate, Volunteers may request inactive status until his/her situation permits resuming job.
- C. Optional: If a volunteer wishes to become a "*Friend of the Rose Garden at MCC,*" he/she may contribute \$25 annually, to the Maricopa College Foundation. Attn: The Rose Garden at MCC. This is a tax-deductible donation.

Relationship with Mesa-East Valley Rose Society

Rose Garden Volunteers, who wish to gain additional knowledge about roses and their care, are encouraged to join the **Mesa-East Valley Rose Society (MEVRS)**.

Established as Arizona's original rose society, the MEVRS has developed a reputation of support and growth for its membership.

MEVRS dues are \$25 per year (family).

Informative monthly meetings are scheduled at 7 p.m. each second Thursday at the Mesa Community College Library Community Room.

Because volunteers increase their knowledge about roses, hours spent at MEVRS meetings/activities may count toward Rose Garden Volunteer hours.

Active membership in the MEVRS is the quickest way to amass knowledge about rose growing. It is also fun and a good way to meet new friends.

Relationship With Consulting Rosarians

Consulting Rosarians are members of the Mesa-East Valley Rose Society who have done extensive study and passed detailed examinations on the care of roses.

Sharing their level of expertise is most helpful in The Rose Garden at MCC.

Consulting Rosarians give Saturday demonstrations on the proper way to prune roses during the months of January and February.

During monthly Saturday meetings, individual Consulting Rosarians are invited to share specific and useful knowledge about growing roses in the desert.

AARS Test Garden Program

The Rose Garden at MCC is one of 24 rose gardens in the United States selected to evaluate new varieties of roses. These plants have been hybridized for the All American Rose Selections (AARS) which is an organization of American rose growers.

Each year our garden receives 200 new roses from AARS to plant, care for and evaluate.

The Rose Garden at MCC was also named to be one of eight rose gardens in the USA to test new miniature roses for the American Rose Society (ARS) in their Award of Excellence program. ARS sends 96-100 miniature roses to our test beds.

Test Garden Judges who are ARS Horticulture Judges as well as Consulting Rosarians oversee the planting, care and evaluation of these roses.

Test Garden Aides

1. Test Garden Aides are individuals who desire to learn about the newest developments of rose varieties. Those working as Test Garden Aides will learn a unique aspect of rose gardening.
2. Aiding in care of test beds involves:
 - Weeding
 - Deadheading and keeping records of spent blooms
 - Mulching
 - Twice-a-week check of the beds to insure test roses are free from thrips, aphids and mildew.
3. Should demonstrate willingness to learn from the Test Garden Judges the criteria used to evaluate roses.
4. Will assist in the evaluations which are usually made 5-6 times per year.

Statement of Garden Policies

On Garden Safety

The Garden officials strive to provide a safe and positive work environment for our volunteers, employees and visitors. Volunteers should report any noticed unsafe conditions.

On Picking Roses

The Rose Garden at MCC is a Nationally Accredited Public Rose Garden which is maintained by the work of our Volunteer community.

We ask the public to refrain from picking roses.

Only volunteers who participate in the **Deadheader Program** to maintain The Garden, are authorized to cut roses, and then, under strict guidelines.

Video cameras in The Garden and Campus Security aid in enforcing these rules.

Procedure to follow when volunteers observe roses being stolen:

- a. Dial Campus Security (which is programmed on your cell): **480 461 7046**.
- b. Request that the Security Guard come to where you are in The Garden to speak to the intruder.
- c. Should you choose to confront the intruder, first call campus security so you will have backup, then be kind and informative.

Remind them: ***“The Rose Garden at MCC is maintained by volunteers. It is free and open to the public. However, in order that ALL might enjoy our roses, we need to leave them on the bushes.”***

Safety

Heat Emergencies

Anyone can be affected by the heat. Those especially susceptible are the very young and very old, chronically ill, overweight and those who work in hot places. They may suffer heat exhaustion, heat stroke or heat cramps. Reliable, distinct differences between heat exhaustion and heat stroke are:

- a. condition of the skin
- b. body temperature

Heat Stroke:

Heat stroke is life threatening and requires medical attention. Brain damage and death may result if body is not cooled quickly. Help **MUST** be fast.

Signs:

- a. Skin is flushed and hot to the touch.
- b. Body temperature can soar to above 106 degrees F.

Heat Exhaustion:

Less dangerous than heat stroke, it usually occurs when the person exercises heavily, or works in a warm humid place, when heavy sweating causes loss of body fluids. The body does not cool effectively.

Signs:

- a. Wet, clammy, pale, cool skin.
- b. Body temperature usually stays normal or dips below normal.

Heat Cramps:

Muscular pains and spasms usually involve abdominal muscles or legs due to heavy exertion.

First-on-scene Action for Heat-Related Emergencies:

1. Assess situation—what is the problem?
2. Call Security (your cell will have it programmed—or go to phone)
3. Move person to shade or a cool area.
4. Cool person down with wet towels, ice packs; fan the person.
5. If possible, elevate feet and remove or loosen restrictive clothing.
6. Do NOT give water to drink until Security or medical team arrives.

During any emergency or crisis situation, remain calm. Never put yourself in an unsafe or dangerous situation that could only add to the problem. *American Red Cross:

<http://redcross.org/services/hss/tips/heat.html>

Honoring Individuals in The Rose Garden

A permanent plaque in The Rose Garden at MCC to honor a particular person, may be purchased through a financial contribution to the Maricopa Community College Foundation. The amount will be determined by The Rose Garden Board of Directors.

For more information please call: (480) 461-7356.

Current Personnel
The Rose Garden at Mesa Community College
2009-2010

Garden Directors:

LeRoy Brady
Marylou Coffman
Carol Poe

Garden Architect:

LeRoy Brady

Garden Curator:

Marylou Coffman

Volunteer Coordinator:

Carol Poe

Webmaster:

Don Downin

AARS Test Garden Judges:

Marylou Coffman
LeRoy Brady

Registrar:

Sabina Elliott

Publicity Manager:

Lynn Twitchell

Refreshment Manager:

Phyllis Burgess

Equipment Manager:

Janis Carbett

Garden Photographers:

Mickey Kundrat
Aby Rouhi

Garden Tour Leader:

Phyllis Burgess

Kiosk Display Coordinator:

Joan Lowry

MCC Liason:

Jared Langkilde, Assistant to the
President at MCC.

Board of Directors (2009-10)

