

## Volunteer Frequently Asked Questions

**Q: When can I start as a Brookwood volunteer?**

**A:** You may begin as soon as you have completed the Application process, which includes completing a background check. The Volunteer Manager will contact you when the process is finished to assist you with signing up for your opportunity of interest.

**Q: Are there opportunities for groups to volunteer?**

**A:** Absolutely. Brookwood is blessed to have many groups – corporate, club members, school groups, churches – who volunteer regularly. There is a Group Application Form to be completed, and our Volunteer Manager will speak with your designated contact to see what works best.

**Q: How many hours per week must I volunteer?**

**A:** There is no set time. Some volunteers serve on a regular schedule, while others sign up for special events or as their time permits. The Volunteer Manager sends regular communications listing upcoming volunteer opportunities.

**Q: What are your hours of operation?**

**A:** The Gift Shop, Garden Center and Café are open Monday-Saturday 9-4:30. Volunteers assist in all of those locations. Volunteers working with Citizens in Horticulture or the production shops will have Monday-Friday time slots, based on the need. There are also volunteer opportunities evenings and weekends.

**Q: What is the dress code?**

**A:** The dress code will vary depending on your volunteer location. People in Horticulture can dress more casually for working in the greenhouses, while volunteers assisting in the Café or Gift shop should wear long pants, or for ladies, skirts below the knee. There may also be other special requirements.

**Q: Are there age restrictions for volunteers?**

**A:** Yes. Young people under the age of 15 may not be considered. Youth age 15 may need to be accompanied by their parent or an adult, depending on the volunteer assignment. Youth will receive verification of volunteer hours for school required community service requirements when requested.

**Q: May I change my volunteer assignment?**

**A:** Yes. Let the Volunteer Manager know your area of interest and arrangements can be made. There are age restrictions and other requirements that need to be considered.

**Q: Is training provided?**

**A:** Yes. For some volunteer positions, such as Tour Docent, there is training in advance. Many times, it's on-the-job training. Someone will always be there to answer questions.

**Q: If I have a criminal charge on my background check, may I still volunteer?**

**A:** No. Having a criminal history does not qualify you for volunteering.