

## **Frequently Asked Questions**

### **Individual Volunteers**

#### **What are the general requirements to volunteer at Norfolk Botanical Garden?**

- All NBG volunteers must have a functional email address
- New volunteers can submit an online volunteer application form when we have available volunteer opportunities
- Applicants must agree to a background check (provided by NBG)

#### **Is there an age requirement to volunteer at NBG?**

The vast majority of our volunteer roles at the Garden require volunteers to be at least 18 years old. We do have some seasonal opportunities for family volunteers (Butterfly House Docents) and NBG Teen Volunteer Program (14-18 years old).

#### **I don't see any open opportunities but I want to apply - what can I do?**

Our volunteer roles change frequently based on seasonal needs and the needs of NBG staff. We encourage current volunteers and not-yet volunteers to regularly check our volunteer website for updated volunteer opportunities. If you would like to inquire about joining our Volunteer Wait List, please email [volunteer@nbgs.org](mailto:volunteer@nbgs.org).

#### **What is Volunteer Hub and why do I have to make an account to apply?**

Our entire volunteer services department is centered around this volunteer management program called "VolunteerHub". You will use this program at all stages - to apply, to sign up for orientations, to register for volunteer shifts, and even to sign up for volunteer appreciation events! You will receive an overview of how to use this program at your new volunteer orientation.

#### **Is there a time commitment to becoming a volunteer?**

We do not require general NBG volunteers to commit to a certain number of minimum hours. We know everyone has different types of flexibility! However, certain volunteer roles may require minimum hours or regular attendance. Specifics about volunteer roles will be listed on the volunteer hub website.

**Can I become a volunteer to complete my court-related or court-ordered community service hours?**

Unfortunately, Norfolk Botanical Garden policy prevents us from honoring court-related or court-ordered community service.

**Are there weekend or evening volunteer opportunities?**

Sure! While our horticulture volunteer opportunities primarily take place weekday mornings, we also have special events and weddings which definitely offer a wider variety of times and days.

**Do I need special skills or training?**

We offer a range of volunteer opportunities - some require specific knowledge, which will be indicated in the detailed description of the role. Other roles (like Butterfly House Docents) require additional training, which is provided. We also have other volunteer roles that are welcoming to folks looking to start from the ground up - such as special events volunteers or Green Team volunteers.

**What are the benefits of being a volunteer at Norfolk Botanical Garden?**

NBG Volunteers receive:

- 10% discount from our Gift Shop
- Member rates for all programs after 25 hours
- Borrowing privileges at NBG's Library
- Reciprocal access to local museums (SHRMF list available upon request)
- Letters of reference for school or job opportunities (upon request)
- Invitations to Volunteer Appreciation events