



VOLUNTEER MANUAL



MISSION STATEMENT

Sonnenberg Gardens and Mansion, a late Nineteenth Century estate, is to be preserved and, wherever possible, enhanced, for the enjoyment & edification of visitors and the community. Here people may learn about the lives and times of the wealthy families of the period, as typified by Mr. and Mrs. F.F. Thompson. The display gardens and structures are to remain showplaces of early Twentieth Century horticultural and architectural styles.

Sonnenberg Gardens and Mansion (a non-profit organization) is committed to excellence, professional management standards and fiscal responsibility as it works collaboratively with the NYS OPRHP. All persons whether Board of Trustees, staff, volunteers, or outside organizations utilizing this State Historic Park are expected to maintain a high standard of conduct. This will also enhance our visitors' experience.

Dear Volunteer ,

Welcome to Sonnenberg Gardens and Mansion State Historic Park which is run and operated by the not-for-profit organization called Sonnenberg Gardens and Mansion. This organization has been in existence for over 35 years.

This 50-acre estate is the former summer home of Frederick Ferris Thompson and Mary Clark Thompson.

After her husband's death in 1899, Mrs. Thompson began re-designing, renovating and building the diverse gardens surrounding the mansion as a loving memorial to her husband. Mrs. Thompson developed this landscape between 1902 and 1916.

You join a mature volunteer group that has a passion and desire to keep the legacy of the Thompsons alive in the Canandaigua community. We welcome your help and stewardship in keeping this property's buildings, landscapes and story alive for the community.

We encourage all volunteers to become members of Sonnenberg for their benefit and for the benefit of this historic estate. Your membership dollars assist with operation costs.

Sonnenberg Gardens and Mansion, the not-for-profit organization was originally organized by community volunteers whose goal was to preserve the buildings, the public gardens and the heritage of Victorian Canandaigua alive. It has been and always will be a community event.

The Board of Trustees, Staff and previous volunteers welcome you to our community here at Sonnenberg.

David Hutchings
Executive Director

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SECTION ONE

GENERAL INFORMATION

The **main entrance** is on Charlotte Street.

The **back entrance** is off Fort Hill Avenue (through the VA Gates)

The **exit** from the main parking lot will take you to Gibson St. also
known as Rte 21

Our **mailing address** is:

Sonnenberg Gardens and Mansion State Historic Park
151 Charlotte St.
Canandaigua, NY 14424

Our email addresses for full –time staff are:

General email: info@sonnenberg.org

Business Office: operations@sonnenberg.org

Director: director@sonnenberg.org

Retail: retail@sonnenberg.org

Marketing & Development: marketing@sonnenberg.org

Events: events@sonnenberg.org

Volunteer Office: volunteers@sonnenberg.org

Important Phone Numbers:

Mansion Office: 585-394-4922

Business Office: 585-396-7433

Fax Number: 585-394-2192

Green House: 585-394-1727

Wine Center: 585-394-9016

Admissions: 585-393-9404

Carriage House: 585-393-4486

Our Website: www.sonnenberg.org

Hours of Operations:

The **Business Office** is open year round.

9:00 AM – 5:00 PM // Monday through Friday Excluding Holidays

The **Gardens & Mansion** are open to the public Mother’s Day Weekend
through Columbus Day

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Opening Day to last Sunday in May: 9:30 AM – 4:30 PM

Memorial Day to Labor Day: 9:30 AM – 5:30 PM

Admission Prices for Regular Garden Season:

Adults: \$10.00

Seniors (60+)/AAA (w/valid membership card): \$9.00

Students (12 -18 or w/valid college ID) \$5.00

Children 11 and younger are free

(Special Event Pricing is in effect for ALL special events)

Group pricing is available for groups of 10 or more with *advance reservations* through the Events Manager.

Wedding Information is available on the website and through the Events Manager. The Events Manager's Office is located in the Mansion during the Garden Season.

Guided walking tours during the Garden Season begin Memorial Day Weekend and end September 30th. Monday through Friday guided tours are given at 1 PM only. Weekends and Holidays tours are at 10 AM and 1 PM.

Trams run around the perimeter of the estate approximately every 20 minutes. They run continuously all day long. There are two official stops. One stop is at the Green House end of the property and the other at the Mansion end of the property.

Public Restrooms are located in the Bay House (directly behind Admissions and the cold frames) and in the Carriage House across from the Mansion. Staff/Volunteers Restrooms are located in the Mansion, the Gardeners Cottage and in the Head House.

Snack and Beverage Machines are located in the Carriage House. A soda machine is also located at the back at the Admissions Booth.

There are no **pay phones** on the grounds. Guests needing the use of a phone for an emergency may use the phones in Admissions, the Mansion, the Wine Center and the Business Office.

Our **café** is located on the end of the Gardeners Cottage closest to the gardens. There is indoor and outdoor seating. It is open daily from 11 AM—2 PM.

The **Gift Shop** and **Wine Center** are located in the Bay House directly behind Admissions past the cold frames. The **tasting room** is located in the basement of the Bay House. Tasting begins at 11 AM – Monday through Saturday and at Noon on Sunday throughout the Garden Season and ends 30 minutes before closing each day.

CUSTOMER SERVICE SKILLS

People skills make a difference.
The guests need to feel welcome.
They need to be understood.
They need to feel comfortable.
They need to feel important.

CUSTOMER SERVICE GOALS:

To keep customers
To keep them happy
To ensure that our customers speak well of us
To help attract new customers
To maintain good customer communication.
To realize that a customer who voices a complaint is doing us a favor
To act fairly and promptly to resolve complaints
To make customer service a company-wide responsibility
To be known as the company that keeps customers because we treat them so well

Nine Magic Phrases

“How may I help you...”
“Let me suggest...”
“It’s my pleasure...”
“Please...”
“Thank you...”
“You’re welcome...”
“I’d be happy to...”
“Yes...”

NEVER USE THE PHRASE “I/we don’t do this!” USE INSTEAD

“I will” instead of “I’ll try”
“I will call and get back to you by (name the time)”
“Will you please complete this form?” or “We’re asking for the following information.”

THREE CUSTOMER SERVICE RULES TO LIVE BY

BE SPECIFIC

UNDERPROMISE

OVERDELIVER

In dealing with customers...sell yourself, your company, your goods and your services.

The greatest customer you'll ever win is yourself. Once customers are sold on you, they're a lot closer to being sold on your product.

People don't want to buy products, they want to buy good feelings and solutions to problems.

"I found when I took care of customers extremely well, and made them feel a focal point, profit inevitably flowed from that." ~Stanley Marcus

"You need to meet expectations. You create a memory that our customers are looking for." ~Tom Peters

"What can I do that's different or exceptional to make a difference?"

CHANGES IN PERSONAL INFORMATION

Up-to-date information must be maintained on every volunteer and staff member so that the information is available in case of emergency. Volunteers should contact the Volunteer Coordinator with any changes in address, phone number, emergency contact and medical information that occurs after you have filled out your yearly forms.

VOLUNTEER IDENTIFICATION

Upon completion of all required training and/or annual updates, each volunteer will be issued a name badge. These should be worn at all times while on the grounds during work times. This will allow guests and volunteers to identify Sonnenberg employees or volunteers.

GUEST GUIDELINES

There is **no smoking** in any building on this property. This includes the green houses, porches and any vehicle owned by Sonnenberg. Staff is asked to refrain from smoking around the entryways to any building. Staff or volunteers who smoke are responsible for making sure all

their cigarette butts are put in the proper receptacle.

No climbing on any trees, statues or fountains on Sonnenberg property.

Stay behind all chains, fences or ropes. There is a reason for every section that is blocked off. Please respect these barriers.

Personal **photography** is permitted on grounds. If a guest needs to use a tripod to take pictures we ask they review our tripod policy at Admissions. Commercial photography requires advance permission and all commercial photographers should be directed to the Director before filming on grounds. There is a fee for all commercial photography.

Pets are not allowed on grounds even if they are leashed or small enough to be held. The only exception to this rule would be assist animals for those with special needs or are service animals.

No **swimming** or **wading** in any of the waterways. No **fishing** in any of the waterways. No **throwing rocks, stones or sticks** into the ponds or gardens or at the wildlife. **Please respect the foliage.** Flowers are to be cut only by those authorized to do so.

No **illegal drugs** or **underage drinking** are allowed on the property. No **weapon** of any kind is allowed on the property unless it is being used by a duly licensed officer of the law in the line of duty.

Wine tasting is allowed only in the Wine Center or in close proximity of the Wine Cart. Wine tasting may be administered only by a properly trained staff or volunteer under the direction of the Wine Center Manager or Retail Manager. The Wine Cart should be always equipped with a radio when it is out on the grounds.

VA Patients with identification indicating that they are an in-patient of the VA facility and their families are allowed free admission to the grounds during the hours we are open.

Wheelchairs are available at admissions on a first come first serve basis. *Wheel chairs may be reserved by calling ahead to the Business Office prior to the day that the wheelchair is needed. The Business Office will then note that on the Daily Sheet and Admissions will keep that wheel chair in reserve for use that day.*

MEMBERSHIP

Volunteers who are members must show their membership card at the Admissions Booth when entering the grounds for purposes other than volunteer work. Any family members or guests of volunteers are subject to any applicable admission fees, unless they present guest passes at the Admissions Booth. (Some family members may be covered under the volunteer's membership benefits).

Children and grandchildren are welcome to accompany volunteers on their duties with approval from their supervisor. Children are to be supervised by the volunteer at all times and must not keep volunteers from fulfilling his/her duties. Sonnenberg Gardens does not provide daycare for children or grandchildren of its volunteers or staff.

Any volunteer who would like to bring a family member or friend with them as a prospective volunteer must first contact the Volunteer Coordinator. The Volunteer Coordinator at his/her discretion, may provide a guest pass and volunteer recruitment materials. The name of the friend or family member will be recorded as a prospective volunteer.

State Representatives Steve Garlick
100 Waterloo-Geneva Rd
Geneva NY 14456-1920
Home: 315-789-6765
Office: 315-789-2331

Dan Davis
Finger Lakes Regional Office
607-387-7041

Staff of Sonnenberg:

Valarie McGlynn	Business Office Manager	Office: 396-7433
Lisa Scott	Marketing & Development Manager	Office :396-7433
Natalie Payne	Mansion & Retail Manager	Office: 396-7433
Rachel Dewey	Events Manager	Office: 394-4922
Alyssa Deal	Volunteer & Education Coordinator/ Guest Services Manager	Office: 394-4922
Kevin Coon	Maintenance	Office: 394-1727
John Quatrano	Buildings & Grounds Lead Volunteer	

Alarm Company: SG Security Office: 585-657-6565

Local Police, Fire and Medical Emergencies call **911**

Internal call numbers by Radio

Director	David Hutchings	Radio #55
Business Office	Valarie McGlynn	Radio #22
Events Manager	Rachel Dewey	Radio #44
Marketing Manager	Lisa Scott	Radio #11
Retail Manager	Natalie Payne	Radio #33
Operations		Radio #41
Guest Services	Alyssa Deal	Radio #31, 33
Horticulture		Radio #42
Cash room	Jean Ingalls	Radio # 21
Project Manager	Jim Ingalls	Radio #10
Event Assistants		Radio # 68
Admissions		Radio #23
Gift Shop		Radio #25
Wine Center		Radio #26
Receptionist		Base
Volunteer Coordinator	Alyssa Deal	Radio # 77

Chain of Command

Director

Officer of the Day

Business Office

Events Manager

Retail Manager

Guest Services Manager

Development and Marketing Manager

Horticulturist

Other Notification:

*State Parks Representative will be notified by Director.

* Board Chair will be notified by Director.

Office and Radio Communication

Rescue Operations/ Emergency throughout the Park

**“We have a life threatening situation at
_____.”**

The base receptionist will immediately repeat the original message, get all the facts, then standby for further information or instructions. Once the office has all the necessary information they shall direct the call to the proper authorities:

Ambulances	911
Thompson Hospital	911
State Police	911
Sheriff	911
Poison Control	1-800-222-1222
Director of SGMSHP (David Hutchings)	585-905-8572 (cell)
Business Office	585-396- 7433
Main Office	585-394- 4922
State Representative (Steve Garlick)	315- 789-2331
Regional Office (Trumansburg)	607-387-7041

Then the office receptionist will transmit over the Park Radio:

“This is Sonnenberg Base ... We have an emergency situation in progress.... All Park personnel please restrict any further transmissions until further notice.”

(In the case of a drill add: This is only a drill, I repeat this is only a drill.)

Contact the Director, the Business Manager and Officer of the Day. Inform them that there is a life threatening situation and its location in the park.

Make sure someone is delegated to meet the emergency vehicle at the front gate.

Missing Person Procedure:

The person reporting a missing patron is brought to the Business Office and the following information is recorded on a Patron Information Fact Sheet (PIFS) :

Name
Age
Clothing
Hair and Eye Color
Last known location
Cell phone number if available

The Business Office will call the Officer of the Day

Land Search

Upon the receipt of a radio call, the Officer of the Day organizes a land search based upon the PIFS using all available personnel.

Search Areas include all buildings that are open to the public, all gardens, open spaces, bathrooms, café greenhouse complex and Wine and Retail Center etc. If Patron is not found in an agreed upon amount of time, the reporting party should call (911).

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

First Aid and CPR situations:

FIRST AID KITS can be found at the Admissions Booth, the Wine Center, the Mansion and the Business Office

Upon reporting a first aid situation please contact first the Director, if he is not available then contact the Officer of the Day. Assist the individual in need of first aid and evaluate if he/she needs medical assistance and ask if he/she would like us to call 911. Nothing is to be done by staff. If the individual is not coherent call 911. An accident report must be filled out within 24 hours of the incident

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an accident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

Uncooperative or Unruly Patron or Riotous Situation

If a patron refuses to comply with the Park rules and regulations please contact the Director, the Officer of the Day or the Business Office to handle any incidents at the park.

If the situation cannot be remedied by the Officer of the Day or the Business Office employee, contact the Director who will assess the situation and decide whether or not the police need to be involved. If the Director deems we have need of the police, the police will respond and take care of the situation; only the police are to be engaged in any physical restraint.

At the conclusion of the confrontation, the reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

Fire and or Explosion

Upon the recognition of a fire or explosion, radio the information to the Director if he is not available then radio to the Officer of the Day and immediately clear the area of any patrons, volunteers and unauthorized staff.

Either the Director or the Officer of the Day will radio the Base Receptionist and Business Office and inform them of the Emergency, and call 911. The Base Receptionists or Business Office will issue a Fire Emergency Message throughout the Park.

“We have a Fire emergency at _____. Please help all Patrons and Volunteers to be aware of this situation.

EMS, Police, Fire, Director or Officer of the Day will take authority of the situation upon arrival. No employee of Sonnenberg Gardens and Mansion State Historic Park is to battle a fire or extend services beyond his/her training.

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

Storms

The Director or the Officer of the Day, at the time of the storm, determines when an electrical storm in the area becomes a threat and radios all areas to help protect our patrons. Once the thunderstorm has passed the Officer of the Day will call on the radio and announce that the immediate danger is past. During the winter months the reporting of Ice Storm damage will be direct communication with the Director of Sonnenberg Gardens and Mansion State Historic Park

Contact information on page 7 of this document.

Hazardous Substances

If there is a hazardous substance that has been identified in the Park, the Director or if he is not available the Officer of the Day will notify all personnel to alert our patrons. The use of pesticides will be clearly identified and documented to notify our staff, volunteers and patrons.

The National Pesticide information emergency information number 800-858-7378

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

HAZARDOUS MATERIALS

A list of Hazardous materials is by the department: and a master list in business office.

MSDS Book locations

Business Office

Mansion Office

Kitchen of Carriage House

Head House in Green house complex (Pesticide labels also located here).

Winery Check-out

Cabbage Shed

Mower Shed

Accident and Incident Reports can be located at the Admissions Booth, at the Business Office, the Wine Center, the Head House in the Green House and at the Mansion in the first floor Volunteer Wing. A report should be filled immediately following any incident

Water Emergencies

Please contact the Director or if he is not available the Officer of the Day if there is an emergency regarding any water feature at Sonnenberg Gardens State Historic Park. The water features are the Ponds, Fountains or Pools which have rescue equipment at the adjacent buildings.

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

Vandalism

All cases of vandalism or broken property must be reported to your supervisor immediately. The supervisor will report to the Director and will make certain the proper action is taken.

The reporting employee of Sonnenberg Gardens and Mansion State Historic Park fills out an incident report to be filed in the Business Office and signed by the Director of Sonnenberg Gardens and Mansion State Historic Park.

UNSAFE CONDITIONS

If a employee or volunteer should encounter a situation that appears unsafe he/she should fill out an Unsafe Conditions Report detailing where and what the condition is. These reports can be found at the Mansion Office Area, the Business Office, the Head House of the Green Houses, the Admissions Booth and the Bay House (where the Gift Shop and Wine Center are located). After the report has been filled out it should be given to the Director of Sonnenberg Gardens and Mansion State Historic Park. The Director's office is located on the second floor of the Gardener's Cottage. His mailbox is located in the first floor of the Gardener's Cottage. After the Director has received the report he will access the situation and take the necessary steps to see that it is made safe.

**SAMPLE
Unsafe Conditions report**

Date _____ Time _____

Person reporting: _____

Location in the Park: _____

Action taken: _____

Other _____

Signature by Director : _____

Date _____

SECTION THREE

CODE OF CONDUCT

Persons who are found to be in breach of the Code of Conduct will be subject to disciplinary action, dismissal and/or possible criminal prosecution.

All communications between persons serving at this site will be honest, supportive and respectful. We have zero tolerance for communication and behaviors that are dishonest, destructive and/or disrespectful.

Profanity is not permitted at Sonnenberg Gardens and Mansion State Historic Park or use of language offensive to others.

Understanding that all official documents that pertain to Sonnenberg Gardens and Mansion State Historic Park are property of the non-profit organization, falsification, removal or divulging the contents of any document is prohibited.

Failure to follow supervisory instructions or outright refusal to carry out a directive from a supervisor is insubordination and as such, is unacceptable.

Removal of property or unreported damages to property belonging to the State Historic Park or Sonnenberg Gardens and Mansion will be prosecuted.

Sonnenberg Gardens and Mansion State Historic Park follows all regulations of NYS Public Employee Safety and Health (P.E.S.H.) Bureau, as directed by NYSOPRHP, and the Sonnenberg safety program must be followed.

PROCEDURE FOR CONFLICT RESOLUTION

In the event an issue cannot be resolved by a Staff Manager and Director the following procedure will take place:

A mediator will be appointed by the Board of Trustees. If necessary a special committee will be appointed to resolve outstanding issues. After the committee has investigated the matter, a meeting with the individual or individuals will be scheduled within the next 10 business days.

After mediation and at the request of the Director and the Board of Trustees, any volunteer or staffer can be dismissed for failure to work cooperatively and harmoniously with the Staff and/or the volunteers of

15 Sonnenberg.

SEXUAL HARASSMENT

It is Sonnenberg's firm policy to prohibit sexual harassment of any employee or volunteer by another employee or volunteer, manager or third party. The purpose of this policy is not to regulate the morality of employees. Rather it is to assure that, at Sonnenberg, no employee or volunteer is subject to sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and verbal or physical conduct of a sexual nature including, but not limited to, the use of sexually explicit or implicit drawings, pictures, jokes, teasing, or other sexually-related comments and uninvited touching.

Sexual harassment of an employee or volunteer will not be tolerated. Violations of this policy may result in disciplinary action, including discharge. There will not be adverse action taken against employees or volunteers who report violations of this policy or participate in the investigation of such violations.

Any volunteer who feels that she/he is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated. Training in the prevention of harassment is provided for all employees and supervisors.

1. Any volunteer who believes that he/she is a victim of sexual harassment should report the act immediately to the Executive Director. If the Executive Director is involved in the harassment, the act should be reported to the Chairman of the Sonnenberg Board of Trustees.
2. Sonnenberg will investigate every reported incident immediately. Any volunteer who is found to have sexually harassed another employee or volunteer will be subject to appropriate disciplinary action, up to and including discharge.
3. Sonnenberg will conduct all investigations in a discreet manner. Sonnenberg recognizes that every investigation requires a determination based on all of the facts in the matter. It also recognizes the serious impact a false accusation can have. It is expected that all employees or volunteers will continue to act responsibly.

4. The reporting employee or volunteer and any employee or volunteer participating in any investigation under this policy has Sonnenberg's assurance that no reprisals will be taken as a result of a sexual harassment complaint. Rather, it is Sonnenberg policy to encourage discussion of the matter so as to help protect others from being subjected to similar inappropriate behavior.

SONNENBERG VEHICLES

Operators of registered Sonnenberg vehicles must have a valid driver's license. They are responsible for the safe operation and cleanliness of the vehicle. Any staff or volunteers authorized to drive a Sonnenberg vehicle off the premises must have a DMV check conducted. Any authorized staff person or volunteer must inform the business office immediately if the status of his/her license has changed (i.e. a DWI, suspension, revocation, etc.). Sonnenberg vehicles should not be used for personal use by any employee or volunteer nor should vehicles leave the property except for the purpose of conducting business.

Accidents involving a Sonnenberg vehicle must be reported to the Executive Director immediately.

Employees or volunteers are responsible for any moving violations and fines that may result when operating a Sonnenberg vehicle.

Sonnenberg vehicles may be used only for job-related travel. Sonnenberg vehicles should be used first for such travel. If a personal vehicle must be used, the driver will be reimbursed at 50.5 cents per mile after approval by the Executive Director.

The use of seat belts is mandatory for operators and passengers of Sonnenberg vehicles at all times.

PERSONAL BELONGINGS

While working at Sonnenberg Gardens, it is the responsibility of each employee or volunteer to ensure the safety of his/her belongings. Purses and other valuable items should be kept locked in a vehicle or desk for safekeeping. Sonnenberg Gardens cannot be held responsible for lost personal items. If an item is lost or found, the Business Office should be notified. The volunteer has the option of contacting the police if he/she would like to file a police report.

PERSONAL TELEPHONE CALLS

It is important to keep telephone lines free for Sonnenberg business. Although the occasional use of Sonnenberg telephones for a personal emergency may be necessary, other personal calls are discouraged. The volunteer must pay long distance personal calls made on Sonnenberg telephones.

Employee or volunteer personal cell phones and pagers may be used while on duty, but not when the employee is providing services to Sonnenberg guests. These calls should not be more often than three calls per day, nor should they be longer than 5 minutes in duration or it will be deemed excessive use.

DRESS CODE POLICY

Shirts or blouses should have logos of Sonnenberg Gardens and Mansion State Historic Park during all events and seasonal business hours. This dress code should be adhered to by all Staff, Concessionaires and Volunteers who interact directly with the public. Tank tops, sleeveless tops and undershirts are unacceptable.

Trousers, skirts, jumpers and modest walking shorts should be a solid color such as Khaki, Navy blue or State green. Shorts must be no more than an inch or two off the knee. Spandex, tight leggings, tight shorts or sweat pants are not permitted.

Sonnenberg Gardens and Mansion Internet Usage Policy

As part of this organization's commitment to the utilization of new technologies, many of our volunteers and employees have access to the Internet. The Internet is a powerful business tool that can provide a great deal of useful information. Unfortunately, it can also be a distraction from productive work time when browsing non-business related sites. In an effort to clarify our position on the use of the Internet while utilizing Sonnenberg property, and to ensure compliance with the copyright law, and protect us from being victimized by the threat of viruses or hacking into our server, the following is effective immediately:

1. Exploring the Internet should be done at home on personal computers and not in the workplace. Use common sense with open Web sites, especially with visitors in the area. Using appropriate sites for business purposes is unrestricted as long as it is reasonable. At Sonnenberg we have the privilege of Internet access and it is important that we utilize this valuable asset for our mutual benefit.
2. The intentional introduction of viruses, or malicious tampering with any computer system, is expressly prohibited. Any such activity may result in termination of employment or volunteer access to Sonnenberg computers.
3. Employees and Volunteers using Sonnenberg accounts are acting as representatives of Sonnenberg Gardens and Mansion. As such, they should act accordingly to avoid damaging the reputation of the organization. The display or transmission of sexually-explicit images, messages or cartoons, or any transmission that contains ethnic slurs, racial epithets, or

anything that may be construed as harassment or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs is not permitted before, during, or after business hours.

4. Passwords will be assigned by the Business Office. Changing of passwords is forbidden without prior consent from the Business Office. The password feature of individual profiles and Sonnenberg e-mail accounts are for maintaining the confidentiality of the Sonnenberg communication system. Passwords may not be disseminated to the public and must be retained as confidential information by the user. For privacy reasons, employees and volunteers may not attempt to gain access to another's personal file of e-mail messages without the latter's express permission. E-mail is a Sonnenberg asset and is subject to review or monitoring at any time without notice.

5. Files that are to be downloaded to your computer must be pre-approved by your Department Manager before being downloaded onto your computer. If the file has been downloaded from the Internet it must be scanned with virus detection software before installing or execution. All appropriate precautions should be taken to detect for a virus and, if necessary, to prevent its spread.

6. The truth or accuracy of information on the Internet and in e-mail should be considered suspect until confirmed by a reliable separate source.

7. Employees shall not place company material (copyrighted software, internal correspondence, etc.) on any publicly accessible Internet computer without permission from the Business Office. Unless otherwise noted, all software on the Internet should be considered copyrighted work. Therefore, employees are prohibited from downloading software and/or modifying any such files without permission from the copyright holder.

8. The Internet does not guarantee the privacy and confidentiality of information. Sensitive material transferred over the Internet may be at risk of detection by a third party. Employees must exercise caution and care when transferring such material in any form.

9. Any infringing activity by an employee or volunteer may be the responsibility of the organization. Therefore, this organization will hold the employee or volunteer liable for his/her actions.

10. This organization reserves the right to inspect an employee or volunteer's computer system for violations of this policy.

11. Upon leaving employment at Sonnenberg, all passwords, a current back-up of your documents and access to all files on your computer must be turned over to the Executive Director.

12. Violation of any of these policies may result in disciplinary action including but not limited to termination of employment.

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Created 01/07/08

Revised 01/17/08

Mission Statement

*Sonnenberg Gardens & Mansion preserves, interprets
and promotes the life, times and legacy of
Canandaigua's Thompson family estate.*

Vision Statement

*Sonnenberg Gardens & Mansion will be a recog-
nized destination in the Finger Lakes Region provid-
ing year-round quality visitor experiences and programs
which are central to the cultural and economic strength of
Canandaigua.*

Organizational Core Values

Preservation

Community Enrichment

Effective & Efficient Operations

Teamwork

Integrity

Respect