



**Position:** Reach for the Sky Canopy Walk

**Who:** Hidden Lake Gardens Staff and Volunteers

**Location:** Sky Walk, Woodland area at Hidden Lake Gardens.

**Schedule:** Opportunities for shifts

- **Days:** Tuesdays through Sundays
- **Hours:** 10:00 a.m. to 4:00 p.m.
- **Shifts:** 10:00 am to 1:00 pm and 1:00 pm to 4:00 pm

**Purpose:**

The role of the Hidden Lake Gardens Sky Walk Volunteer is essential to ensure a welcoming and informative experience for all visitors. Volunteers serve as the face of Hidden Lake Gardens, providing valuable information, monitoring the safety of the visitor's experience, and enhancing the overall visitor experience.

**Responsibilities:**

- **Visitor Interaction:**
  - Ensure visitors adhere to the Sky Walk rules: Limiting each span to no more than 10 people at a time, no running, jumping, or swaying the bridge; no animals allowed except service animals, and to maintain one-way traffic.
  - Provide facts and answer questions about Hidden Lake Gardens, including plant, flower, and tree information.
  - Track the number of visitors.
  - Offer directions and way-finding assistance.
  - Encourage visitors to visit the Daffodil Gift Shop, purchase a membership or Commemorative Brick that would be displayed inside the Conservatory.
- **Communication:**
  - Use a walkie-talkie radio to communicate with HLG staff.
  - Act as the eyes and ears of the Sky Walk to ensure visitor safety
- **Knowledge and Education:**
  - Provide information about the history of Hidden Lake Gardens, its founder Harry Fee, and Michigan State University by using the tools provided to you.
  - Provide educational information to enhance their visit.
- **Visitor Experience:**
  - Ensure an excellent visitor experience by being approachable, engaging, knowledgeable, and helpful.

**Work Environment:**

- This is an outdoor environment and is subject to changing weather conditions, as well as insects and wildlife.



- Volunteers should dress appropriately for the weather and take measures to protect themselves from these elements.
- All necessary tools to assist visitors will be provided.

### Emergency Procedures:

- **Emergencies:** Call 9-1-1 and inform the HLG administration team. A First Aid kit will be available for minor injuries.
- **Severe Weather:** Follow the HLG severe weather protocol, which includes guiding visitors to designated safe areas.
- **Fire:** Evacuate the area immediately and inform the HLG administration team.

### Work Environment:

- This is an outdoor environment and is subject to changing weather conditions, as well as insects and wildlife.
- Volunteers should dress appropriately for the weather and take measures to protect themselves from these elements.
- All necessary tools to assist will be provided.

### Dress Code:

- Volunteers must wear Hidden Lake Gardens apparel to ensure they are easily identified as authorized personnel when working on the grounds.

### Qualifications:

- Volunteers should be friendly and outgoing, able to engage with individuals of all ages and backgrounds.
- Volunteers should be punctual, dependable, and working outdoors.
- Volunteers should be able to stay in one place for their shift, spend time standing, and enforce the rules of the Reach for the Sky Canopy Walk.

### Miscellaneous:

Training, information, and uniforms will be provided. Volunteers are encouraged to bring sunscreen, insect repellent, and a water bottle.

