



Vibrant Volunteers

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 **WELCOME FALL** thank you volunteers for another great season!

A Brief Word from Our Editor, Robin Grossman

"I know of no single formula for success, but over the years I have observed attributes of leadership are universal and are often about finding ways of encouraging people to combine their efforts, their talents, their insights, their enthusiasm and their inspiration, to work together." — *Queen Elizabeth II*

On behalf of everyone in Volunteer Services, thank you for all you do. Without your commitment, dedication and love for special places, the mission of The Trustees cannot be achieved. We are so grateful! As we welcome the crisp autumn air, we welcome another season of excitement in New England. Before you know it, we will be reminiscing about the fall foliage as we remove snow from our driveways and cars!

I was recently browsing The Trustees main [website](#) and found several extremely interesting articles. One of them focuses on the work of our [Mobile Farmers Market](#), a food delivery program designed to bring fresh, local food from Trustees and other Massachusetts farms to Boston neighborhoods with limited access to healthy food. Such a worthwhile and meaningful program! You may also be interested in our [Waterfront Initiative](#), which advances a bold vision for iconic, public open space on the Boston waterfront. Or our latest [State of the Coast Report](#), an analytical assessment that uses the latest data to provide a snapshot of current coastal conditions, along with future-facing strategies and opportunities to create a more resilient and healthier coast.

There are always so many exciting stories going on with The Trustees, it is hard to choose what to write about! I would love for your feedback and ideas for stories, recognition, or thoughts, so please email me at rgrossman@thetrustees.org. We are all in this together!



What brought you to The Trustees & how long have you been with us?

I had been doing administrative/reception work for over twenty years, and during a long job search, I came across an opening at The Trustees. I had never heard of them before, but as I started mentioning it to friends, I was surprised that some friends were either past or current members and had nothing but good things to say about the organization. I have worked in such a variety of offices, and this one seemed intriguing. I am happy to say that I have been here for over four years!

Tell us about your current role with The Trustees.

I am the Boston office receptionist and office assistant. Besides answering the main phone line, greeting visitors, and other basic office work, I have a variety of ongoing projects, that always are expanding and changing. The biggest things I manage are the business card, badge, and uniform orders. What I really love is that I have had the opportunity to improve some of these processes. I have also created a digital and printed set of documents to organize our office information, which did not exist when I started. I live in the middle of Boston and am delighted that I get to enjoy the beautiful Rose Kennedy Greenway on my walk to and from work.

What has been your favorite day at The Trustees and why?

My favorite day was the 2019 Boston office holiday party. We put up a lot of decorations and invited any Trustees staff members to join us and participate in the famous cookie contest. It was so much fun to have co-workers from the other properties join us and enjoy lots of great food, drinks, and holiday cheer. The cookie contest was spectacular.

What is something about you that might surprise your colleagues?

My husband and I are avid world travelers. One place we love is Mexico. We have been all over the country -- so far totaling 37 trips there.

What are two fun facts about you?

I occasionally work as an extra in films, such as *The Departed* (2006) and *The Company Men* (2010), where I can be seen quite clearly. A poster that I designed is hanging in The Verb Hotel, in Kenmore Square, as part of their rock memorabilia décor!

What do you like to do when you are not working for The Trustees?

I have been an artist all my life and have found many different creative outlets, such as illustration, graphic design, and costume design. For the past 20 years, I have been a professional belly dancer. I make many of my own costumes and have performed at parties, weddings, restaurants, festivals, cultural events, benefits, and have done a lot of “bellygrams.” Once, on a trip to Puerto Rico, I ended up dancing at an impromptu party for basketball star Isiah Thomas. Throughout my belly dance career, I have danced regularly with a rock band, a circus, and a variety troupe.

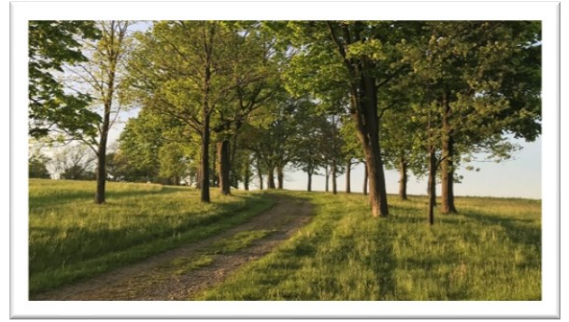
If you love to hike, [join the challenge](#), and have fun!





By Robin Grossman, Volunteer Services Associate

I met Eileen Small, Engagement Specialist within Volunteer Services on a beautiful Friday afternoon in September. We headed over to [World's End](#) in Hingham for a leisurely stroll along the carriage paths. The 251-acre coastscape includes rocky shores, broad hillsides, and open fields bracketed by pockets of woodlands. The property is ideal for walking, picnicking, jogging, horseback riding, cross-country skiing, or simply enjoying nature and the outdoors



World's End is located within Hingham Harbor. Retreating glaciers helped create the geology of the harbor, including the islands and the four spoon-shaped hills (called drumlins) that comprise World's End. This landscape also features saltwater marshes, meadows, woodlands, and granite ledges covered with red cedars and blueberry thickets. World's End was once an island at high tide, but colonial farmers dammed the salt marsh to grow hay and cleared all the trees for cropland. A wealthy Boston businessperson, John Brewer, built a farming estate and mansion along Martin's Lane in 1856 and, over the next 30 years, acquired most of the peninsula as well as Sarah and Langley Islands. His farming estate was vast and varied. He produced hay and crops and raised thoroughbred horses, Jersey cattle, pigs, chickens, and sheep. To support these operations,



Brewer built a complex of farm buildings that included a blacksmith shop, greenhouses, a smokehouse, and homes for farmhands and their families. In 1890, Brewer hired Frederick Law Olmsted, famed landscape architect, to design a large subdivision. Plans were drawn up for a 163-house residential subdivision connected by tree-lined roads. The cart paths were cut, and the trees planted, but the development never came to fruition. While the homes were never built, four miles of carriage roads remain.

In 1945, the property was short-listed for the site of the United Nations headquarters, which found its home in New York City. Twenty years later, it was eyed as a possible site for a nuclear power plant. But in 1967, thanks to local commitment and tremendous fundraising efforts, dedicated residents from Hingham and surrounding communities, and The Trustees, were able to preserve this special place. Today, tides once again nourish former salt marsh through specially built culverts, which promote habitat health and diversity. Grasslands maintained by carefully timed mowing provide important habitat for the birds that depend on them, as well as native plant species. And Olmsted's designed landscape is preserved through mowing, pruning, cutting, and planting. Recently, the Wakeman O'Donnell Center, an environmentally friendly center, which provides improved visitor amenities and a modest education and meeting space for visitors participating in programs at World's End.

Eileen was a fabulous tour guide during our walk. It is obvious to me that World's End is special to Eileen, and honestly, I can see why. We walked in, after saying "hello" to some very friendly greeters and continued along the carriage paths towards the bird watching deck. Although we spotted no birds when we were there, it was a beautiful and peaceful place to sit for a bit. A large event was being set up on the property, and my guess is the birds did not want to interfere with the set up for the big reception!



By Bob Bowers, Director/Volunteer Services

Every successful workplace provides a healthy, safe, and engaging environment, and the volunteer workplace experience is no different. To ensure that our volunteers are having a rewarding and productive experience Volunteer Services actively develops policies, trainings, and support resources - and should there be any sort of issue, guidance on how to handle the many and various situations that can arise, especially in conflict resolution. The procedure for issue and conflict resolution is called volunteer relations. Online training is available on the Volunteer page of The Trustees website, <https://volunteer.thetrustees.org/resources>.

All guidance for Volunteer Relations is rooted in the Volunteer Code of Conduct and Handbook. It is particularly important for anyone who manages volunteers to become familiar with the process, but the entire workforce is encouraged to take advantage of the training. There are two guiding principles: (1) document everything, and (2) de-escalate and manage the issue at the local level.

Volunteer Services has developed an online form called the "Incident Report Form." Using this standard tool, employees and volunteers can easily and succinctly document any issue. Issues and conflicts are then located within three categories:

- *Category One:* Performance issues, visitor issue (ex. tardiness, social media, disagreements, low level concerns).
- *Category Two:* Severe performance complaints, either against a volunteer or from a volunteer about a co-worker/supervisor (ex. insubordination, violation of safety protocols).
- *Category Three:* Bullying, discrimination, harassment, sexual harassment, illegal activities.

These categories determine the next steps, which are detailed in the guidance: those handled by supervisors, those guided by Volunteer Services, or those referred to the Human Resources Team of The Trustees (Category 3 issue are required to be referred).

There are various methods for issue resolution included in the policies and trainings, such as coaching, active listening, problem solving and mediation. If necessary, detailed Progressive Disciplinary Steps are included in the guidance, again with Volunteer Services being the "go-to people resource" for assistance in all areas. Guidance also includes steps to assist volunteers if the issue is with paid staff or a supervisor.

Volunteers are a critically essential part of the work and mission of The Trustees. Volunteer Relations is one more direct investment in the support and development of a robust volunteer workforce. Thank you for all you do!

Want to know more about a particular property?

Our Archives & Research Center located in Sharon has hundreds of pages of information about each of our properties. The materials linked below are what the original property owners or others gave The Trustees about the properties and their families!

Click [here](#) for more information!

Volunteer Appreciation Event – Volunteering is in Our Nature!

Volunteer Services sponsored our first statewide volunteer appreciation event at [Rocky Woods](#) in Medfield. The day could not have been more perfect, from the incredible weather and amazing camaraderie to the delicious lunch and fun activities! We are forever grateful to you for making the day a huge success – and for all you do to support and fulfill the mission of The Trustees.



Don't Be a No-Show – Just Let Us Know!

We know people have busy lives. If you are registered for a volunteer shift and are no longer able to attend, please let us know as soon as you can. We design our shifts to accommodate a specific number of volunteers and our property staff depend on this additional support. You can remove yourself from an upcoming shift by logging into your [Volunteer Connect](#) profile. We also suggest that you email the property staff person where you will be volunteering and/or Volunteer Services at volunteer@thetrustees.org. The image below shows where to remove yourself from a shift on Volunteer Connect.

Account Overview For

Bertha Small

Here's a snapshot of your volunteer activity. Review your upcoming commitments, cancel if you cannot attend so another volunteer can take your place, or manage your team signups from here. Use the Volunteer History section below to provide us with feedback.

0
Verified Hours

0
Unverified Hours

Upcoming Opportunities

Opportunity	Organization	When	Action/Status
Drop-In Thursday Gardening - AKP	Greater Hingham Area	8/4/2022 8:30 AM	<div> Remove me Location Add to Calendar </div>



Featured Fall Volunteer Roles

- WinterLights at the [Eleanor Cabot Bradley Estate](#) in Canton. Help with [event nights](#).
- [Property Steward](#) volunteers on Martha's Vineyard.
- WinterLights at the [Stevens-Coolidge House & Gardens](#) in Andover. Help with [set-up](#) and [event nights](#).
- [Appleton Farms](#) in Ipswich. Help with [hikes](#) or [events](#)!
- [AND MORE!](#)

Explore Volunteer Connect

Check out the informative links on Volunteer Connect.

- Meet [Jeffrey Darrow](#) in our current volunteer spotlight.
- Visit our [resources](#) page to view tutorials, archived newsletters and more.