



**Chat log from Welcome to The Trustees  
Presented via Zoom October 28, 2021**

**From Eesha**

- Hi Eileen and team, I am Ramakrishna, I wanted join volunteering for my 15 y/o son. He has to do volunteering for 80hr within 3 yr. I want to know if we can contribute for the volunteering. We live in Canton, MA
  - Definitely! Many of our properties have volunteer roles for minors, although some may ask a parent or guardian attend with the minor. For the upcoming holiday season, we have [WinterLights](#) at The Bradley Estate. We would recommend a parent or guardian attend with your son for this event. As the year progresses, we will be adding additional volunteer roles so I encourage you to check our volunteer site, [VolunteerConnect](#), frequently. You are always welcome to directly contact Volunteer Services at our email address: [volunteer@thetrustees.org](mailto:volunteer@thetrustees.org)

**From Linda**

- The volunteer site has mention of hours reporting. I'm unsure of what obligations I have.
  - There are two types of volunteer roles on VolunteerConnect. Some are date and time specific for which you would either **SIGN UP** or **EXPRESS INTEREST**. Once you have either **SIGNED UP** or **EXPRESSED INTEREST**, your hours will be verified/confirmed by staff. Your hours are automatically entered under your profile.
  - Other volunteer roles are more independent/flexible where you have created a unique schedule with staff. For those types of roles, such as remote or some trail work as examples, you would self-report your volunteer hours – the choice under the tab **VOLUNTEERS >> MY ACCOUNT >> RECORD MY VOLUNTEER HOURS**. Please reach out to Volunteer Services, [volunteer@thetrustees.org](mailto:volunteer@thetrustees.org), for instructions on how to do this.

**From Laura**

- New volunteer here! I'm wondering how we should approach volunteer opportunities that require a particular training. Should we email the volunteer email address before signing up those opportunities?
  - Not necessarily. You may EXPRESS INTEREST in the volunteer role which will send a notification to Volunteer Services. We will then follow up in an email to schedule a time to have a brief phone conversation. You'll have the opportunity to ask questions about the role. If both the volunteer and Volunteer Services feel this is a good fit, Volunteer Services will contact the property staff person/volunteer supervisor who will arrange training for the role. Training generally is required for roles such as livestock care, trail maintenance, and some stewardship roles just to name a few.

**From Claire**

- Leads trail hikes for the Outdoor Experience program

**From Michael**

- Helps at Powisset Farm with events and the CSA, Community Supported Agriculture program

**From Suzanne**

- Assists as a tour guide at Appleton Farm and a helper at the CSA barn

**From Suzanne**

- Assists at Chestnut Hill farm for the walks last summer and fall.

**From Stacie**

- Brand new - haven't volunteered yet but have enjoyed exploring the properties!

**From Patrick**

- Hello, what's the status of the Visitors Center at Worlds End?
  - Eileen stated she had been at World's End a few weeks ago and saw the foundation was poured for the new Wakeman O'Donnell Center. We don't have an opening date for the Wakeman O'Donnell Center yet. Hoping for an early 2022 open but that is not definite at this time.

**From Christopher**

- Assists at Powisset Farm, caring for the livestock

**From Suzanne**

- I've carved pumpkins at Naumkeag and Long Hill

**From Gail**

- Assists at deCordova, last week in Walpole at Pumpkins in the park, signed up for WinterLights in Canton at The Bradley Estate

**From John**

- Assists at Powisset Farm, Chestnut Hill Farm and many other properties within the Charles River Valley Management Unit.
  - Eileen explained a bit about all the roles John is involved with – from trail work, to events, to cooking classes, to assisting in the fields, to helping with our CSAs and Mobile Market to writing recipes for our weekly CSA shares.

**From Sandy**

- I volunteer primarily at Crane Estate, but have also volunteered at Stevens Coolidge and Appleton Farms

**From Christine**

- I'm currently in the Coastal Education Volunteer training program at Crane's Beach. I've volunteered with garden maintenance at Long Hill in Beverly in years past. Very special places! :)

**From Carol**

- Participated in a Crane Beach (Ipswich) cleanup this year, and those of us there asked for more Crane Beach volunteer opportunities. Are there any?
  - Eileen stated Crane is a unique property, with a very large pool of volunteers which limits their recruiting from the general public on a regular basis. Recently, Crane offered roles for their upcoming Coastal Education Volunteer Training program, which will be offered again early 2022. This past season, they were also recruiting for their Crane

Outdoors program. Eileen suggests checking [VolunteerConnect](#) regularly as new volunteer opportunities are added regularly, which may include new Crane roles.

**From Ramakrishna**

- I volunteered in teaching a few years ago.

**From Carol**

- Participated in a Crane Beach (Ipswich) cleanup this year, and those of us there asked for more Crane Beach volunteer opportunities. Are there any?
  - Eileen suggests checking VolunteerConnect regularly as new volunteer opportunities are added regularly, which may include new Crane roles.

**From Sheila**

- I volunteer at Appleton Farms doing tours and at Crane Estate. At Appleton a group of volunteers started a book club group and we read books related to history of Mass and to certain Trustee sites then we visit those sites.

**From Eliza**

I love that idea, Sheila! I would love to hear what books you are reading

**From Kathy**

- I volunteer at Bird Park in Walpole

**From Gail**

- That's a lovely idea...anyone else down south interested? [in reference to the book club idea]

**From Leslie**

- My name is Leslie and I volunteered this fall at the Bradley Estate (formal garden). I am interested in visiting & volunteering at some of the other formal gardens in the spring.

**From Julia**

- Is the number of volunteer hours a statistic that the Trustees use for fundraising?
  - Bob Bowers, Director of Volunteer Services, said 'yes, The Trustees use volunteer hours in fundraising, especially to demonstrate community engagement and community relationships. Hours are used for grant writing as well. Hours have a budget impact, since hours of service are donated, and that translates into a monetary value to the organization.'

**From Sheila**

- We recently read Louisa May Alcott's Wild Oats and Transcendental and we just visited Fruitlands and toured the houses and visit the museums.

**From DayAnn**

- Question about signing up going forward. I volunteer for garden tour and ambassador at Long Hill. Will there be an email to sign up going forward or do we go to website? Are tours stopped for the rest of the year?

- Eileen suggested volunteers continue to check [VolunteerConnect](#) for upcoming opportunities and/or occurrences. Volunteers should also feel free to directly contact their volunteer supervisor at the property to ask such questions.

**From Robert**

- I've been a Property Steward in the Central unit since 2010. Primarily at the Rock House Reservation (And Lucy Stone Homestead) and also at Tantusquies, Quinebaug Woods, Peaked Mountain and on a few properties on the Vineyard including the FARM Institute, Menemsha Hills, and others. Primarily doing trail maintenance and construction and building maintenance.

**From Sheila**

- I was interested in volunteering at Long Hill and I contacted them, but got little response. Do they need volunteers???
- Eileen will follow up with staff at Long Hill and will reach back out to you, Sheila.

**From Laura**

- Yes, thank you!

**From Suzanne**

- Emily Junker contacted me from Long Hill about pumpkin carving. I asked via the trustee volunteer website general email.

**From Loni**

- I was just there [World's End] last week and the building has been framed now too... walls and a roof, as well as window openings.

**From Stacie**

- Can you talk more about the Mobile Market volunteers?
  - The Mobile Market brings fresh, wholesome, organic produce to underserved areas in Boston. To read more, follow these links.
  - [Bringing Food From Trustees Farms to People in Need](#)
  - [Mobile Farmers Market](#)
  - [Trustees Offer Online Farmers Markets at Greater Boston Area Farms Bringing Increased Access to Healthy, Locally Sourced Food for Massachusetts Residents](#)

**From Sheila**

- I would stress that in your training about if you volunteer and you are unable to attend. I worked for the National Park Service and we had that problem with volunteers who didn't show up and learned to stress it more in our training and consequences when we didn't know if a volunteer didn't show up and let us know.
  - This is an excellent point! The Trustees recognizes other obligations will come up. However, please notify your volunteer supervisor or Volunteer Services if you must cancel your volunteer shift. This allows another volunteer to sign-up in some cases and allows staff to plan for the day. Plus, we worry if a volunteer says they are coming to an event and then do not show up.

**From Stacie**

Thank you!

**From Bill**

- I'm Bill and have been a guide [at deCordova] for eight years. I think the opportunity to visit several of the other sites would be helpful. Please come to the deCordova; there have been many people there, particularly in the Sculpture Park, this past year.!!

**From Gail**

- I would also like to visit other properties as part of a group

**From Sheila**

- I would love also to go with other volunteers to visit other sites and learn about their volunteer opportunities plus learn more about the sites to tell visitors I meet while volunteering at Appleton.

**From Ramakrishna**

- Eileen, for prospective volunteers, would you let us know the steps involved like you calling them to know more or any other steps
  - Absolutely! Volunteers are free to search our volunteer site, [VolunteerConnect](#), for roles either by location, keyword and interest. From there, a volunteer can either SIGN UP or EXPRESS INTEREST in the volunteer role. Volunteer Services will receive a notification of your intent. New volunteers, or prior volunteers signing up for something brand new, will be sent a link to schedule a time to chat about the role, ask questions, find out more information. Here is the link: <https://calendly.com/esmallthetrustees/15min> After speaking with us, we will let the property staff/volunteer supervisor know of your upcoming schedule. In most cases, staff will reach out to you with a warm welcome and possibly more information for your volunteer shift.
  - Volunteer Services will also follow-up with the volunteer via email shortly after the phone call to review the conversation.
  - We ask that you contact us in Volunteer Services at [volunteer@thetrustees.org](mailto:volunteer@thetrustees.org) if you have not hear from the property staff/volunteer supervisor within 7 – 10 days of Volunteer Services' confirmation email. We'll follow up on your behalf.

**From Eileen Small to Everyone**

Survey Link: <https://www.surveymonkey.com/r/Q6MJRHX>

**From Julia**

- With these big events—Halloween Hill, Winter Lights, Crane Castle Illuminated—is being sustainability discussed? Regarding waste and wear and tear on properties when big crowds come?  
*Bullet points below are from our Managing Director of Stewardship*
  - We have a process for large event planning (meaning events over 500 people) that includes consultation with our in house resource experts. So for example, for Summer Solstice at Worlds' End, we have a plan that we developed in consultation with the ecology team to ensure that we can park on fields without impacting grassland bird habitat. At our public gardens properties, the horticulture team is involved with light layout, foot traffic patterns and overall site planning.
  - For most events, we work to reduce waste by using compostable paper products and avoiding plastic when we can. Appleton Farms has pioneered some zero waste events and we are always working to improve that part of our work.
  - We try to hire and work with vendors that are also in line with our mission when we can, embracing eliminating plastic straws, sourcing local ingredients, and using compostable plates and utensils.

- Timed ticketing helps with event planning and waste reduction because we know how many people are coming and can avoid over purchasing. This also helps with crowd density and allows us to manage site impacts.
- In general, I think it's not a realistic goal to expect there will be no impact on our properties associated with visitation. But it's part of our mission to welcome everyone, and events have been a really effective way at reaching a broader audience for the organization. So the benefit of these programs to our mission outweighs the negatives of site impact. I think our goal around events is more to make sure that we mitigate risk to the significant resources we're responsible for, so rare species, historic landmarks, collections and living collections. If we have to replace some sod or reseed a lawn every year I think that's just part of being open to the public. .

**From Eileen Small to Everyone**

<https://volunteer.thetrustees.org/>

Email: [esmall@thetrustees.org](mailto:esmall@thetrustees.org)

[volunteer@thetrustees.org](mailto:volunteer@thetrustees.org)

**From Sheila**

- I would like to learn more about any research being done related to different properties especially diversity history - indigenous people and issue of slavery, etc.
  - YES! Please join our future trainings as we address many of these thoughts/ideas