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# TEAM TULIP HANDBOOK

— WICKED TULIPS FLOWER FARM —

-2024-

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# MISSION STATEMENT

BRING JOY TO OUR COMMUNITIES.

PROVIDE A UNIQUE EXPERIENCE.

WOW PEOPLE WITH THE EXTRAORDINARY BEAUTY OF FLOWERS.

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# THE SUCCESS OF OUR BUSINESS SHOWS IN OUR GUESTS' SMILES. AS A TEAM MEMBER, IT ALL STARTS WITH YOU!

**Positivity-** You were selected to be a part of this team in large part because of your awesome personality. Please remember to use your very best interpersonal skills when interacting with everyone you encounter on the farm. Never assume a guest has been: greeted, helped, thanked or if appropriate, apologized to. (Using words, “We are sorry this happened.”)

**Teamwork-** Rain or shine, we’re in this together. Let’s support one another by being helpful, respectful, flexible and patient with each other.

**Attendance-** Even when it’s not obvious, your presence is crucial to maintaining a pleasant experience for our guests and a positive work culture for your teammates. Please arrive to your designated area on time and fully prepared to begin your shift.

**Productivity-** The U-Pick event has so many moving parts! We hope you’ll focus on your specific role during your designated shifts while also being open to jump in and assist in other areas if asked.

# FREQUENTLY ASKED TEAM ?'S:

## ★ What if I'm more than 5 minutes late?

- Send a message to the Managers group on Home Base

## ★ What if I can't work a shift?

- Put your shift up for grabs in the Home Base app as soon as you know you have a conflict. Be specific as to which farm you are scheduled at, date and time. Go to Messages at the bottom and then pick "Entire Team"
- If no one offers to take your shift, it is up to you to contact Nancy [nancy@wickedtulips.com](mailto:nancy@wickedtulips.com)

## ★ What if I have a last minute emergency and can't make my shift?

- This should be the exception and would be for things like sickness, car breaks down, etc.
- Send a message to the Managers group on Home Base

## ★ Will I get a break?

- You are entitled to one paid 15 minute break **per shift**.
- If you work **2 consecutive shifts**, you will get one paid 15 minute break and an additional 30 minutes of unpaid time for a meal break. Be aware that these are calculated automatically by our time tracking system. It's your responsibility to remember to take these breaks. Check in with your team leader regarding best times.

## ★ Am I expected to work in bad weather?

- Yes, prepare for whatever the forecasted outdoor conditions may be. In the very unlikely event of unsafe conditions, you'll be notified.

## FREQUENTLY ASKED TEAM ?'S (CONTINUED):

- ★ **Is there indoor shelter to dry off or warm up?**
  - No. Please see section on Helpful Hints.
- ★ **Is there designated parking available?**
  - Yes. Parking attendants will guide you to the designated area. Please take extra care not to use more than one space.
- ★ **How will my hours be tracked?**
  - Hours will be tracked on the Home Bases app. We encourage you to also keep a record of your hours, in case you forget to log them on your way in/out of the farm!
- ★ **When will I get paid?**
  - Payroll will be processed at the end of each farm event. One for Exeter, RI, one for Preston, CT and one for Johnston, RI. It may be more than a week after the event to receive your paycheck depending on where we are in the ADP pay cycle.

# APPROPRIATE ATTIRE

## Dress Smart

The best way to ensure your comfort is to check the forecast, but prepare for anything, especially wind. Conditions can fluctuate pretty dramatically throughout the day and can change in the blink of an eye.

- Layering with quick drying clothing can make all the difference in the world.
- Please also don't forget dry socks and shoes. Be mindful that you'll be on your feet all day when choosing footwear.
- You can almost never go wrong with supportive waterproof boots/shoes. Even inexpensive rain boots can work well with supportive inserts.
- Besides the possibility of rain, there is also the likelihood of some hot days. Given that there is no natural shade on the farm, make sure to pack a hat and sunscreen to avoid heat exhaustion and sunburn.
- It is required that you wear the provided orange Wicked Tulips t-shirt or other Wicked Tulips apparel so visitors can identify team members easily.

The following items are **NOT workplace appropriate** attire:

- Open-toed shoes or sandals
- Mini shorts
- Excessively ripped clothing or stained/dirty clothing
- While the T- shirt is yours to keep, please do not alter it.

# HINTS TO ENJOY YOUR TIME ON THE FARM

**Rest-** We recognize that long days spent standing in the elements can be tiresome. Please utilize your provided breaks to sit, stretch, eat and relax so you can feel your best. Wearing a hat and use of sunscreen is helpful. There will be a designated staff area for this purpose.

**Refuel-** Be sure to bring enough water to last your designated shift(s) along with plenty of food to help you stay energized. We do not have potable water on the farm.

**Connect-** We ask that **cell phone use is reserved for breaks and should be kept with your other personal belongings unless you are using for work purposes.** All of our positions have guest interactions, therefore **the use of headphones is prohibited.**



# TEAM BENEFITS

FROM US TO YOU BECAUSE WE THINK YOU'RE AWESOME

## EMPLOYEE & VOLUNTEER PERKS

- ★ 10 free tulips to pick anytime during the U-Pick.
- ★ 50% off bulbs during the U-pick event. They must be purchased on site so that we can add the special discount.
- ★ 2 free admissions (your name is checked off at entrance). You may use it yourself, and/or gift one. Tulips are not included.
- ★ Wicked Tulips T-shirt.
- ★ If volunteers work 40 hours or more, Wicked Tulips will make a \$200 donation to the charity of their choice.
- ★ Jonathan Packer Photography is offering mini sessions at the farm for a discounted fee of \$150. (50% savings) That is for a 20 minutes session and 10 digital images.

## PAID WRAPPING

We are happy that our visitors will be able to “self-wrap” their tulips again this season. We will be offering a “paid wrapping” for visitors who don’t want to wrap their tulips, or who want a bouquet to have a little bit extra. There will be a fee for this paid wrapping, and a portion of the fee will go towards local charities. We want our team to nominate local non-profits that are important to them. The form will be available in the Employee Portal.

# IN OUR COMMUNITY-TULIPS FOR LOVE AND HOPE

**With your help, since 2021, we were able to donate over 66,000 tulips to essential workers, food pantries, garden clubs, nursing homes and more! It has always been our passion to bring the joy and love of flowers to our community, and being able to extend that even further during such a challenging time, reinforces the mission of Wicked Tulips.**

**This year, we are again planning to donate 25,000 tulips over the 3 farms, with the help of our specialized team members to coordinate donations to local services including nursing homes, hospitals, and schools. We hope to receive recommendations from our team and the public. We will have a form you can fill out or talk to someone from the Tulips for Love & Hope team. We will not be delivering the bouquets, only doing pick-up by the organizations, but you are welcome to deliver if you are able.**



# ADOPT A BENCH/TABLE PROGRAM

As you walk the fields, you will notice plaques on some of our benches and picnic tables. In 2021, we started an “Adopt a Bench/Table” program. This program allows visitors, for a fee, to adopt a bench/table in honor/memory of someone or an event. More information is available on our website or they can talk with Leah (leah@wickedtulips.com). Because of the time needed to order a sign, this program is currently closed, but people can adopt for the 2025 season.

More info can be found here: <https://wickedtulips.com/pages/naming-opportunities>



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# SECTION 2

TEAM ROLES

-2024-

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# ENTRANCE HUT

**PURPOSE:** TO EFFICIENTLY CHECK GUESTS INTO THE EVENT USING A TICKET LOOK-UP, ACCURATELY DISTRIBUTE U-PICK TOKENS, ANSWER QUESTIONS AND DIRECT VISITORS WHERE TO GO NEXT.

**Smile-** Entering the event is exciting for visitors. Show our guests that we're just as excited to see them! This is especially important when the weather is cold and gray. Our farm team has the amazing super power to show guests that less than perfect weather is no problem here at WTFF.

**Be Present-** Be alert and ready for each guest as they approach check in, this will set the tone for an enjoyable visit.

**Speak Up-** Guests will often approach the entrance tent with lots of questions. Please answer accurately. If you're unsure, check the list of FAQ's or ask your team leader for some help. No guest should ever be told, "I don't know".

**Be Kind-** Recognize that some guests may have travelled far, maybe waited to be directed in parking or experienced any number of other things that can go wrong in the course of a day. Treat each visitor just as you would treat a special guest in your home.



HAPPY, SMILING FACES GREET OUR GUESTS!



# FIELD MONITOR



OUR FIELD MONITORS ANSWER QUESTIONS, KEEP THE ROWS CLEAN AND BRING "RESCUED" TULIPS TO THE DONATION TENT.

**PURPOSE:** TO ANSWER GUEST QUESTIONS WHILE WALKING UP AND DOWN EACH ROW AND COLLECTING DISCARDED TULIPS AND FOLIAGE

**Smile-** Field monitors have the unique position of being the only staff point of contact during a guest's U-Pick experience, there is something special about being among thousands of tulips. Wear that smile at all times.

**Be Present-** Even while picking up leaves and field rescues, always be on the lookout for guest behaviors that are not allowed. These include: walking through planted rows, discarding already picked flowers, kids sitting in the tulips, etc.

**Speak Up-** Visitors can be eager to talk and ask questions. Please be friendly and helpful. If you aren't sure of an answer, get assistance from your team leader.

**Be Kind-** Find ways to leave a lasting positive impression. Smile in the rain, be friendly and show the world that Wicked Tulips Flower Farms truly is a happy place to be!

# PARKING ATTENDANT

**PURPOSE:** TO FACILITATE SMOOTH TRAFFIC FLOW INTO AND OUT OF THE PARKING AREA AND DIRECT CARS TO ENSURE OPTIMAL USE OF LIMITED FIELD PARKING SPACE.

**Smile-** Just as important as directing traffic, a smile and friendly demeanor are must haves. We rely on our parking staff to set a welcoming tone for our guests upon arrival as well as departure, to leave them with a lasting positive impression of their visit.

**Be Present-** Do your best to be mindful of what's going on around you. This will keep things flowing and above all, help ensure that guest and staff pedestrians are safe from traffic.

**Speak Up-** If a visitor approaches you with a question you don't have an answer to, please ask your team leader for help. Communication with fellow team members is crucial to this role in order to keep parking safe and organized.

**Be Kind-** Patience and kindness are always needed in the parking area, but even more so on our busiest days. Remember to take your allocated breaks to recharge.



PARKING ATTENDANTS ARE OFTEN THE FIRST AND LAST TEAM MEMBERS THAT OUR GUESTS SEE. WE ARE LUCKY TO HAVE AMAZING TEAM MEMBERS WITH POSITIVE ATTITUDES EVEN WHEN THINGS GET BUSY.

# CASHIER AND BULB/MERCHANDISE TENT



CASHIERS USE IPADS AND CARD READERS TO PROCESS TULIP PURCHASES. IN ADDITION TO ACCURATELY HANDLING EACH TRANSACTION, OUR CASHIERS ARE EXPECTED TO BE PLEASANT AND HELPFUL.

**PURPOSE:** TO EFFICIENTLY CHECK OUT CUSTOMERS WITH THEIR U-PICK TULIPS OR WTF BULB/MERCHANDISE .

**Smile-** Aside from our amazing parking attendants, you may be the last Wicked Tulips team member to interact with our visitors. Even in lousy weather our goal is to leave everyone with happy tulip vibes.

**Be Present-** Please be mindful about not having conversations with coworkers when there are visitors to be served. The lines can get long quickly. Also be mindful by not engaging in lengthy conversations with visitors when there is a line.

**Speak Up-** It can be stressful when our register equipment goes offline. Please quickly try to troubleshoot and enlist the help of your team leader to assist if needed.

**Be Kind-** Compliments about tulip or merchandise selections leave visitors feeling happy about their choices. Please be generous with nice words.



# WRAPPING ATTENDANT

**PURPOSE:** TO ENSURE THAT WRAPPING SUPPLIES ARE FULLY STOCKED, QUESTIONS ANSWERED AND WRAPPING ASSISTANCE PROVIDED AS NEEDED.

**Smile-** This is a great time to interact with guests by complimenting them on their choices and making sure they are aware of the checkout procedure.

**Be Present-** One of the most important aspects of this role is making sure all stations are stocked with: paper, tape and markers. In addition to emptying bins when full and bringing buckets/baskets back to the entrance.

**Speak Up-** If you see someone is having trouble wrapping, offer some helpful hints. It will be nice to also communicate to the customers what they should do with their tulips in the car and once they get home!

**Be Kind-** In your interactions with customers, always be sure to leave a positive impression.



WE WILL WELCOME BACK OUR VISITORS TO SELF-WRAP THEIR TULIPS AT THE END OF THEIR PICKING.

WE ARE ADDING "PAID WRAPPING" SERVICES, FOR A SMALL FEE. IF SOMEONE DOESN'T WANT TO WRAP THEIR OWN OR WANTS IT TO LOOK A LITTLE MORE SPECIAL, A TEAM MEMBER WILL WRAP THE TULIPS FOR THE VISITOR. WE WILL HAVE A PORTION OF THE PROCEEDS GO TO VARIOUS CHARITIES (BY RECOMMENDATION OF OUR TEAM!).

# GREETER

**PURPOSE:** PROVIDE MORE DETAILED INFORMATION TO OUR VISITORS ABOUT THE U-PICK PROCESS

**Smile-** As with all other roles on the farm, the expectation is that workers in this role are approachable and pleasant.

**Be Present-** One of the most important aspects of this role is providing information in a fun and quick manner. Our visitors want to know what to do, but want to get into the fields.

**Speak Up-** Many of our visitors have never picked a tulip before, be clear on the process and make it fun! People are looking to you as an expert.

**Be Kind-** In your interactions with customers, always be sure to leave a positive impression.



VISITORS OFTEN HAVE QUESTIONS ABOUT PICKING TULIPS AND OUR FARM. DO YOUR BEST TO ANSWER THESE QUESTIONS. WHEN IN DOUBT-ASK YOUR TEAM LEADER!

# FACILITIES POSITION

**PURPOSE:** PROVIDE A CLEAN AND SAFE FARM EXPERIENCE FOR OUR VISITORS.

**Smile-** As with all other roles on the farm, the expectation is that workers in this role are approachable and pleasant.

**Be Present-** The most important aspects of this role is to be proactive in keeping the visitor use areas clean and supplies ample.

**Speak Up-** If a visitor approaches you with a question you don't have an answer to, please ask your team leader for help. Communication with fellow team members is crucial to this role in order to keep the farm safe and organized.

**Be Kind-** In your interactions with customers, always be sure to leave a positive impression.



VISITORS WILL ALWAYS REMEMBER THE BEAUTIFUL TULIPS BUT THEY WILL ALSO REMEMBER IF THE TRASH IS OVERFLOWING OR THERE WAS NO TOILET PAPER. EVERYONE SHOULD BE WORKING TOGETHER TO ENSURE A MEMORABLE EXPERIENCE FOR OUR GUESTS

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# SECTION 3

## VISITOR 101

IT IS OUR GOAL TO HAVE EACH TEAM MEMBER WELL VERSED IN TULIP 101 INFORMATION

TO HELP ENSURE THAT OUR GUESTS ALWAYS GET THE MOST ACCURATE INFORMATION.

BE AWARE THAT THIS IS THE EXACT INFORMATION THAT IS PROVIDED TO OUR VISITORS ON

OUR WEBSITE. [WWW.WICKEDTULIPS.COM](http://WWW.WICKEDTULIPS.COM) FOR MORE INFO

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# VISITOR 101

## Three 2024 LOCATIONS:

**RI: 400 Hog House Hill Rd Exeter, RI**

**90 Brown Ave Johnston, RI**

**CT: 382 Route 164 Preston, CT**

## Regular Business Hours

- 7 days/week- 10 am - 7 pm

**U-Pick Admission Tickets** - Tickets are sold by the half hour. Only Adult Tickets come with tulips, however, anyone can purchase additional tulips for \$1/stem.

- **Adult Tickets(18+):**
  - a. Weekday ticket **\$20.00** (with 10 tulips)
  - b. Weekend **\$23.00** (with 10 tulips)
- **Kids tickets:** 5-17 yrs. old are **\$5**, do not include tulips, never sell out & can be used any day. Not valid for adult-aged guests!
- **Children 4 and under** are free.
- Every guest must have a ticket. There are no tickets for just “walking around.” All adult tickets include 10 tulips.

## Special Event Tickets/Hours

- **Any Day Tickets \$30** - pre-sold in February. These tickets may be used any day and at any time for one visit to any farm in the 2024 season.
- **Farm Hopper Ticket \$75** -pre-sold in February. These tickets allow the ticket holder to visit each farm once in the 2024 season.
- **Season Pass \$100** - pre-sold in February. If you are someone who can't get enough time in the tulips, this pass is for you! During our 2024 season, you can come as many times as your heart desires, to any and all of our farms! This pass includes 10 tulips on your first visit and you are always able to purchase additional tulips for \$1/stem.
- **Yoga in the Tulips \$35** - 9:00am on select Saturdays and Sundays.
- Some weekends we may open early at 8:00am or 9:00am to accommodate more visitors on a particularly nice weekend morning.



# VISITOR 101

**How many tulips did we plant?** We planted about 450,000 bulbs in Exeter & 750,000 bulbs in Preston and 450,000 bulbs in Johnston. For a total of about 1.65 million tulips!

**Bulb Sales:** We pre-sell our bulbs at the U-Pick and online, until mid-October. The bulbs are shipped in the fall in time for fall planting season. There are lots of resources on our website ([wickedtulips.com](http://wickedtulips.com)) about planting, critters, etc.. Encourage visitors to visit the bulb tent for more info.

## Caring for your Tulips

- When you get home, put your wrapped flowers in cold water. Leave them for a few hours so they can get water back into their stems and perk up!
- Unwrap them, cut them straight across with a clean knife and give them plenty of fresh water.
- Throw in a couple of ice cubes and keep them out of direct sunlight to slow the bloom.
- Add cold water/ice cubes daily. **Tulips like cold water.**

No need to bring scissors but visitors can BYOB (bring your own bucket) and have some water in the car for the ride home. We may have water available for guests to use for their tulips, but not guaranteed.

## How to pick a tulip:

- Grasp the stem as close to the ground as possible and pull straight up. This ensures a long stem. If you pull further up, the stem could snap leaving you with a short tulip or worse, just the flower.
- Don't worry if the bulb comes out of the ground when you pull it up. You can snap it off and leave it in a designated bucket at the farm.
- We know that despite our explanations, folks will still try to take the bulbs home thinking they can plant them. They are coming out of the ground too soon to produce a flower next year. It can take several years to get a flower.
- Please, whatever you do, do not put the flower back in the ground because you were trying to get the bulb too, and failed. Yes this happens and they will die, which creates a financial loss for us.

# VISITOR 101

## Handicap Accessibility

There is handicap parking available. This is a farm, so although we are accessible, it is not always easy to maneuver. The farm is not paved, it can be uneven, and muddy if wet. Handicap porta-potties are also available

## Parking

Parking is free with the purchase of a ticket, carpooling is encouraged, as we have limited field parking available. If we have a rainy season it will get muddy, owners' responsibility to have the vehicle towed if it gets stuck. We strongly recommend leaving the fancy sport car at home. Park at your own risk.

## Pet Policy

Valid Service animals only. No exceptions. Visitors cannot leave animals in their car.

## Food & Picnic

Visitors are allowed to bring in their own food. We occasionally have food trucks as well.



# POPULAR VISITOR QUESTIONS

## ★ **Do I need a ticket if I don't want to pick tulips?**

ANSWER: Yes, we are a U-pick. If you don't want the tulips that come with your adult ticket, you are welcome to give the token to someone else or we can donate your tulips for you.

## ★ **How do I care for my picked tulips?**

ANSWER: Tulips like fresh, cold water. When you get home, put your wrapped flowers in cold water. Leave them for a few hours so they can get water back into their stems and perk up! Unwrap them, cut them straight across with a clean knife and give them plenty of fresh water. Throw in a couple of ice cubes and keep them out of direct sunlight to slow the bloom. Add cold water/ice cubes daily. Keep them out of the sun.

## ★ **How long will my picked tulips last?**

ANSWER: The picked tulips should last 5-7 days if given the correct conditions.

## ★ **When do I receive/plant my tulip bulbs?**

ANSWER: We ship the tulip bulbs in the fall, normally around the beginning of October. We will send an email with tracking information when we ship.

## ★ **Why can't I purchase bulbs now to take home?**

ANSWER: The tulip bulbs are still growing in Holland.

## ★ **Why can't I take the bulb home with me if it comes up when I pick a tulip?**

ANSWER: We are selling the tulip, not the bulb. Because the full stem came up, the bulb won't produce a flower. Bulbs need the leaves to produce energy from the sun by photosynthesis.



# POPULAR VISITOR QUESTIONS

★ **Can I pick more than 10 tulips?**

ANSWER: Of course! Adult tickets come with 10 tulips, but you can always buy more for \$1/stem.

★ **How do I keep critters from eating my planted bulbs and tulips?**

ANSWER: To keep critters away from planted bulbs, we recommend planting later in the fall planting season, when the squirrels have gotten their food sources. You can also plant chicken wire around the bulbs. To keep critters away from the flowers, you can sprinkle them with cayenne pepper or a product like “Liquid Fence”. Planting daffodils around the tulips has also been known to keep critters away. More information is available on our website: <https://wickedtulips.com/blogs/tulip-tips/how-to-protect-your-bulbs-from-critters>

★ **Will my planted tulips come back every year?**

ANSWER: Most likely yes. Tulips aren’t true perennials, but some tulip varieties have more perennial traits than others. A daffodil is a true perennial. In park settings, and at our farm, tulips are treated like annuals, and planted fresh each year. To help encourage perennializing, you can plant the tulips deeper, about 8”. Every few years, you can dig up the bulbs in the summer, separate the larger bulbs and then store them for a few months until it is time to plant again in the fall. More information is available on our website: <https://wickedtulips.com/pages/planting-and-care-for-your-fall-bulbs>

★ **How many tulips did Wicked Tulips plant at each location?**

ANSWER: We planted about 1.5 million bulbs this year!

Exeter, RI	450,000
Johnston, RI	450,000
Preston, CT (our largest farm!)	750,000

★ **How long has Wicked Tulips been open for?**

ANSWER: Our first year in RI was 2016

# WTFF HISTORY

## A blooming husband-and-wife team

Their first blooming business was called EcoTulips. It began in 2009 when Keriann, a self described "green girl" met Jeroen Koeman, who hailed from a Dutch family of tulip growers. They fell in love, got married, and started EcoTulips LLC. In September 2015, they moved from Central Virginia to Rhode Island and started their new endeavor Wicked Tulips Flower Farm. In 2018, the couple decided to simplify things and combine EcoTulips.com with Wicked Tulips Flower Farm. They now sell all their products under the same brand-name Wicked Tulips.

Keriann is a native New Englander, so Rhode Island's proximity to family combined with the colder climate made it perfect for starting a tulip farm here in the States - a long time dream of Jeroen's.

As they did in Virginia, the couple opens their farm to visitors every spring. They started by hand planting approx. 60,000 tulips and now plant 1.5 million with a tractor. They host the **largest U-pick Tulip Event in New England!** You can tiptoe through acres of tulips and experience the sights, sounds and smells of spring. Bring home a fresh picked bouquet of the most amazing tulips you have ever seen.



*PHOTO CREDIT: HALLIE JADE PICTURES*

# WTFF HISTORY CONT..

## Passion

When they started their business in 2009 the bulb industry had a long way to go towards becoming more eco-friendly. They decided then, that they would only purchase and sell certified organic bulbs until things improved. At that time most Dutch bulb farmers were using neonicotinoids, which are known to harm bees. In addition, there was a lack of information regarding the importance of soil health which led to a greater use of chemicals.

They are happy to say that now, a decade later, things are changing for the better and the bulb industry has made some big steps in the right direction. Soil health has become a priority with most farmers and neonicotinoids have been banned. As long time vocal supporters of these issues, it is with great pride that they are seeing these best practices put in place.

Jeroen's two brothers, who still run the family tulip farm in Holland, are now members of a group of farmers who are actively working towards and are succeeding in significantly reducing the amount of pesticides they use and work diligently to improve soil health. They are incredibly proud to be part of these positive changes in the bulb industry. As always, they will continue supporting farms that invest their resources in environmentally friendly farming practices. It is a direct result of these industry changes that they now have more farmers from which to purchase their bulbs. This means a more diverse selection of bulbs for the u-pick event and [online store](#). They are so excited to share them with you!

*PHOTO CREDIT: JEN LYONS MARCOCCI*

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# SECTION 4

— CLEANING —

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# GENERAL CLEANLINESS

EVERYONE SHOULD BE WORKING TOGETHER TO ENSURE A ORDERLY & SAFE WORKPLACE FOR FELLOW TEAM MEMBERS AND A MEMORABLE EXPERIENCE FOR OUR VISITORS !

We want the farm to look clean (as much as a farm can):

- Please do your part to help keep surfaces clean of excess dirt, mud, and clutter. This includes tables, benches, and work surfaces.
- Take notice of the porta potty area: check if anything needs a refill (soap, toilet paper, hand sanitizer). Inform a manager if any supplies are running low, or if the porta potties are needing service.
- Check-in/Register iPads and iPhones: wipe them down with alcohol wipes (ONLY) at the end of your shift.

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# SECTION 5

## WORKPLACE SAFETY AND EMERGENCY PROTOCOLS

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# WORKPLACE POLICIES

## Discrimination Policy

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Wicked Tulips will be based on merit, qualifications, and abilities. Wicked Tulips does not discriminate in employment opportunities or practices because of race, colour, religion, sex, national origin, age, disability or other. This policy applies to recruitment, selection, job assignment, rate of pay, promotion, discipline, termination and access to training. Each season we evaluate who will be asked to reapply. We consider staff who were hard workers, demonstrated flexibility to work in different positions and who our management thought went above and beyond in giving great customer service.

## Harassment / Workplace Violence Policy

Wicked Tulips will not tolerate behavior including: discrimination, harassment and sexual harassment that is likely to undermine work relations or productivity, or create an unsafe workplace. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic **will not be tolerated**. If you believe you have been the victim of harassment, or know of another employee who has, report it to your supervisor immediately.

*Employees can raise concerns and make reports without fear of reprisal, all matters will be treated with confidentiality.*

## Workplace Safety Policy

It is the policy of Wicked Tulips to provide a safe and healthy environment for staff and guests. A safe working environment is everyone's responsibility and is based on awareness and prevention. Each employee is expected to exercise caution and use common sense in all work activities. They should be aware of their surroundings and actively look out for unsafe situations. In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify a manager on your shift. An incident report will be made for all employees and customer injuries. Please check in with a manager to learn how to fill the incident report.

# HEALTH AND SAFETY

NO SMOKING/VAPING

DRUGS AND ALCOHOL ARE PROHIBITED



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# INJURY INCIDENT PROCEDURES

— VISITORS AND EMPLOYEES —

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# TEAM MEMBERS INCIDENT REPORT

STAYING SAFE IN THE WORKPLACE IS A PRIORITY

You must inform a manager immediately in the event of any injury, illness or “near miss” event (which could have caused an injury) to you - *no matter how minor*.

A form will be completed by you & a Manager *within the same shift of the incident*.

# VISITOR INCIDENT REPORT

1. Always check guest by first asking “Are you ok?” **If the customer is unconscious for any length of time, you should call 911.** If injury is anything other than a minor scrape, **call 911.** Guest may refuse ambulance, but we still need to call.
2. **STAY WITH THEM AND ALERT ANOTHER TEAM MEMBER TO FIND A MANAGER.** Do not attempt to move them on your own.
3. Apologize, but don’t admit fault.  
*“We are sorry this happened” is a good way to do so.*
4. Cooperate in filling out an incident report with the Manager and the visitor.

Inform a Manager immediately in the event of any injury to a visitor *or* if you ARE WITNESS TO A “near miss” event - *no matter how minor.* (for example : they trip, fall and get up on their own...check that they are ok and report to a Manager asap.

# LOST CHILD

1. Ensure the parent or relative stays with a team member **AND FIND A MANAGER.**
2. Get a detailed description of the child (boy/girl, age, name, what they are wearing, where they were last seen).
3. Manager to notify the Lead parking attendant to keep an eye on the gate.
4. **MANAGERS WILL THEN DESIGNATE TEAM MEMBERS TO BEGIN A SEARCH for the child throughout the farm. If possible, a relative of the child should be sent to the parking area to accompany the lead parking attendant or other Manager.**
5. **MANAGER will announce on the walkie talkie: 'We have a lost child, I repeat we have a lost child. It's a 3-year-old girl, named Nancy, wearing a pink shirt and purple pants and was last seen xxxx' Repeat the description again immediately.**
6. **If after 15 minutes the child is not located we'll contact the police.**
7. **When child is found announce on walkie talkie immediately.**

# FOUND CHILD

If a child is found:

1. Most often a child is found without a parent and we need to locate a parent.
2. Always bring them to the entrance shed and a Manager will be contacted to stay with the child.
3. Make them feel comfortable. NEVER give them any food or drink, they may have allergies.
4. The Manager will advise designated team members to search for a parent that appears to be looking for a child and make an announcement (if necessary) that a child has been found and is located at the entrance shed.

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# SECTION 6

## COVID-19 COMPLIANCE

— WE WILL FOLLOW ALL STATE MANDATES REGARDING COVID 19 —  
AND UPDATE THE WEBSITE WITH ALL NECESSARY INFORMATION  
(PLEASE NOTE THAT RI AND CT RULES ARE THE SAME)

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# COVID COMPLIANCE ON-SITE

## VISITORS

- No masks required
- No proof of vaccination required
- No quarantines required for out-of-state visitors
- No social distancing requirements
- No screening required

## TEAM

- No masks required
- No proof of vaccination required
- No social distancing Requirements
- No screening requirements

TEAM:  
IF YOU GET COVID-19  
OR  
ARE A CLOSE CONTACT WITH A POSITIVE CASE

WITH A POSITIVE RAPID ANTIGEN OR PCR TEST

- Isolate at home for a minimum of 5 days, and at least 5 days from onset of symptoms.
- After isolation period and symptoms are gone, employees can return to work.
- Wear a high-quality mask for an additional 5 days.
- No negative rapid antigen or PCR test is required to return to work.

IF YOU ARE A CLOSE CONTACT WITH A POSITIVE CASE

- Employees should get a test at least 5 days after exposure and may work if negative.
- Continue to monitor for any symptoms for 10 days and wear a mask if you must be around the positive case individual.
- You can work as long as you are not exhibiting any symptoms.



# ACKNOWLEDGEMENT

We hope that this Handbook helped you better understand Wicked Tulips Flower Farm, what we do, our mission, policies and expectations. The information contained in this handbook applies to all team members at all of our locations. Reading and following these policies is a condition of your employment. However, this handbook is subject to changes and modifications throughout the season. It is a summary, which is presented here only as a matter of information.

*You are responsible for reading, understanding, and complying with the provisions of this handbook.  
Please do not hesitate to ask questions.*

I have read the handbook and agree to all of the terms and conditions.

Printed Name of Team Member: \_\_\_\_\_

Signature of Team Member: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Parent/Guardian

( if Team Member under 18 years of age): \_\_\_\_\_

Date: \_\_\_\_\_

On certain days we may not be at full capacity and therefore, we will decrease our staffing numbers.

How would you like to be notified: text \_\_\_\_\_ or email \_\_\_\_\_