

VOLUNTEER HANDBOOK

Date _____

REFERENCE PAGE

YOUR ASSIGNMENT

YOUR STAFF SUPERVISOR

SUPERVISOR PHONE NUMBER

SUPERVISOR EMAIL

IF ILL OR LATE, CALL

VOLUNTEER CONTACTS

Website

Volunteer Office (weekdays only)

Volunteer Sick Line

Receptionist (weekdays only)

Customer Service Center

Weather Line (recording updated by 6 am)

CANCELLING OR CALLING IN SICK

If you have advance knowledge of a conflict with your schedule, please contact your staff supervisor at least one week in advance.

For emergency cancellations or to notify the museum if you are going to be late, please call the appropriate number below and state your name, volunteer position, and shift:

Volunteer Role	Call in sick
Info Desk, Coat Check, Ambassadors, Greeters	Leave a message on the sick line: xxx-xxx-xxxx
All other volunteers	Contact your staff supervisor

WELCOME

It is a pleasure to welcome you as a new volunteer. As a museum volunteer, you are our direct link to the public. Wherever you work in the museum, your knowledge, enthusiasm and commitment directly contribute to making _____ a pleasant and welcoming place for our visitors.

We sincerely appreciate the contribution of each volunteer. We hope your volunteer experience is challenging and rewarding. Thank you for choosing to be part of this organization. This is an exciting time to be involved!

Manager of Volunteer Programs

THE VOLUNTEER PROGRAM AT _____

We have over _____ volunteers who assist us in a variety of roles.

Volunteer Department

The Volunteer Department is part of the _____ Department and is located _____. The Manager of Volunteer Programs, is a paid staff person who manages and supervises the volunteer program and works closely with the Volunteers Association.

The goals of the Volunteer Department are to:

- Work with staff to identify roles that provide meaningful experiences for volunteers.
- Build a sustainable volunteer force that reflects the diversity of the area we serve.
- Maintain a volunteer program structure that remains flexible and viable as the museum changes, expands and grows.
- Provide training for staff on volunteer management and cultivation.

Volunteers Association

All volunteers are automatically members of the Volunteers Association.. The Volunteers Association supports the mission of the Museum by providing an effective organization of skilled and dedicated volunteers working with staff to implement the museum's programs and services. The Volunteers Association empowers volunteers through appropriate training, continuing education and the opportunity for leadership. The Volunteers Association Executive Committee includes representatives from each department or program that utilizes a significant number of volunteers, and from the museum guild.

VOLUNTEERS ASSOCIATION OFFICERS

Chair
Vice Chair
Secretary
Treasurer

Volunteer Roles

The following are just some of the volunteer roles at _____:

Ambassador, Art Studio, Coat Check, Docent, Events, Greeter, Libraries, Park Steward, Staff Assistant, and Teacher Resource Center

Each volunteer is supported by a staff supervisor and a volunteer representative on the Volunteer Association Executive Committee

Volunteer Policies and Procedures

Attire: Business casual is usually appropriate for most volunteer positions with the exception of black-tie events, art activities and roles at the Sculpture Park. If you will be standing during your volunteer time (Greeters, Visitor Services, Art Studio, etc.), wear comfortable shoes. Volunteers assisting with art making activities should dress accordingly.

Sculpture Park volunteers may dress more casually and should dress appropriately for the weather. Beach, gym or sleep attire are not appropriate for volunteer positions.

Entering and Exiting the Museum: Volunteers must enter and exit through the Staff and Volunteer entrance. Show the guard on duty your badge and sign in and out on the Security Log. Please arrive 10 minutes before your shift starts. Please open any bags or backpacks for the guard to view before exiting.

Volunteer Badges: All volunteers are required to wear a photo ID badge while volunteering. If you do not have your volunteer photo ID badge or have lost it, you will be issued a temporary visitor badge at the Staff and Volunteer entrance. Badges do expire after one year. To arrange for an updated volunteer photo ID badge, contact the Manager of Volunteer Programs.

Staff Supervisor: Please be sure to know the name of your staff supervisor as well as their phone number and email to stay in touch with them about your volunteer schedule and location. They will arrange for your on-the-job training. If you have concerns, problems, or questions, ask your staff supervisor for help.

Transportation and Parking: Volunteers and staff are encouraged to use public transportation whenever possible.

Change of Address: It is the volunteer's responsibility to notify the Manager of Volunteer Programs whenever a name, mailing address, telephone number or email address has changed.

Membership in the Museum: Volunteers are encouraged to become members of the museum. However, membership is *not* mandatory. Your membership helps keep the museum operating and is greatly appreciated. We offer volunteers a 20% discount on new and renewing Individual through Family level memberships. The discount is not available on already discounted memberships like the Student or Senior memberships.

Deductible Volunteer Expenses: You can deduct non-reimbursed expenses that you incur incidental to your volunteer work when you use the long tax form. For example, fares, gas, oil, and parking when you use your car or a standard rate per mile; phone calls, postage, stationery and similar out-of-pocket expenses. Time spent volunteering is not tax deductible. For further information, contact your local IRS office.

Leaves of Absence or Resignation: Volunteers can take a leave of absence for up to 1 year for medical or personal reasons. Please notify the Manager of Volunteer Programs to be placed on leave. Please notify the Manager of Volunteer Programs if you intend to terminate your volunteer service, and return your badge either to Security or the Volunteer Department. We would appreciate your feedback about the volunteer program via an exit survey.

Emeritus Volunteers: Retiring volunteers who have given a significant number of years of service (15 years or at the discretion of the Volunteer Association Executive Leadership) may apply to become an Emeritus Volunteer.

Emeritus Volunteers receive select volunteer benefits. Contact the volunteer department for more information.

Volunteer Breaks and Spaces

Volunteers can take a 20 minute break during their volunteer shift.

- The Volunteer Room is located at the end of the First Floor corridor. An information bulletin board, seating area, and telephone are provided for your convenience. You are welcome to eat a snack in this room or have a cup of coffee, but please clean up carefully. Food and drink are strictly prohibited in any exhibitions. Because space is limited, please use this area only for times you are working at the museum. While volunteering please check your belongings at coat check.

Volunteer Benefits

We honor the contributions of volunteers by providing the following benefits:

- A volunteer badge that allows you free admission when galleries are open.

Volunteers may use the designated break room before/after/during shift breaks.

- A newsletter containing information on volunteer events and news.
- A 15% discount at the shop.
- A 10% discount at the Restaurant.
- A 20% discount on memberships.
- Admission exchange with other local museums for Volunteer Week each April.
- Opportunity to show your art in the Volunteer Art Show.
- Library privileges at the Museum libraries.
- Opportunities to gain skills, improve your knowledge of museum operations, enhance your career options, and socialize with other art lovers.
- Coupons for free coffee or tea at the museum restaurant during a volunteer shift are available through the Information Desk.
- Volunteer Guest Passes: In appreciation for the tremendous level of commitment and many hours of service to the museum that our volunteers provide, active volunteers may request up to two adult admission passes each quarter. Passes must be requested at least 3 business days in advance and will be left at the will call desk.

Educational Opportunities for Volunteers

- Docent Tours: All docent public tours are available to volunteers at all museum sites.
- First Friday Lectures: On the first Friday of each month from October–May, lectures are held in the downtown Auditorium 11 am-12 noon. They are free to volunteers. Check the newsletter for details.
- Recorded Tours: The lectures and curator-led tours that are on video or DVD are available to view on site through the library.
- Docent Programs: Volunteers may attend most docent continuing education programs. Details are in the Volunteer Newsletter.
- Programs: Check the newsletter or website for the many performances, family activities and other programs available at the museums. You may register for these at the member cost by phone.

Paid Staff and Volunteers: Relationships and Expectations

Mutual respect and appreciation for each other's rights and responsibilities are fundamental to sound working relationships. The following guidelines are offered to promote successful professional partnerships.

Volunteers can expect staff will:

- Provide the volunteer with an orientation to the purpose and goals of the museum.
- Introduce the volunteer to other staff and the museum's way of working.
- Ensure the volunteer understands procedures for recording volunteer service hours.
- Provide adequate work space, proper training, and ongoing supervision.
- Review and periodically discuss progress on volunteer assignments.
- Accept volunteers as important museum affiliates.

Staff can expect that volunteers will:

- Make a minimum six month commitment.
- Be prompt and reliable in attendance.
- Record volunteer service hours daily.
- Perform assigned duties.
- Notify supervisor promptly of absences or planned vacation time.
- Understand that they are not in a position to speak for the museum, make statements that could be construed as museum policy, or sign official correspondence.
- Notify supervisor promptly in the event of on-the-job injury.

Standards for Museum Volunteers

The Volunteer:

- Understands and supports the purpose, structure, and policies of the museum and of the related volunteer group.
- Offers the use of special skills or experience.
- Conducts self in accordance with the standards of conduct, policies and ethics of the museum.
- Completes any orientation, training course or on-the-job training required.
- Endeavors to be flexible in accepting assignments, perform assigned responsibilities willingly and courteously to the best of their ability, and accepts the guidance of the manager or supervisors.
- Complies with the time and dress requirements of the museum.
- Obeys all security and safety rules of the museum.
- Respects the confidentiality of sensitive or proprietary information.
- Provides timely notification to supervisor or manager of absence or termination.
- Serves as a goodwill ambassador generally and a communicator of the role of the museum in the community.

Disciplinary Procedures and Volunteer Dismissal

We expect volunteers to follow the museum's standards, policies and procedures. In the rare event that you violate a museum standard, policy or procedure, or have performance or attendance issues, you may be subject to the following disciplinary procedure.

1. Documented verbal warning or written warning;
2. Written warning on subsequent occurrence;
3. Dismissal from your volunteer assignment on the 3rd occurrence.

We reserve the right to dismiss any volunteer for just cause with no verbal or written warning.

MUSEUM OVERVIEW

Mission

Vision

Core Values

Museum Facilities

The Museum is located at:

Hours: Wednesday through Sunday 10 am to 5 pm, Thursdays until 9 pm. Summer or special exhibition hours may be different.

Museum administrative offices are located on the 5th floor. Office hours are Monday through Friday, 9 am-5 pm.

Museum Staff

There are approximately 250 staff people who support the mission of the Museum. The staff structure includes 10 divisions and various departments within the divisions.

Director's Division, Curatorial, Museum Services, Conservation, Education + Public Programs, Development, PR and Marketing, Finance, Operations

Board of Trustees

The Board of Trustees is responsible for the governance, policies, and legal liability of the Museum. There are 90 board members, 20 of whom are honorary members.

Quick Facts about The Museum

- Collection: has holdings of over _____ works of art.

- Visitors: In recent years, the annual visitor numbers have been between _____ people.
- Shop:
- Restaurants:
- Libraries:

Resources for People with Disabilities

The Museum recognizes that volunteers with disabilities may need reasonable accommodations to enable them to perform their volunteer role. Any volunteer who believes they need reasonable accommodation should notify the Manager of Volunteer Programs. Although the need for an accommodation is determined on a case by case basis, generally the Museum and the volunteer engage in an interactive process to determine possible reasonable accommodations.

For visitors who have a Visual Disability

- Magnifiers for use in the galleries, Educational Resource Rooms, and library are available at coat check. Pre-arranged docent-led tours for visitors with low or no vision are available. Large print labels and audio description tours are available for some exhibitions at the Admissions Desk. Details and schedules of tours are on the website.

For visitors who have a Hearing Disability

- Sign language interpreters will be provided upon request (with two weeks' notice).

For visitors who have a Physical Disability

- Wheelchairs are available at the coat check.
- All facilities (galleries, rest rooms, drinking fountains, etc.) are wheelchair accessible.

Additional questions regarding access for people with disabilities should be referred to the Manager of Volunteer Programs.

Emergency Procedures

In case of an emergency, DO NOT CALL 911! Notify Security:

If you are a witness to an incident, assist security in completing an incident report.

Evacuation Procedure

- When you hear the evacuation alarm or are told to evacuate the building:
- Leave quickly and calmly. Proceed in an orderly manner; hold handrails on stairs.
- Security will evacuate anyone requiring assistance.
- Use caution when opening doors.
- Go to the Assembly Area as directed by security staff.

Elevators

- Do not use elevators during any emergency.
- Elevators will recall to whatever floor is free of fire; doors will stay open and locked.

Fire

- Do not jeopardize your personal safety: remove yourself from the fire!
- Notify Security or pull the nearest fire alarm.

Earthquake

- Drop, Cover and Hold! Crawl under a table or desk if possible.
- Stay inside and watch for falling objects. Stay away from windows, filing cabinets, overhead fixtures, etc.
- Be prepared for aftershocks.

- Follow instructions by Security Department.
- Do not move anyone who is seriously injured unless there is immediate danger.
- Do not use telephones, including cell phones, until Security notifies you that it is OK.

Medical Emergencies

If a visitor, volunteer or staff member is ill or injured:

- Notify Security. Security will dispatch a trained officer with first aid supplies. At off-site events, please notify your staff supervisor.

Power Outage

- Stay where you are: Security officers will escort visitors, volunteers and staff to safety.

Active Shooter

In case of an active shooter in the building you should first RUN – try to get out of the building if you can. If you are unable to leave, HIDE – secure yourself in a room that locks or hide somewhere the shooter might not look. If you cannot run or hide, your best option for survival is to FIGHT – try to defend yourself with anything you have on hand, including chairs or other office equipment.

Bomb Threats and Suspicious Objects

If you receive a telephone threat:

- Remain calm.
- Listen carefully, politely. Try to keep the caller talking so you can gather more information.
- If possible, write a note to a colleague to call Security, or notify Security as soon as caller hangs up. Security will notify appropriate law enforcement and public safety agencies.
- Assist Security with documenting the incident and/or following evacuation procedures.

If you receive a written threat or suspicious object:

- Keep anyone from handling or approaching it.
- Notify Security immediately. Security will notify appropriate law enforcement and public safety agencies.
- Assist Security with documenting the incident and/or following evacuation procedures.

Museum Policies

Customer Service Policy

We are committed to visitor-centered customer service by following these guidelines:

- Keep the museum clean and safe.
- Make eye contact and greet and welcome each and every visitor.
- Seek out visitor contact.
- Provide immediate service recovery.
- Display appropriate body language at all times.
- Preserve the visitor's experience by focusing on the positive.
- Thank each and every visitor.

Diversity Policy

We have a commitment to valuing diversity. What does valuing diversity mean?

- Employees and volunteers work together in an environment of mutual respect and understanding.
- Every employee and volunteer is viewed as a valued contributor to the organization who can make a difference.
- Respecting different points of view.
- We will honor and respect the diverse background and cultures of our employees, volunteers, and visitors.
- Everyone has the opportunity to participate in all levels of the organization, regardless of race, ethnicity, gender, age, sexual orientation, disability, military status, religion, national origin, color, or other aspect of diversity.

Drug and Alcohol Policy

Museum staff and volunteers may not report for duty intoxicated or under the influence of alcohol or non-prescribed drugs. At museum events where alcohol is served, staff and volunteers may not consume alcohol before or during shifts.

Ethics Policy

Museums enjoy high public visibility and our volunteers and staff members a generous measure of public esteem. To the public, the museum volunteer is never wholly separate from the institution. Any museum-related action by the individual may reflect upon the institution or be attributed to it. Therefore, it is important to be concerned not only with your own motivations and interests as you see them, but also the way in which they may be construed by the outside observer.

- Refer all requests for official comment or response to Public Relations Department
- Notify the museum of any potential conflict of interest

Personally Identifiable Information (PII) Policy

- Volunteer PII we collect? Full Name, address and phone number, Social Security Number, date of birth.
- Where does PII live? Paper volunteer files, online volunteer database, Background Check Vendor.
- What do we do to protect PII? Paper Files: Stored in reinforced, locked filing cabinets that can only be accessed by the Volunteer Manager. We do not keep copies of Social Security cards. Online Volunteer Database: Password protected. Firewall protected. Limited use of PII – SSN's not stored on database. Background Check Vendor: Only transfer PII using secure file transfer (no email). Only reference last 4 digits of SSN. Vendors are legally required to alert clients of data breaches.

Solicitation Policy

Volunteers cannot utilize their connections within the volunteer program to solicit fellow volunteers for money for personal use, a personal business, or a cause. If a fellow volunteer solicits you for money or business, please say no, and alert the Manager of Volunteer Programs.

In-Gallery Policies

- Please do not touch the art
- Please do not lean on the walls or cases in the galleries
- Please do not run in the galleries
- Please do not bring umbrellas, backpacks or large bags into the galleries
- Please do not chew gum or bring food or liquid into the galleries
- Always stay at least an arm's length away from artwork
- No flash or video photography is allowed in the galleries. Selfie sticks are not allowed in the galleries.
- Please silence your cell phone in the galleries. No talking on cell phones is permitted in the galleries
- Pens, paint, other wet media and glitter are not allowed in the galleries. Pencil and other dry media are allowed.
- In case of an in-gallery emergency, please contact the first Visitor Services Officer that you see.

Harassment Policy

The Museum expressly prohibits any form of unlawful harassment based on race, color, national origin, religion, creed, age, sex, sexual orientation, marital status, mental or physical disability, status as veteran, or other aspect of diversity. Unwelcome sexual advance, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, offensive comments, jokes, innuendoes, and other sexually oriented statements will not be tolerated. We believe everyone must be allowed to work in an atmosphere free from harassment or discrimination. If you believe that you, another volunteer, staff person, or visitors have been subjected to harassment or discrimination, please report it immediately to your staff supervisor or the Volunteer Department so it can be addressed.

Technology Use Policy

We make available and encourages the business use of electronic media and services. All users have the responsibility to use these resources in a professional, ethical and lawful manner. Volunteers who wish to use these resources must read the detailed Information Technology Policy and sign a receipt acknowledgement. This policy document is available through the Volunteer Department.