Risk Management and Volunteers
What Could Go Wrong?

American Alliance of Museums, St. Louis
May 9, 2017 – 8:45 to 10:00 am

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Gwen Nelmes, Education Coordinator, National Museum of Health and Medicine
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Session Outline

Setting the Scene – a few introductory stories about “what can go wrong.”

Risks Associated with Onboarding volunteers

   Equal Opportunity standards
   Quality vs. quantity for new volunteers
   FLSA (Fair Labor Standards Act) considerations for volunteer roles
   Onboarding risk prevention
      Background checks
      Consistent application and interview process
      Clear communication about potential roles
      Clear and complete job descriptions

Risks Associated with Volunteer Behavior/Performance

   Poor job performance
   Harassment
   Mishandling of confidential information
   Theft
Libel or slander

Poor behavior while representing (or claiming to represent) the museum at other cultural institutions

Behavior/performance risk prevention

- Clear expectations through training and orientation
- Develop solid, appropriate relationships with volunteers
- Clear policies in volunteer handbook
- Clear policies in volunteer supervisor handbook
- Clear and consistent feedback
- Document, document, document

Risks Associated with Safety

Injury or accidents

Damage to museum property

Emergency weather

Other emergency situations (active shooter, power outage, etc.)

Lost child

Safety risk prevention

- Evaluate and limit risks in all potential volunteer roles
- Clear and consistent feedback to correct unsafe behaviors
- Emergency response plans
- Required safety training
- If you see something, say something, policy

What to do when it all goes wrong
Another way to organize thought about volunteers and risk management.

What could go wrong? – PEOPLE

Volunteers & Interns interacting with visitors, employees, Trustees...

Some examples:

- A Volunteer is rude to visitors, other volunteers or employees
- A Volunteer barges into the office of your museum CEO or contacts Trustees with their brilliant ideas or problems
- A Volunteer harasses fellow volunteers
- A volunteer arrives under the influence
- A volunteer spanks a badly behaved child
- A volunteer solicits sex with a minor
- And ....

Preventing Problems

- Careful screening of potential volunteers – applications and interviews
- Effective training and supervision
- Background checks as legally required and deemed necessary by your lawyers
- A volunteer handbook where rules are clearly spelled out – see sample at end of this document.
- Addressing small issues before they become big issues
- Ongoing evaluation

Fixing Problems

- Have a fair system to ask volunteers to improve
- Address problems with a volunteer verbally (in a discreet manner)
- If no improvement is made, address things in writing (2nd chance)
- If problems still persist you can ask a volunteer to leave. Sometimes reassigning them to a different task might work - How to do this gracefully is the topic for an entire session!

Document everything you do. Help volunteers to change bad behavior with training. Make sure other staff are aware of issues.

What could go wrong – COLLECTIONS & BUILDINGS

What kind of problems could be caused by volunteers?
What kind of damage might be done to volunteers?

Examples: Volunteers creating risk

- A volunteer damages or destroys collection material.
- A volunteer steals collection items
- A volunteer smokes in a back hallway and sets a fire
- A volunteer trips and crushes an exhibit case or display
- A volunteer fails to prevent a visitor from a destructive path
- And ....

Preventing problems –

- Careful screening of potential volunteers – applications and interviews – correct matching of skills to tasks
- Effective training and supervision
- A volunteer handbook where rules are clearly spelled out
- Addressing small issues before they become big issues
- Ongoing evaluation
Fixing problems –

• Have a fair system to ask volunteers to improve
• Address problems with a volunteer verbally (in a discreet manner)
• If no improvement is made, address things in writing (2
  nd chance)
• If problems still persist you can ask a volunteer to leave. Sometimes reassigning them to a different task might work.

Document everything you do. Help volunteers to change bad behavior with training. Make sure other staff are aware of issues.

Examples: Risks to Volunteers

• A volunteer has a severe allergic reaction to a collection area/item (chemical exposure)
• A volunteer slips and falls down a stairway or from a ladder
• A volunteer injures themselves using a tool
• A volunteer gets bitten or scratched by a live animal – if your museum has these

Preventing Risks to volunteers

• Do not have volunteers doing risky jobs.
• Minimize risk with safety training.
• Ask volunteers to be honest about any health risks specific to the area where they would be working (allergies, for example)
• Clearly spell out safety rules in a volunteer handbook
• Address small issues before they become big issues
• Make sure hazards to anyone in your building are identified and addressed

Fixing problems

• Have emergency contact information for volunteers
• Have a plan for medical assistance
• Ask volunteers working in any area of risk to sign a waiver
• Make sure other staff are aware of action taken to address problems
• Fix hazardous areas of the building – i.e. install stair railings, mitigate slippery floors …
• Review and strengthen policies and training given to volunteers

What could go wrong – FINANCE

How can volunteers cause risk to a museum’s financial well-being?

Examples:

• A Volunteer steals money or objects – from offices, gift shop, café/restaurant, collections, admissions desk …
• A Volunteer influences donors … to not donate

Damage to the institution’s reputation – addressed next – can also have a financial impact

Preventing Problems –

• Careful screening of potential volunteers – applications and interviews
• Background checks
• Do not ask/allow volunteers to handle money or work in an area where access is easy
• Effective training and supervision
• Have a volunteer handbook where rules are clearly spelled out
• Address small issues before they become big issues

Fixing problems
• Work with security staff to insure that volunteers are not unfairly accused of theft
• Engage police when appropriate
• Dismiss the volunteer and document the process
• Reassess volunteer roles where problems occur

What could go wrong – GOODWILL

How can volunteers impact a museum’s reputation

Examples

• A volunteer presents the institution negatively on social media
• A volunteer tells his/her family and friends how terribly your museum is managed
• A volunteer shares sensitive confidential information with friends
• A volunteer tells others that they are mistreated by staff – insulted verbally, given insignificant tasks when others get to do good stuff …
• A volunteer visits another museum and behaves badly (clearly representing themselves as one of your volunteers)
• A volunteer visits another museum and claims to be one of your employees (and behaves badly)

Preventing problems

• Effective training and supervision
• Have a volunteer handbook where rules are clearly spelled out
• Address small issues before they become big issues
• Make sure volunteers understand “identity theft” – inappropriateness of misrepresenting your institution
• Make sure volunteers understand the big picture about how your museum is managed
• Treat volunteers well so they have plenty of positive stories to share with others

Fixing problems –

• Have a fair system to ask volunteers to improve
• Address problems with a volunteer verbally (in a discreet manner)
• If no improvement is made, address things in writing (second chance)
• If problems still persist you can ask a volunteer to leave. Sometimes reassigning them to a different task might work.

Document everything you do. Help volunteers to change bad behavior with training. Make sure other staff are aware of issues.

Ask staff to be careful about sharing confidential information or whining about the institution in front of volunteers

In wrapping up:

• Each institution will have a different set of challenges and resources available to address them.
• Assess areas of risk from and to volunteers and build safeguards to minimize them
• Prevention is worth a pound of cure. – Benjamin Franklin
• Love your volunteers and they will love you back

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See next pages for resources
SOME RESOURCES

US Department of Labor
Provides a concise definition of volunteer work for non-profit organizations: Fact Sheet 14A – Wage and Hour Division.
https://www.dol.gov/whd/regs/compliance/whdfs14a.htm

Non Profit Risk Management Center
Addresses the specifics of risk management related to volunteers. While a lot of the services this organization offers are for a fee, there’s a lot of basic information on the website that is very useful.
http://www.nonprofitrisk.org/search/volunteer.asp

American Camp Association
Provides a basic introduction to the variety of background checks applicable also to other organizations where volunteers have contact with minors.
http://www.acacamps.org/resource-library/articles/criminal-background-checks-staff-volunteers

Privacy Rights Clearing House
Provides a good explanation of why background checks are required, why this may from one organization to another, and what concerns volunteers may have about privacy issues.
https://www.privacyrights.org/consumer-guides/volunteer-background-checks-giving-back-without-giving-privacy

Blue Avocado
Good article on the basics of background checks with equally interesting comments noting the challenge of supporting those with a criminal record to re-integrate into society.
http://www.blueavocado.org/content/criminal-records-checks-prospective-staff-and-volunteers

Some useful articles from a few law firms
https://www.laboremploymentperspectives.com/2015/01/05/when-it-comes-to-volunteer-workers-no-good-deed-goes-unpunished/

Active Shooter:
Run, Hide, Fight video via City of Houston (on youtube)
https://www.dhs.gov/sites/default/files/publications/active_shooter_pocket_card_508.pdf

Security:

American Association for Museum Volunteers (AAMV)
www.aamv.org
SAMPLE DOCUMENTS

Spelling out the “rules”
From the Volunteer Handbook of the Academy of Natural Sciences of Drexel University, Philadelphia, PA

Lois Kuter Lvk26@drexel.edu
– February 2017

Rules & Responsibilities

Coming & Going

We ask that all volunteers enter the building using the 19th Street door on the east side of the museum. Show your I.D. badge to the guard on duty. You are required to wear your ID badge (or have it with you) while working here. All volunteers are requested to sign in and out at the 19th Street desk. This is in addition to logging your hours.

Logging in at the 19th Street entrance enables staff there to locate you if needed. You also need to keep a log of the volunteer hours you contribute for the Volunteer Office. In most museum exhibit areas there is a special “office/check-in” area for volunteers where you can hang your coat and stash belongings. This is also where you will find a sign-in book (usually a 3-ring binder) to log your hours.

Those who volunteer behind the scenes in research or office areas are required to report monthly totals for volunteer hours to the Manager of Volunteer Services.

The statistics kept of volunteer contributions to the Academy are very important in helping us to secure grant funding and in demonstrating to our senior staff and Board of Trustees the impact you have in helping us achieve our mission.

Food in the Museum and Behind the Scenes

You are not permitted to eat or drink in the public areas of the museum (other than the restaurant or Commons Room where this is permitted). We also request that you do not chew gum while you are volunteering on the floor of the museum.

Likewise, behind the scenes in research areas and offices, there will be areas where food is forbidden in order to eliminate the risk of attracting insects and rodents.

There is no all-staff lunch room at the Academy, but there are small “break rooms” throughout the building where limited snacks or drinks are permitted and staff and volunteers can take a break. (Check with your supervisor as to food and drink policies in the area where you work.)

The Ecology Café, also called Academy Café, (the restaurant) is primarily for visitors who buy food there, but this is also a place where staff and volunteers can eat (even if you bring your own lunch). Be aware that you get a discount there when you show your volunteer ID badge and that your business is appreciated – even if you just buy a soda or small item. If things are really busy in the

that you limit breaks to 10 to 15 minutes maximum.

In museum exhibit areas it is important to check with your supervisor in the area where you volunteer to make sure he/she knows you are leaving and how long you will be gone. There may be occasions when the supervisor will ask you to adjust your schedule if the museum is busy—please try to be flexible and helpful.

We encourage you to take a lunch break if you are volunteering for a full day. We ask that you limit this to one-half hour or whatever is appropriate for the area where you volunteer. If you need more time, please get permission from your supervisor. You are also welcome to take breaks during the time you volunteer here as you need them. We ask
café, we ask that priority be given museum visitors and you try to find a spot elsewhere.

You are welcome to leave the building to find lunch or get a breath of fresh (or not so fresh) air. Younger volunteers are responsible for checking with parents to set a policy on this. Please keep in mind that the Academy of Natural Sciences bears no responsibility for you when you are not in the building.

The Volunteer Room

This room is located on the second floor of the museum at the top of the front marble staircase, across from the What Eats What exhibit. This is a room for volunteers to use as a check-in space (Dinosaur Hall, and some research/office volunteers). It is also a place where all volunteers are welcome to eat their lunch, to take a break, and to find information posted on bulletin boards or on the table. The Volunteer Room has a microwave and water cooler and some other basic amenities you can use. It also has lockers where you can secure personal belongings. The Academy is not responsible for any personal belongings left in this room (or any other part of the building) that may be lost or stolen.

You are responsible for keeping this room clean and for removing personal belongings when you go home. The Volunteer Room is accessible for volunteer use from 9 am to 5 pm on days when the museum is open. After-hours use is allowed only with permission.

Finding the Volunteer Services Manager

The office of the Volunteer Services Manager – Lois Kuter – is inside the Volunteer Room. You are welcome to contact Lois at any time if she is in her office. Calling for an appointment in advance is the best way to make sure you will find her. Lois’ telephone number is (215) 299-1029 and her e-mail is Lvk26@drexel.edu.

Staff-only Spaces in the Building

The public museum space is only part of what makes up the Academy. A large part of our building space is devoted to behind-the-scenes office and research work.

Volunteers are not permitted to be in non-public/behind-the-scenes areas unless it is where you are a volunteer, you need to traverse it to get to your work area, you have permission or an appointment to be there from the staff of that department, or you are a participant in a behind-the-scenes tour scheduled for that area. Volunteers found wandering in staff-only areas of the building who have no business there or have not gotten permission from staff to be in these areas will be dismissed.

Please do not take shortcuts through spaces used as classrooms. This is very disruptive for those trying to teach.

Volunteers must follow rules set up for the non-public resource areas in the different exhibit spaces where you volunteer (back rooms in check-in areas for Outside In, Galleries Education, Butterflies, etc.) This includes helping to keep these areas clean and in order, and following established procedures to use any resource materials.

Being in the Building After Hours

If the museum is hosting an evening event where you are not an invited guest or scheduled to volunteer, such as Safari Overnight or a rental event by an organization or business, you must leave the building. It is not acceptable to “hang out” at these events.

If you need to arrive before your work shift begins, please use the 19th Street area as the place to wait until you report to your work area. If you need to stay in the building after your work shift ends due to transportation schedules, we also ask that you use the 19th Street area to wait for transportation. You may also use the Volunteer Room, but only between the hours of 9am and 5 pm.
### Scheduling Your Volunteer Time

**Volunteers must commit to a work schedule and come in on those days and hours for which they signed up.** In most parts of the Academy you are responsible for setting your schedule and signing up on a calendar for dates and times you plan to volunteer. Your supervisor will help you set up a schedule.

**Do not randomly pop in whenever you feel like it** - If you find you have extra time to give us, please call the supervisor where you volunteer to see if they can use you before you come. This is usually okay and we try to be flexible. But, if you just “show up” and we already have enough volunteers in your area, we may ask you to go home. We ask that you set up your schedule as far in advance as possible. This will insure that you can get time slots that are best for you and that staff are available to train and work with you.

**You must telephone or e-mail the supervisor of your area if you cannot come on your scheduled day or time for any reason** (such as illness, unavoidable conflict, family emergency, etc.). You are responsible for knowing the correct contact information. Be on time for your volunteer shift. If you are running late, call the supervisor to let them know what time you will arrive if possible. If you repeatedly fail to show up for your scheduled shift and fail to call to let us know of unavoidable schedule changes, we will dismiss you from the volunteer program.

**We ask all volunteers to put in a minimum of 7 hours a month.** For most areas, we request at least a year’s commitment (as specified in the position description for that area).

### Travel to the Academy

In the event of snow or any other severe or dangerous weather, use common sense. Do not risk injury to get here. Please phone your supervisor if you cannot come in as scheduled. We will understand if you choose to stay home during a blizzard or hurricane.

### Holidays

The museum is closed only on Thanksgiving Day, Christmas Day and New Year’s Day. There are additional staff holidays when research and administrative offices are closed. Your supervisor can give you the dates of staff holidays. Keep in mind that fall and winter holidays tend to be the busiest times in the museum. We can often use extra volunteers on those days in our exhibit halls.

### Uniforms and Dress Code

Dress codes vary depending on where you work and for most parts of the Academy dress is pretty casual.

**For volunteers who work with visitors in the museum, a uniform is key in identifying you as part of the staff. Uniforms are intended to give you a neat, presentable and professional appearance that enhances your status in the eyes of museum visitors.** Keeping the uniform clean and neat shows you have a professional attitude and a sense of pride in being part of the Academy.

**Everyone who volunteers on the floor of the museum is required to wear the Volunteer Shirt (Tee or Polo style) when on duty.** You are also required to meet dress code requirements for your area.

**New volunteers are asked to purchase their first shirt(s).** We also have “fleece” sweatshirt style
hoodies available for purchase. If the purchase of a shirt or compliance with any part of the dress code is a financial burden to you, we will assist you.

Upon request, volunteers who have shown a commitment to their role at the Academy, and intend to continue into the future, can be provided with a free shirt to replace or supplement those you already have.

While you are wearing the shirt you are identified as staff of the Academy of Natural Sciences. Whether you are in the museum or outside, it is your responsibility to represent the Academy in a positive way. If you cannot meet this responsibility you will be dismissed from the volunteer program. The dress code required for the area where you work will be reviewed with you by your staff supervisor.

**Professionalism**

*Volunteers are representatives of the Academy of Natural Sciences and are considered to be an extension of the paid staff.* As such, volunteers must, at all times, conduct themselves in a professional manner. Be courteous, friendly and attentive to the needs of the visitors, as well as cooperative with and respectful of all co-workers. This goes for all volunteers – whether you work primarily behind the scenes or on the museum floor.

In many exhibit spaces as well as behind the scenes you will work with a number of different employees who serve as your supervisor – helping you with training, solving problems, assigning tasks, etc. In some museum exhibit spaces this may be a college intern or Drexel Co-op student. In all cases you are expected to give this individual your cooperation.

*You are expected to respect the confidentiality of internal Academy business. Museum employees and volunteers are never to air problems or complaints in the presence of visitors.*

*It is the policy of the Academy that all staff members (paid or volunteer) should be free from harassment by another staff member*—any harassment, including racial, religious or sexual. If you are uncomfortable working with any staff—paid or volunteer—or you feel you are being harassed in any way, please talk to your supervisor or the Volunteer Services Manager right away.

All volunteer records, correspondence and discussions with supervisors or the Volunteer Manager will be kept confidential.

Harassment of others is cause for immediate dismissal from the volunteer program.

**Social Media Policies**

The Academy of Natural Sciences of Drexel University encourages the responsible use of social media. "Social media" refers to, but is not limited to blogs (web-based journals) and microblogs (e.g. Tumblr), collaborative websites (e.g., Wikipedia, etc.), message boards, social networking sites (e.g. Facebook, Twitter), podcasts (multimedia distributed over the internet), video sharing (e.g. YouTube), and photo sharing (e.g. Instagram).

*If you identify yourself as a volunteer/intern/co-op student for the Academy of Natural Sciences when you use social media, make it clear that you are speaking for yourself and not on behalf of the Academy or Drexel University.* Do not use the Academy’s logo. While volunteers are part of our community, you should never misrepresent yourself as an employee of the Academy of Natural Sciences.

Keep it positive. Avoid posting anything that is disrespectful, damaging, or potentially embarrassing to an individual or organization. Do not post anything (written or photos) that could be misinterpreted to make you or others at the Academy look unprofessional. Even if you make it clear that your views do not represent those of the Academy, your comments could still be damaging to our reputation.

Volunteers are encouraged to share information about Academy events with family and friends. We ask that you link straight to the information source such as the Academy website as the most effective way to pass along news and to avoid potential issues with copyright infringement. When quoting Academy (and other) materials, cite the original
We ask that you consult your supervisor before posting photos taken in areas not open for museum visitors such as research areas. **No photos may be taken inside the Live Animal Center facility.**

Respect confidentiality of information. If you are unsure if you should post certain information, exercise caution and refrain from making the post until you consult your supervisor.

If content that is posted about the Academy on your personal social media network is questionable, illegal, offensive, or creates a negative reflection on the Academy, you will be asked to modify or remove the content. In extreme cases, you will be dismissed from the volunteer program.

**MEDIA RELATIONS**

*The Public Relations Director of the Academy must be the primary contact for all media inquiries.* Although this is unlikely to happen, if you are approached by a reporter from radio, television, newspapers or magazines, direct this individual to your supervisor who can then contact the Academy’s Public Relations Director. No matter how good your intentions may be, your remarks to a journalist can be easily misinterpreted or misunderstood.

**STICKING TO YOUR TASKS**

*Everyone working in the Academy is expected to perform the tasks that they are trained to do. Socializing with fellow volunteers or employees at the expense of service to museum visitors or the completion of tasks you are expected to do is not acceptable.* Do not use the museum as a place to “hang out.” When you are here, you should be here to visit museum exhibits, attend a special event which is open to the public or to which you are invited, or work on the volunteer tasks for which you are trained.

Please do not bring friends or family to be with you when you are here to volunteer. If you want to show them where you volunteer, we request that you set up a special time to show them around outside of your volunteer time. **Friends and family are not allowed in any behind-the-scenes spaces such as the Live Animal Center, offices, research areas, or the Volunteer Room, unless you have obtained permission in advance from staff in those areas.**

Keep your volunteer work separate from visits to the museum for your own pleasure. You are free to visit the museum at any time during its regular public hours in order to view exhibits. You are welcome to visit the Special Exhibits Gallery for free — identify yourself to the Visitor Services staff at the entrance.

**MOBILE PHONE ETIQUETTE**

*Incoming and outgoing personal calls should be limited to times you are on break! Even if you are on break, you should not be talking on the phone in public areas of the museum if you are clearly identified as part of the Academy staff—in uniform with a Volunteer Shirt or wearing your ID badge. Visitors will not know you are “off duty.” If you must have a cell phone or other electronic device with you it should be turned off or on vibrate. Phones on the floor of the museum should be used only to find information for a visitor and not for self-entertainment during slow times.*

**STATING THE OBVIOUS**

Staff and volunteers are not permitted to report for duty under the influence of alcohol or illegal substances, and will not consume any such substances while volunteering at the Academy. Smoking is not permitted in the building!

Volunteers (over 21) who are a guest at Academy events where alcoholic beverages are served (beer and wine) are expected to show responsibility for their behavior. The Academy takes no responsibility for your well-being once you leave the building.

**ACADEMY PROPERTY**

*You cannot remove any Academy property from the building without permission of your supervisor.*
This includes books, artifacts, or any item that is not given to you to keep as part of your training. Please respect the property of other volunteers who need to leave belongings in check-in areas. You will be dismissed from the volunteer program if you are caught stealing or rifling through other people’s belongings.

All concepts or products, including but not restricted to such items as photographs, drawings, or written documents, created by or resulting from tasks you perform as a volunteer for the Academy, and all rights pertaining thereto, remain the property of the Academy (unless specifically released). Ask your supervisor about this if you have questions.

**Evaluation**

*The supervisor(s) with whom you work will evaluate your work.* This is often built into a training program, but is generally informal and ongoing. Included in evaluations are your abilities to meet responsibilities and expectations outlined in your training - including how well you interact with visitors and/or fellow staff, as well as your ability to perform the tasks for which you are trained.

*If we find that you repeatedly fail to live up to the obligations outlined in this Volunteer Handbook, or you are just not able to complete tasks you are trained to do, we will be forced to ask you to leave.*

The supervisor in the area where you volunteer reserves the right to terminate a volunteer at any time, although all attempts will be made to resolve difficulties in a fair manner.

Unless the problem is considered serious enough for immediate dismissal, this is the procedure we will follow.

- You will get a verbal request for improvement (and we will try to help you make the improvement necessary).
- If no improvements are made, you will get a written request for improvement (a “last chance” warning)
- You will be asked to leave if no improvement is then made.

All staff who serve as supervisors in the space where you volunteer are your “boss”. They have the responsibility to help you correct any problems they see in the way you perform tasks. It is your responsibility to respect and follow the decisions made by all staff who supervise you. If you feel you are being treated unfairly by any employee or supervisor contact the Volunteer Services Manager.

**Advancing in Responsibilities**

We are making an effort to build levels of increasing responsibility into our volunteer positions and training programs so that you will have the opportunity to continue learning and take on more complex tasks. It is up to the staff who supervise you to determine when and if they feel you are ready to move to new levels of responsibility. If you are uncomfortable for any reason in taking on a new responsibility, please do not hesitate to talk to your supervisor about this.

**Paid Employment at the Academy**

The fact that you are a valued and excellent volunteer for the Academy in no way guarantees that you will be hired for a paid position here. Certainly your experience here is a valuable asset when you apply for employment (anywhere), but it does not mean that you will be selected as the best candidate for a paid opening at the Academy.

**Adding/Changing Volunteer Positions**

*Training volunteers is a big investment of time for the Academy staff, so we ask you to make a long-term commitment to your volunteer service.* If you feel you are just not matched to the right volunteer position here, we will try to move you to the area that best suits your needs and ability to contribute. We cannot guarantee we can find a new position for you. You may be required to fill out a new application form and go through an interview for any new position.
Choosing Not To Stay Active

If you decide to stop volunteering or cannot continue to volunteer, please tell us or send us a note. We are open to rearranging your schedule, granting a leave, or reinstating you if you have been away. Please talk to your supervisor and the Volunteer Services Manager, Lois Kuter, about any such changes. In order to maintain volunteer benefits, one must maintain a regular schedule.

You are required to hand in your Volunteer ID badge, and Dragon Card (security pass) if you have one, when you end your service. It should be given or mailed to the Volunteer Services Manager, Lois Kuter, or to the supervisor of the area where you volunteer. There may be other paperwork to be completed when you leave your volunteer service, so please be cooperative in providing us with needed information.

Safety Policies

The telephone number for Security Staff is: 215 299-1019
When using an Academy in-house telephone you dial 1019

Safety policies are posted in each check-in space of the museum exhibit areas. Find out where they are in the event you need to consult them. Staff throughout the museum are equipped with “radios” (walkie-talkies) so problems can be quickly reported and solved. Volunteers who are given the responsibility to cover exhibit areas for staff on a lunch break, or other periods of absence, will be shown how to use the walkie-talkie properly.

Fire Alarms

If the fire alarm goes off, listen for announcements over the public address system which will tell you if you must leave the building. If there is no announcement, or you are instructed to leave because there is a “building emergency,” calmly find the nearest exit and leave the building. If you work behind the scenes it is good to follow other staff for the most direct exit. If you volunteer in the museum ask visitors to go to the nearest fire exit and show them where it is. Be sure to find out from your supervisor where the fire exits are located and how to handle special cases where a visitor cannot use a stairway.

Please take fire alarms seriously, and help to make sure that visitors get the help they need. Behind-the-scenes volunteers are expected to be helpful if you are in a location where you encounter visitors. The fire alarm is very loud and can be alarming – literally – for children. Assure them that they will be safe, and that they can come right back in once an all-clear signal is given.

Power Outages

They are rare, but can happen. Find your supervisor to find out what is going on. If you volunteer in a museum exhibit space, follow the lead of staff supervisors in taking steps to help visitors find a brightly lit spot or the exit if appropriate.

Lost Child Procedures

If you are approached by a parent missing a child or by a child who cannot find a parent or group leader, find the nearest staff person with a walkie-talkie immediately. That may be the supervisor of an exhibit space (Butterflies, Outside In, Dinosaur Hall’s fossil prep lab or Dig) or Visitor Services or Security staff at the 19th Street or Parkway entrances. The walkie-talkie will be used to discreetly and efficiently let other staff throughout the building know about the missing child and to give a description of that child. Please be aware that there are special code names and procedures in place to ensure the safety of a child separated from their adult.

Broken Elevator Procedures

If a visitor informs you, or you discover that a public elevator is broken, inform your supervisor (if you volunteer in an exhibit area) or the 19th Street Security Desk and Visitor Services staff. They can alert other staff in the museum and signs will be put on the elevators.
If visitors must use an elevator, Visitor Services staff can help them find elevators in the research areas (or elsewhere in the museum) they can use to get where they need to go.

**In Case of an Accident**

*You are responsible for following all safety rules and for completing any special training required in the area where you volunteer.* If you have an accident or get injured while you are here volunteering, report it immediately to your supervisor. An accident report may need to be filed with the Human Resources Office. We will help you in the event of an accident and make sure you get any medical attention you might need, but you are responsible for having your own medical insurance.

If a visitor gets injured, find a staff person with a walkie-talkie or access to a telephone immediately. **Never give medical attention to an injured visitor if you are not trained,** and never offer your opinion or advice concerning the cause of or responsibility for an injury.

*You are asked to fill out an Emergency Contact Form and return it to the Volunteer Office or your staff supervisor.* This is information we would like to have on file so that we can give you the best help possible in the event of a serious health problem... who to contact in your family, any allergies or medications you are taking that medical staff should know about, etc. **This is information that will be kept confidential.**

**Vandalism or Suspicious Persons**

Report any damage to the museum or Academy property to your supervisor. If you witness theft or vandalism in progress, don’t try to be a hero, but report it immediately to a staff member or a Security Guard. Do not hesitate to contact Security staff (dial 1019 on an in-house telephone) if you feel a person is behaving suspiciously or poses a threat or danger to staff or visitors.

**Exhibit or Building Repairs**

You can be very helpful in reporting needs for clean-ups or repairs to museum exhibits or the building. BUT, please give this information to the supervisor of your area and do not contact the Exhibits Department or Building Operations directly.

Please feel free to pick up trash in the museum. We have a great Building Operations team, but your help in keeping things looking nice is always appreciated.

**Communication**

*We want to hear from you!* If you are having problems with your volunteer work, working with other volunteers or employees, or you are unhappy with us in any way, please talk to your supervisor or the Volunteer Services Manager, Lois Kuter, by phone: (215) 299-1029, or e-mail: Lvk26@drexel.edu. We are easy to talk to and sincerely interested in solving problems if we can!

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