



Hermosa Beach Historical Society & Museum
Museum Volunteer Policy and Procedure Handbook

May 2018

Hermosa Beach Historical Society and Museum
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Hermosa Beach, CA 90254
(310) 318-9421

Welcome!

Welcome to the Hermosa Beach Historical Society & Museum (HBHSM). We would like to thank you for sharing your time with us, and making our museum a part of your life. Volunteers are an important part of why we are able to accomplish our mission statement, which is as follows:

The mission of the Hermosa Beach Historical Society and Museum is to acquire, preserve and interpret material objects that represent the history, music arts and ever evolving beach and surf culture of the city of Hermosa Beach, California. The museum is dedicated to enlightening exhibits, educational programs and serves as a place for social and civic activities to be enjoyed by residents and visitors.



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1. INTRODUCTORY POLICIES

1.1 Introductory Statement

This volunteer handbook is provided to inform you of the HBHSM's staff-related policies and practices. Your understanding of and compliance with them is a term and condition of your volunteer service. The HBHSM reserves the right to revise, add, or delete policies and procedures from this volunteer handbook, as well as from the terms or conditions of your volunteer service except the at-will policies. Written changes to the volunteer handbook will be distributed to all volunteers via hardcopy, email, or intranet.

This volunteer handbook contains the policies and practices in effect at the time of publication. All previously issued volunteer handbooks and any inconsistent policy or benefit statements or memoranda are superseded. It is important that all volunteers read, understand, and follow the policies outlined in this handbook. Should you need further information, or should you wish to discuss any policy in this volunteer handbook, please feel free to contact a member of HBHSM staff.

1.2 "At-Will" Volunteer Service

Volunteer Service with the HBHSM is on an "at-will" basis. This means that either the volunteer or the HBHSM may terminate the volunteer relationship at any time and for any reason, with or without cause or notice. Nothing in this volunteer handbook or in any change made to the handbook, or in any document or statement shall limit the right to terminate volunteer service "at-will" or limit the HBHSM's right to suspend, administer discipline, or change the terms and conditions of volunteer service at its sole discretion. Volunteers will not receive any form of financial compensation or formal benefits for their time.

1.3 Equal Opportunity

It is the policy of the HBHSM to provide equal opportunity in volunteer service for all persons and to prohibit discrimination based on race, sex, sexual orientation, gender identity, color, religion, ancestry, national origin, citizenship, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, age or other legally protected characteristics in every aspect of personnel policy and practice in employment, development, advancement, and treatment of volunteers. The HBHSM recognizes that it is not enough to proclaim that we do not discriminate and that we must in good faith actively strive to build a community in which opportunity is equalized.

1.4 Safe Work Environment Policy

As part of our policy to ensure equal opportunity to all, regardless of race, color, religion, sex, sexual orientation, gender identity, age, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, national origin, citizenship, or ancestry, or any other consideration made unlawful by federal, state or local laws, the HBHSM is committed to provide a work environment which is free of unlawful harassment. Our commitment is reflected in the policy prohibiting acts of unlawful harassment in the workplace.

The HBHSM is committed to provide a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, the HBHSM practices a strict policy that prohibits any volunteer from threatening or committing any act of violence in the workplace, while on duty, while on HBHSM-related business. This policy applies to all employees and volunteers.

The HBHSM values the physical safety of all staff and volunteers working on site, and is dedicated to providing a safe work environment. Every volunteer is responsible for the safety of themselves as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times, especially when sharing a work space with other HBHSM volunteers and/or staff. Floors around work stations and in storage areas must remain as clear as possible, and collections items must be stored in a way that will prevent them from falling and causing injury. If at any time you are unsure about our safety policies, please consult a member of staff.

1.5 Museum Code of Ethics

The HBHSM established this Code of Ethics for the Board of Directors, employees, volunteers and all other personnel. It is intended to act as a guide in ensuring that all Board Members, personnel, volunteers and service providers conduct their official business with social responsibility that encourages public trust.

Sections relevant to the volunteer and intern role have been provided here for your convenience. Please refer to the document in its entirety as necessary.

- HBHSM is firmly committed to excellence and integrity in governance, management, operations and dealing with the public.
- HBHSM is accountable to the public and responsible for the stewardship of its collection, programs and property.
- HBHSM is dedicated to making sure all members of the Board of Directors, employees, volunteers and personnel are informed about the Code of Ethics, understand how it is applied and are committed to compliance. All HBHSM policies, bylaws and related documentation should comply with The Code of Ethics.
- The HBHSM Code of Ethics should be approved by the Board of Directors, and reviewed periodically and updated if needed; furthermore The Code should be used as a standard to measure individual conduct and used to inform decision making regarding the Museum.

Legal Compliance

All Board of Directors, employees, volunteers and personnel will comply with all applicable City, State and Federal laws; furthermore compliance with all applicable regulations and international conventions is required. Compliance with the spirit and letter of the law is expected.

Personal and Professional Conduct

All Board Members, employees, volunteers and personnel are responsible for being aware of the policies and procedures that address their conduct. HBHSM will make policies and procedures available to all personnel.

HBHSM has an ethical responsibility to have fair personnel policies, procedures and enforcement of such throughout the entire institution. Rights and responsibilities of all Board of Directors, personnel and volunteers will be clearly communicated, documented and available.

All persons acting as representatives of HBHSM will act in good faith in all agreements and will strive to provide excellent customer and public service; furthermore quality merchandise and fair pricing of items for sale.

Resolution of issues and/or conflicts will take into account professional judgments of relevant personnel and the best interest of HBHSM.

Gifts, Favors, Discounts and Personal Dispensations

No one representing HBHSM, including Board of Directors, employees, volunteers and personnel can accept gifts, bribes, political contribution, favors, discounts and/or personal dispensations while serving in their professional capacity at HBHSM.

Collections

The stewardship of collections requires public trust, suitable management, accurate interpretation and the best conservation and care.

HBHSM will work to ensure that the collection in its care is properly documented, preserved, conserved, cared for, displayed, interpreted and managed; this includes maintenance of the facility the collection is housed in.

HBHSM will abide by all city, state and federal laws; furthermore compliance with all laws that apply to collections and the act of collecting.

HBHSM will adhere to and utilize the 'best practices' and most current information related to collection conservation, care, preservation and management.

HSHSM agrees to recognize all rights of ownership and gain proper permissions in writing if needed concerning reproduction. No objects in the collection can be photographed, filmed and/or reproduced without the written permission of the HBHSM Museum Management Committee or Museum Manager/Curator.

Refer to the HBHSM Collections Management Policy.

Confidentiality

All personnel are required to maintain the highest level of privacy concerning proprietary and privileged information they may come into contact with as a result of their duties.

Use of this Code of Ethics

The HBHSM Code of Ethics applies to all personnel, including but not limited to Board of Directors, employees, volunteers and personnel. The Code guides how the personnel and the Museum will operate with regard to expected ethical behavior. The Code of Ethics is the standard by which all internal and external conduct will be measured.

Definitions

Personnel – including but not limited to, Board of Directors, Staff/Employees (paid and unpaid) and Volunteers; all persons acting on behalf of HBHSM.

2. STANDARDS OF CONDUCT

2.1 Volunteer Responsibilities

- To know and understand the rules and responsibilities of the HBHSM and abide by them
- All HBHSM Volunteers will complete an orientation with a member of HBHSM staff
- To dress appropriately for the volunteer position
- To arrive on time and stay for the entire agreed upon shift
- To reach out to HBHSM staff if you are unable to make it to your shift
- To communicate any issues and concerns to a member of HBHSM staff as soon as possible
- To maintain confidentiality of proprietary and privileged information entrusted with access to
- To treat HBHSM property with care, consideration, and respect and in accordance with the Hermosa Beach Historical Society and Museum Collection Management Policy
- To seek approval from HBHSM staff before speaking to the press and/or representing the HBHSM in any official capacity

- To communicate to the a member of HBHSM staff of any physical limitations, conditions or needs
- To remain professional and courteous to visitors, staff, and other volunteers. Any behavior in violation of this clause will result in disciplinary action

2.2 Concerns and Grievances

HBHSM Volunteers and or volunteer guardians are encouraged to express and concerns or grievances that they may have to the preferred member of HBHSM staff in writing. All concerns and grievances will be addressed in a timely manner and with confidentiality. HBHSM staff will report all concerns or grievances to the Hermosa Beach Historical Society Executive Board as necessary.

3. VOLUNTEER DEFINITION

3.1 Volunteer Classification

At the HBHSM we have several different type of volunteers, all of which play an integral role in how the museum operates successfully. Each role is provided with different resources, training, and responsibilities. For this reason, all volunteers are asked to function within the description of their assigned role. The definition of other volunteers are included here for convenience.

- Docent
 - Docents monitor visitors and exhibitions during hours open to the public. They are responsible for the sale of merchandise, opening and closing of the museum, answering the phone, giving tours and answering museum guest questions.
Refer to HBHSM Docent Handbook for additional information.
- Events Volunteer
 - An events volunteer is responsible for assisting with the planning, set up, and running of events held on site at the museum, or on behalf of the museum. This may include receptions, working refreshment table, etc. They may purchase necessary supplies with prior approval and in accordance with their budget.
- Museum Volunteer / Intern
 - Museum volunteers work with the Museum Curator to document, process, and examine the Museum Collection. They may also assist with other curatorial functions at the discretion of the Curator, ie. Exhibition installation and object maintenance. Museum Volunteers abide by the Collection Management Policy of the Museum.
 - Student Intern: Volunteers may be classified as Student Interns if they are functioning in their role for academic credit or project completion with an outside

educational institution. If this is the case, the requirements from the educational institution must be outlined and submitted in writing to the Museum Curator.

3.2 Volunteer Personal Requirements

- Volunteer possesses an interest in the preservation and archival documentation of local history, and is willing to work with HBHSM Staff.
- Proficient oral and communication skills.
- The ability to lift and carry up to 20 pounds
- Has a reliable means of transportation to and from the HBHSM, and can arrive on time for regularly scheduled shifts.
- Is at or above the age of 15, and if necessary is accompanied by a legal guardian or has submitted a signed permission form.
- Has completed an emergency contact form, Waiver of Liability, and signed/ had a guardian sign a Museum Volunteer Agreement Form, all of which will be kept on file at the HBHSM. The volunteer must also complete and submit an application form.

3.3 Museum Volunteer Role

HBHSM Volunteers will have a variety of function within the HBHSM and will be determined at the discretion of the curator. Tasks may also be assigned based on prior experience or relevant work skill. A Museum Volunteer has the opportunity to assist with but is not limited to:

- Assisting the curator as needed with current projects
- Accessioning objects into the Museum Collection in accordance with policy
- Documentation and research of museum archival material and objects
- Installation and de installation of temporary museum exhibitions
- Organization and maintenance of Museum storage areas
- Maintenance of museum objects on display in Museum
- Lifting and carrying of objects and archival material in storage
- Data entry into museum database

4. ADDITIONAL INFORMATION AND REQUIREMENTS

4.1 Academic References

Academic references can be provided to Volunteers or Student Interns at the discretion of the Museum Curator. Hours worked and project contributions will be kept on file at the HBHSM to be utilized as a reference point.

4.2 Background Checks

The HBHSM reserves the right to perform background checks on any volunteers over the age of 18, at the discretion of the HBHSM.

4.3 Evaluations

Evaluations related to job performance will be conducted at the discretion of HBHSM staff.

- Evaluations will be written and discussed with the individual volunteer or intern
- If necessary, the HBHSM staff will take corrective actions related to behavior, for example, additional training, a change in duties, or permanent discharge from duties.
- The volunteer or intern will maintain all documentation related to Evaluations
- Volunteers and interns have the right to view any documentation related to their performance evaluation.

4.4 Emergency Procedure

IN CASE OF AN EMERGENCY

1. Dial 911
2. Call or contact the Community Service person on duty (310) 629-3538
3. After contacting emergency services, please contact the Museum Curator and Museum Administrator.

Jamie Erickson, Museum Administrator (310) 956-7467

Bradley Peacock, Museum Curator (xxx) xxx-xxx

If the non-emergency is related to the building and requires attention e.g. leaking pipe, broken alarm system, repairs to the building, etc. contact the supervisory HBHSM staff member on site ASAP

NON-Emergency Telephone Numbers:

1. HB Police -NON-Emergency Dispatch (310) 524-2750;
Office (310) 318-0306
2. HB Fire Department – NON Emergency (310) 376-2479
3. Jamie Erickson, Museum Administrator (310) 956-7467
4. Bradley Peacock, Museum Curator (678) 350-5138

Volunteer Application

Contact Information:

Name	
Email Address	
Phone Number	
Address	
City	
Zip Code	

Please tell us why you are interested in being a Museum Volunteer:

Summarize any special skills, education, or qualifications from previous employment or volunteer work:

Let us know your availability:

Museum Volunteer Agreement Form

By submitting this application, I affirm that the facts set forth in my Volunteer Application are true and complete.

I also acknowledge that I have read the entirety of the Museum Volunteer Policy and Procedure Handbook, and understand the contents.

If applicable, as a parental/ custodial guardian I agree to take full personal and/or financial responsibility for the actions of my child.

Signature of Volunteer

Date

Signature of Parental/ Custodial Guardian (is applicant under 18)

Date

Please complete this form and return it by mail or email to a member of Museum Staff.

Release of Liability

In return for being allowed to participate in Museum Volunteer Activities at the Hermosa Beach Historical Society and Museum and all related activities, the undersigned Volunteer or Parent/Legal Guardian of Volunteer if Volunteer is under age 18 releases and agrees not to sue the Hermosa Beach Historical Society and Museum or its employees from all present and future claims that may be made by me, my family, estate, heirs, or assigns for property damage or personal injury arising as a result of my participation in the Volunteer Activities wherever, whenever, or however the same may occur.

I understand and agree that the Museum is not responsible for any injury or property damage arising out of the Volunteer Activities.

I also agree to indemnify and hold harmless the Foundation for all claims arising out of my participation in the Volunteer Activities.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the state in which the Volunteer Activities take place and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Volunteer

Date

I am the parent or legal guardian of the Volunteer. I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Parental/ Custodial Guardian (is applicant under 18)

Date

Please complete this form and return it by mail or email to a member of Museum Staff.

Emergency Contact Information Form

This information is extremely important in the event of an accident or medical emergency.

Please be sure to complete and sign this form, and inform Museum staff should any information change.

Volunteer Information

Name	
Home Phone	
Cell Phone	
Email	
Home Address	

Primary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Secondary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Preferred Local Hospital:

Insurance Information:

Comments *(Include any special medical or persona information you would want an emergency care provider to know, or special contact information):*

Please complete this form and return it by mail or email to a member of Museum Staff.