



## VOLUNTEER APPLICATION

### YOUR INFORMATION *Please Print*

Name \_\_\_\_\_ Today's Date \_\_\_\_\_

Current Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Email \_\_\_\_\_

Home Phone (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

I prefer to be contacted by \_\_\_ Phone \_\_\_ Email

I give permission for my name and address / email to be put on a general mailing list to receive any mailing from the Oberlin Heritage Center. Address: Yes \_\_\_ No \_\_\_ Email: Yes \_\_\_ No \_\_\_

I am: A Student \_\_\_ Employed \_\_\_ Retired \_\_\_ Other \_\_\_

Employer/School \_\_\_\_\_

Birth date \_\_\_\_\_ Check here if you are under 18 years old.

### EMERGENCY CONTACT

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Phone (Please circle: home or work) (\_\_\_\_) \_\_\_\_\_ Cell (\_\_\_\_) \_\_\_\_\_

### AVAILABILITY

Please mark the times you are available to volunteer

	Sunday (Offices Closed)	Monday (Offices Closed)	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning							
Afternoon							
Evening							

Approximately how many hours do you wish to volunteer?

\_\_\_\_\_ Hours per week    \_\_\_\_\_ Hours per month    or    \_\_\_ Special events or projects only

If a student, how long do you plan to volunteer? \_\_\_\_\_

Additional comments about availability:

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**SPECIAL SKILLS, INTERESTS, AND PREVIOUS EXPERIENCE**

Have you ever applied to be a volunteer or been employed in a museum before? Yes \_\_\_ No \_\_\_

If yes please describe your experience.

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Please describe your employment experience and any related education / background you have, including if you have served on any boards.

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What languages can you speak other than English? \_\_\_\_\_

You may attach a resume if desired. If you have done so, please place an X here: \_\_\_\_\_

**REFERENCES**

Please name two people not related to you who have knowledge of your work/volunteer experience within the last three years. If this does not apply, then provide school or personal references who are not related to you.

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Email \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Years known \_\_\_\_\_

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_ Email \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Years known \_\_\_\_\_

## **VOLUNTEER PLACEMENT**

The following are examples of tasks volunteers have helped with in the past. Please put a checkmark by any with which you would be interested in helping.

### Buildings and Grounds

- Painting and scraping  
 Flower Planting       Weeding and watering  
 Lawn Mowing       Snow Shoveling  
 Other: \_\_\_\_\_

### Education & Programming

- Photographer (please circle: Black & White, Color, Video, Digital)  
 Re-enacting historical events       Helping with children's activities  
 Special project research       Special events set-up  
 Baking cookies       Serving refreshments at events  
 Microfilm newspaper research       Local building research  
 Staffing an event as a greeter or a helper at one of our information tables  
 Musician willing to perform at events  
 Other: \_\_\_\_\_

### Oral History

- Interviewing       Transcribing

### Open Houses/Tours

- Docent (full training provided for conducting tours of the Oberlin Heritage Center)  
 Open house greeter or room docent (with training provided to be able to answer general questions pertaining to one museum room during an open house format for visitors)  
 Lawn games supervisor (teach families and children how to play lawn games, supervise)  
 Other: \_\_\_\_\_

### Improvement

- Community clean-up projects  
 Other: \_\_\_\_\_

### Collections

- Researching artifacts  
 Silver polishing  
 Other: \_\_\_\_\_

### Office Assistance

- Helping to assemble mailings  
 Desktop publishing (signs, flyers, brochures, graphics/art, posters)  
 Other computer skills (please indicate: \_\_\_\_\_)  
 Artist       Calligraphy  
 Editing/proofreading       Photocopying  
 Grant writing       Grant research  
 Reception Desk (answering phones, museum store attendant)  
 Filing membership and research information  
 Making deliveries within walking distance of office  
 Making deliveries in Oberlin by car

Recruiting other volunteers for upcoming events

Other: \_\_\_\_\_

**Fund-Raising**

Help with fund-raising projects

I would like to participate/or learn more about offering a bed-and-breakfast room in my home to Oberlin College parents for one-to-three nights as a fund-raiser for the Oberlin Heritage Center

I prefer projects where I can work:

At home

With others

Alone

Is there anything else you would like to tell us about yourself that will help us in placing you in an appropriate volunteer position?

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What do you hope to gain by volunteering with the Oberlin Heritage Center?

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**BACKGROUND**

The Oberlin Heritage Center does not discriminate because of age, sex, religion, race, color, national origin, disability, marital status, veteran status, sexual orientation, or any other factor prohibited by law. Please note that volunteer applicants 18 years and older may be subject to fingerprinting and a criminal history background check. Information in this section of the application will not necessarily affect your eligibility for volunteer placement.

Because the Oberlin Heritage Center is a nonprofit museum and subject to public scrutiny, and because OHC employees and volunteers sometimes handle cash and checks and work closely with children and teenagers, it is important for us to know this information about you.

Are you party in any pending civil lawsuits (other than class actions)? Yes \_\_\_ No \_\_\_

Are you presently a defendant in any traffic, misdemeanor, or felony court action?

Yes \_\_\_ No \_\_\_

Have you been convicted of a felony in the past ten years? Yes \_\_\_ No \_\_\_

Have you ever been dismissed from any other volunteer program? Yes \_\_\_ No \_\_\_

If you answered "yes" to any question, please explain below or attach an additional page.

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## Position Description

**TITLE:** Walk-In or Group Tour Docent  
**RESPONSIBLE TO:** Museum Education and Tour Coordinator  
**TERM:** Docents must give at least four tours per year to remain active

**QUALIFICATIONS:** The most important characteristics an Oberlin Heritage Center docent has are an interest in Oberlin history, a belief in history's relevance to life today, and a desire to welcome visitors to our community! Docents must be able to courteously engage all visitors and enthusiastically represent the Oberlin Heritage Center. They should be prepared for periods of standing, walking, and stair-climbing during tours. Docents should also feel comfortable in crowded and noisy situations, and be able to speak in a loud and clear voice.

### RESPONSIBILITIES:

1. Prospective docents must first go on at least one tour of the Oberlin Heritage Center before attending docent training. A complimentary tour ticket for this purpose is available from the Museum Education and Tour Coordinator.
2. Prospective docents must fill out a volunteer application form, meet with the Museum Education and Tour Coordinator for an informational interview, and sign the Docent Agreement Form. The Oberlin Heritage Center may contact references and conduct a criminal history background check.
3. Prospective docents must attend Docent Training, read the Oberlin Heritage Center docent manual, observe tours given by experienced docents, give a practice tour, and receive feedback.
4. Active docents must lead or help on a tour at least four times per year. This may include walk-in or group tours through the three historic buildings at the Oberlin Heritage Center, giving a room tour during special events, or helping on a walking tour.
5. Docents must attend Oberlin Heritage Center docent meetings and programs as their schedules permit.
6. Docents must have a neat appearance and dress in appropriate attire. A watch or time piece must be carried so that the docent may be mindful of the tour's time frame.
7. Docents must arrive at least fifteen minutes early for tours to learn about tour changes or specific visitor needs. Docents must notify staff if they are unable to keep their prescheduled tour assignment.
8. Docents must record volunteer hours in the provided notebooks.

(more on reverse)

9. Docents must greet tour guests and properly receive and record tour payments (if trained to do so).
10. Docents must strive to engage visitors, especially youth, through conversation and available hands-on activities.
11. Docents must honestly answer visitor questions to the best of their ability and seek staff help if they are unable to do so.
12. Docents must properly handle furnishings and objects at the Oberlin Heritage Center, and ensure that visitors are doing so as well.
13. Docents must review procedures and be prepared for emergency situations.
14. Docents must inform staff of any problems encountered during tours.
15. Docents must be willing to have their tour content, length, and presentation style evaluated by staff.
16. Docents should be prepared to do other tasks as requested if visitors do not come for walk-in tours.
17. Docents must request tour guests to submit tour feedback, thank visitors for coming, and encourage them to return with friends and family.



## **Interview Agenda for Potential Volunteers (Non-Docents)**

### **Talking Points**

- Mission and overview of the Oberlin Heritage Center
- Review parts of the volunteer application (scheduling, experience, any potential problems)
- Inform interviewee of background check possibility, explain why it may be necessary
- Review system of tracking volunteer hours, rewards (volunteer luncheon, field trips, occasional free passes)

### **Interview Questions**

- Why are you interested in becoming a volunteer at the Oberlin Heritage Center?
- What traits do you think make a good volunteer?
- What was the last museum you visited and what did you learn?
- Describe your experiences working in a museum or similar organization.
- Do you see yourself as volunteering on a regular basis or more for certain projects and events?
- What kinds of tasks would you like to help with most? (Buildings & Grounds, Education and Programming, Collections, Office Assistance, Fund Raising)
- Describe your experiences working on similar tasks.
- What kinds of computer skills do you have?
- Describe your experiences working with children. (If applicable)
- What would you like to gain from volunteering with the Oberlin Heritage Center?
- Do you foresee any problems in relation to our policies regarding appearance, food, and smoking?
- What is the best way for us to keep in touch with you? (email, mail, phone)
- What name would you prefer to have on your nametag?
- Do you have any questions about what we do or about volunteer opportunities?



Camp will be led by Liz Schultz, the Museum Education and Tour Coordinator of the Oberlin Heritage Center, and Jason Trimmer, Curator of Education of the Allen Memorial Art Museum. Each day will last from 9:30 a.m. to 3:00 p.m. and at 3:00 on the last day friends and family can join us for a final program. Teens should bring a bag lunch each day; simple snacks are provided. Camp will be held in various locations within Oberlin. Registrants will be notified of start and pick-up locations prior to camp.



**Cost and Registration**

**\$75 / child or grandchild of non-members**

**\$65 / child or grandchild of members of AMAM or OHC**

**(Early Bird Discount! Register prior to June 9 and take \$5 off the price.)**

A maximum of 15 participants will be accepted. Registrations are accepted on a first-come, first-served basis. Classes may be cancelled if a minimum enrollment is not met by one week prior to the start date. No refunds will be made within one week prior to the camp. Partial scholarships may be available to those who qualify for schools' free lunch programs (please inquire). \$25 will be reimbursed if the participant completes 15 hours of service in either museum before the end of the year.

Reservations must be accompanied by payment. Please enclose check payable to Oberlin Heritage Center and mail to P.O. Box 0455, Oberlin, OH, 44074. Reservations can also be made online at [www.oberlinheritage.org](http://www.oberlinheritage.org).

Name of Teen: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Parent or guardian: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone: \_\_\_\_\_ Other phone: \_\_\_\_\_

Optional: Teen's cell-phone: \_\_\_\_\_ Teen's email: \_\_\_\_\_

Medical issues or allergies we should be aware of: \_\_\_\_\_

In Case of Emergency, please contact:

1) Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

2) Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

To be completed by the guardian or participants 18 and older:

Do you grant permission for us to use photographs of the participant in publicity?  Y  N

Do you grant permission for the participant to go on guided walking field trips?  Y  N

How did you hear about this program? \_\_\_\_\_

Your name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# A Week at the Museum

## Camp for Teens, June 25-29, 2012

Monday—Friday, 9:30 a.m. to 3 p.m.

Ever wonder what it would be like to work in a museum? Two Oberlin museums are teaming up to offer an interactive behind-the-scenes camp for teens. Participants will tour the world-class **Allen Memorial Art Museum**, award-winning **Oberlin Heritage Center**, and one-of-a-kind **Frank Lloyd Wright**-designed Wetzheimer/Johnson House while learning what makes a museum run.

Together we'll answer questions like:

- Who works in a museum?
- What's on display and what's in storage?
- How can we tell a story through objects, information, and conversation?
- How do we take care of priceless objects that might be hundreds of years old?

Participants will learn about daily museum operations, in the galleries and in the collections, by talking with professionals, trying activities just like the pros, and working on a mini project that friends and family can see at the end of the week.

This camp is perfect for teens wanting to learn more about museums and careers in art and history. Participants can also volunteer at the museums following the camp to earn service hours.





# HANDBOOK FOR VOLUNTEERS

(Revised November 2010)











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Welcome! Outstanding volunteers are the key to our success in carrying out our mission, which is *“to preserve and share Oberlin’s unique heritage and to make our community a better place to live, learn, work and visit.”* Through the efforts of our staff members, interns, board, volunteers and members, the Oberlin Heritage Center has established itself as a leading organization in our community.

All volunteers need to understand our mission and our policies and procedures. This handbook is intended to help familiarize you with them. I encourage you to use these guidelines as a valuable resource for understanding the organization. Underlying what we are communicating in these guidelines is the shared desire of the Board of Trustees and the Executive Director to support individual growth and to provide information necessary for all of us to make good decisions as we go about our tasks. It is our goal to implement fair and effective personnel policies and to require all employees, interns, and volunteers to support the organization’s best interests.

The purpose of this handbook is to outline certain information about your time with the Oberlin Heritage Center. These guidelines do not cover every situation that can and will arise. Above all, I ask that you exercise common courtesy, common sense and professionalism while on the job.

Please become familiar with our programs, facilities and our organization’s history by visiting our website at [www.oberlinheritage.org](http://www.oberlinheritage.org). Please plan to participate in a tour of our historic sites within your first month of volunteering. Do become familiar with our mission statement and core values. I also recommend that you review our docent training materials (copy in Resource Center library), which contain much information about our buildings and collections. Please do let me know what other resource materials or training you feel may help you to do your responsibilities.

As a small organization with many activities and demands on our time, we must all work together to do our best in fulfilling our mission and serving our visitors, members and the community. Paying attention to detail, being flexible, and having an upbeat and positive approach are all very important to your success as a volunteer, and our success as an organization.

Please read this entire handbook and sign the acknowledgement form at the back within your first two days of volunteering or within two days of reading it. You are responsible for knowing its contents and using it as a guide. Keep your copy of the acknowledgement form and put a copy of the form in my mailbox, along with the handbook if you do not wish to keep a copy.

If you have questions regarding your volunteer responsibilities or anything contained in these guidelines, please ask me. My best wishes to you, and thank you for taking this first step in getting to know the Oberlin Heritage Center.

Sincerely,

Patricia Murphy  
Executive Director



# VOLUNTEER APPLICATION AND PLACEMENT PROCEDURES

## Volunteer Application

Individuals interested in becoming volunteers of the Oberlin Heritage Center should have completed a volunteer application form and then met with a staff member to discuss possible tasks and responsibilities. As part of the application process, background checks may have been conducted. To the best of our ability, we match volunteers with tasks they are interested in completing that will support the mission of the Oberlin Heritage Center.

## Workplace Diversity

We encourage fairness, teamwork and respect among all staff members and volunteers. We are firmly committed to maintaining a work atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally. We will not discriminate because of race, religion, sex, national origin, ethnicity, age, physical disabilities, political affiliation, sexual orientation, color, marital status, veteran status or medical condition.



## Placement & Performance

Volunteering is a mutual relationship between the volunteer and the Oberlin Heritage Center. Volunteers will meet with a staff member to agree on their responsibilities, assigned task(s), requirements, and goals. Volunteers have the right to meaningful assignments, the right to fair treatment, the right to effective supervision, the right to full involvement, and the right to recognition for work done. Volunteering should not be expected to lead to a paid position. Accepted volunteers will have an orientation/training session, during which specific performance expectations will be discussed. Responsibilities may change as the interests of the volunteer and needs of the Oberlin Heritage Center change. We want the “right fit” and volunteers who are unhappy with their assigned tasks are encouraged to tell staff so we can try something new.

Volunteers are occasionally asked to complete self-evaluations or to meet with staff members to discuss how things are going. These evaluations help us make sure volunteering is satisfying and identify possible areas of improvement for the volunteer and Oberlin Heritage Center.





# VOLUNTEER HOURS

## Volunteer Schedules

The Oberlin Heritage Center's offices are normally open to the public, volunteers and visitors Tuesday through Saturday from 10:00 a.m. to 3:00 p.m. Staff are usually at Oberlin Heritage Center Tuesday through Saturday, 9:00 a.m. to 5:00 p.m. Volunteers may arrange to work a regular schedule that fits the work week of the Oberlin Heritage Center, or work on independent projects and schedules as pre-arranged with staff.

## Holidays

The office is closed on the following holidays and volunteers should not expect to help on these days.

New Year's Day	Labor Day
Martin Luther King Jr. Day	Thanksgiving Day
Presidents Day	Christmas Eve
Memorial Day	Christmas Day
Independence Day	



## Meal and Rest Periods

Volunteers may schedule their meal and rest periods as desired. Volunteers who intend to work more than five (5) continuous hours should take a lunch break. Volunteers may be asked to coordinate with one another in scheduling breaks and lunch to ensure coverage of phones, door, etc.

## Timekeeping Requirements

It is very important for us to demonstrate how much time volunteers contribute towards carrying out the mission of the Oberlin Heritage Center. Volunteers should keep track of their volunteer hours in one of two sign-in notebooks kept at the Oberlin Heritage Center, one in the Monroe House basement and one in the Monroe House front office. Volunteers working on independent projects are asked to keep track of their hours on monthly time sheets, which can be provided by staff. Time sheets should be turned in to the executive director at the end of the month.

## Benefits

In addition to reaping the rewards of meeting wonderful people, learning new things, being active in the community, and making Oberlin a better place to live, learn, work, and visit, volunteers also receive a 10% discount in the Oberlin Heritage Center Museum Store. Volunteers may also receive recognition at occasional events and in the annual report, certain training opportunities, and special event invitations.



# HEALTH AND SAFETY

## Safety Guidelines

The Oberlin Heritage Center expects volunteers to work in a safe manner, to use good judgment and common sense in matters of safety, to observe all safety rules published and posted in various areas, and to follow all federal and state OSHA regulations. If you have any questions or concerns about workplace safety, please speak with your supervisor.

### Basic Emergency Procedures

(adapted from "Creating a Staff/Volunteer Training Manual: Emergency Situations" in *Heritage Communiqué*, April/May 1998)

We hope there will not be any emergencies, but unexpected things do happen. During your volunteer shift, keep the following in mind:

Emergencies could include:

- Injuries like a fall or cut
- Illnesses like a stroke or heart attack
- Natural disasters like a tornado or a bad storm
- Fire
- Fumes
- Physical building problems such as no heat/excessive heat or leaking water



Here at the Oberlin Heritage Center, we have the following systems in place for handling emergencies:

- If there is any question in your mind as to the need for medical/emergency help, **call!**
- For **medical, fire or police emergencies, dial 911.**
- For **poison control, dial 1-800-222-1222.**
- Give the Oberlin Heritage Center's **Monroe House address as 73 1/2 South Professor Street** in Oberlin (at the back of the Oberlin College Conservatory's parking lot). The address for the **Jewett House is 73 South Professor Street.**
- Find another staff person or volunteer who can assist you; also, be sure that Executive Director, Pat Murphy, is notified as soon as possible.
- Fill out an incident report and submit it to Pat Murphy. Copies of the incident report are kept at the back of the Volunteer Sign-In notebook and in the Appendix of this handbook.

Sometimes, due to shock or embarrassment, the injured party may refuse medical treatment. If there is any question in your mind, go ahead and call 911. The injured party may then refuse medical treatment from a professional, releasing both you and the Oberlin Heritage Center from the decision and the liability.

It is our policy to refer all individuals requiring medical treatment or transportation to the nearest full service medical facility, which is the Mercy Allen Hospital located at 200 West Lorain Street (General telephone: 440-775-1211; Emergency Room telephone: 440-775-9110).



### ***How to Use the Telephone***

*Knowing how to use the Oberlin Heritage Center's telephone system can be essential if an emergency arises. Please take time to become well acquainted with our phone system so that you can get help quickly in the event of an emergency. Follow these simple steps to make an outside call:*

#### **Monroe House**

1) Press either Line 1 or Line 2 (an arrow pointing toward the Line key will appear when a line is in use). Dial "8" to get an outside line. When you hear a dial tone, dial the number you wish to call.

2) Phones are located in the front reception office, with several more in the basement and in the staff offices on the second floor west side of the hallway.

#### **Little Red Schoolhouse**

There is no phone in the Schoolhouse. You may want to have a cell phone if you expect to be in the schoolhouse for an extended period of time.

#### **Jewett House**

1) A wall phone is hanging on the wall of the landing at the top of the basement steps. The basement door is in the southwest corner of the kitchen. Please note that the antique phone in the kitchen does not allow you to make *outgoing* calls (only incoming calls received).

2) The Jewett House phone is a typical residential phone and allows the caller direct access for making outside calls. There is no need to dial "8".

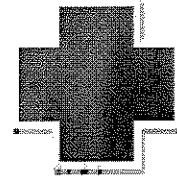
### ***Know the Location of:***

#### **First Aid Kits**

**Monroe House** - kitchen drawer to the right of the sink

**Schoolhouse** - teacher's podium (lift the top up)

**Jewett House** - (1) kitchen drawer to the left of the sink



#### **Restrooms**

If a restroom is needed in an emergency, please direct the visitor to the facilities on the first floor of the Monroe House or to the first floor of the Jewett House (along the east wall of the Aluminum Exhibit).

#### **Flashlights**

##### **Monroe House**

In the front reception office, there is one on the desk behind the flip file.

In the basement, there is one flashlight on top of the refrigerator (near the basement stairs)

On the second floor, there is a flashlight on the Executive Director's computer desk.

##### **Jewett House**

There is a flashlight on the shelf of the basement landing.



## ***If An Emergency Occurs***

In the event of an emergency, your professionalism and quick action can make the difference between prompt resolution to the problem or its escalation.

### ***Your Role In A Medical Emergency*** (adapted from Red Cross training)

Take a deep breath and remain calm! Then remember the "Check, Call, Care" Guidelines:

**Check:** Before you can help a visitor, you must make sure the area is safe for you and any bystanders. Look the scene over and try to answer these questions:

- Is the scene safe? (i.e., is there fire, broken glass, spilled chemicals, etc.?)
- What happened? (i.e., look for clues about what caused the emergency and how the visitor might be injured)
- How many injured visitors are there? By knowing how many, the EMS is better equipped to serve the injured.
- Can bystanders help? (i.e., Is there a doctor or nurse near? Can someone help to move curious onlookers away?, Can someone call 911?, etc.)

**Call:** In a serious emergency, call 911. Be prepared to provide this information:

- Location of ill person (the location of the Oberlin Heritage Center Office is 73 1/2 South Professor Street; the Jewett House is 73 South Professor Street). It may help to further describe the location of our office as being in the back of the Conservatory of Music parking lot.
- Provide number and condition of victim(s)
- Indicate what care is being given to the victim
- EMS can guide you over the phone regarding further care needed

**Care:** If there are multiple victims, care for those with life-threatening conditions before others.

- Keep victims comfortable and reassured. Try to keep the victim from becoming chilled or overheated. Watch for changes in the person's breathing.
- If the person is conscious, and you are qualified in first aid, ask for permission to give proper care.

## ***Other Types of Emergencies***

**Lost Child:** Calm the child and reassure him/her that you will help find his/her parents. If the parents are not found, keep the child close by until the parents come to claim him/her.

**Power Outage:** In the event of a loss of power, secure the area and escort the visitors outside, or, in the event of bad weather, to the front parlor of each of our historic houses.

**Robbery:** In the event of a robbery, do not attempt to negotiate. Give the person whatever he or she wants. As soon as it is safe, notify the police (911) and Pat Murphy.

**Bomb Threat:** Evacuate the building as quickly as possible, leaving all doors open in the event of an explosion. Notify the police (911) and Pat Murphy. Do not allow anyone to return to the building until the "all clear" signal has been given.





**Tornado:** Move your group as quickly as possible to the basement of either the Monroe House or the Jewett House. Stay away from windows, hot water heater, etc.

**Work Related Injuries:** If you are injured while on the job, immediately inform Pat Murphy.

**Physical Building Emergencies:**

**Notification of ALL physical building emergencies should be made to Executive Director Patricia Murphy and Facilities volunteer Dick Holsworth (440-774-1911). After office hours, Pat Murphy may be reached at 440-774-1502. Always document an emergency incident for review by Oberlin Heritage Center staff. Incident reports should include date, time, nature of emergency, response provided, and any other pertinent information.**

*In the event of an emergency occurring in one of the Oberlin Heritage Center's buildings, volunteers can be prepared to respond accordingly by following the brief common-sense instructions below. Some emergencies may warrant the canceling or postponement of a tour -- this can be done at the discretion of the docent. If tours are canceled, arrangements can be made to re-schedule the tour or refund the admission fee to the group.*

**Fire:** Determine the type of fire and, if it can be safely done, put the fire out with an extinguisher specially suited for the fire. Fire extinguishers are located:

<b>Monroe House</b>	Kitchen – Hanging behind the door leading in from the butler's pantry Basement – Under the phone in the Copy Room or next to the "People Files" Second Floor bathroom
<b>Schoolhouse</b>	On the shelf beneath the teacher's podium
<b>Jewett House</b>	Basement - One hanging on the wall in the basement stair landing First Floor Restroom – on the floor at the back of the room

Assist as many visitors out of the area/building as possible. Call 911. Do not allow anyone to return for any reason until the "all clear" signal has been given. If the fire is present in your area and smoke is thick, get down on your hands and knees, while verbally directing or motioning your visitors to do the same, and crawl to a safe area. Expel as much smoke from your lungs as possible by exhaling deeply.

**No Heat / Excessive Heat**

Tell a staff member, who will contact Executive Director Pat Murphy.

**Odor of Gas**

Get out of the building immediately and call 911 from outside location. Tell a staff member.

**Leaking Water**

If very bad, call 911; otherwise, tell a staff member. [Turnbull Plumbing (440-775-0383)]

**Minor Damage**

During office hours, tell a staff member who will contact the Executive Director (after hours, leave a note for her in her message box). Or, leave a note for Dick Holsworth (Facilities volunteer) in his Monroe House message box.



## **Liability**

The Oberlin Heritage Center will provide commercial general liability insurance for volunteers and staff, while they serve as agents of the Oberlin Heritage Center. Volunteers must be working under the supervision and control of the Heritage Center to be covered. The commercial general liability policy provides medical expense payments for any injuries suffered by a volunteer. The Oberlin Heritage Center board of trustees are covered by Nonprofit Director's and Officers' Liability insurance.

When volunteers drive their own vehicle, the Oberlin Heritage Center's automobile liability and physical damage insurance does not apply. A volunteer's personal automobile insurance policy is primary in the event of an accident occurring while a volunteer is conducting business on behalf of the agency.

## **Drug-Free Workplace**

All volunteers are expected to understand and comply with the following guidelines regarding the use of drugs or alcohol in the workplace:

1. We prohibit the unlawful use, possession, distribution, sale, or manufacture of a controlled substance on our premises.
2. We prohibit all volunteers from being under the influence of drugs or alcohol while at the Heritage Center. Exceptions for medicines are made on a case-by-case basis.
3. Failure to follow the Oberlin Heritage Center's drug-free workplace guidelines may result in immediate dismissal.

## **Smoking**

In consideration of the health and safety of all our interns, staff members, volunteers and guests, we maintain a smoke-free environment at our work place, including our grounds.

## **Child Safety**

The Oberlin Heritage Center offers many youth programs and we want children and their families to feel safe and comfortable while visiting. Volunteers are asked to always be alert for visitors exhibiting strange behavior and any possible unsafe situations for youth. When volunteers and staff members of the Oberlin Heritage Center are with a minor, such as a Junior Docent or summer camp participant, there should always be another adult present or the doors must be kept open.





# VOLUNTEER PRACTICES AND ENVIRONMENT

## Punctuality and Attendance

We love volunteers we can rely on and those who arrive to help at the scheduled time. Volunteers who have agreed to help with special events or tours are asked to arrive 15 minutes early to sign in, “get their bearings,” and check in with staff in case there are any last minute announcements. Volunteers are expected to notify the staff if they are unable to report for the hours or duties they have agreed to undertake.



## Use of Facilities and Property

If driving a car, volunteers can park in the lot behind the Monroe House (enter from West Vine St). Volunteers can ring the bell and enter through the back door facing the parking lot. If no one answers, circle around and try the front door of the Monroe House. When you arrive at the Monroe House, sign in, put away anything you may have carried with you, and put on your nametag. You may store your belongings in the front office, in the closet in the dining room, or in the basement.

The Monroe House refrigerator (located in the basement) sometimes contains cold drinks. Supplies for making coffee and tea are stored in the cabinet nearby. Volunteers may use the refrigerator or microwave for their own lunches or snacks. Please do not take food or drink into the **museum** areas -- the community/copy room in the basement is our designated food area. Trash containers are found in the basement and recycling is under the basement sink.

Volunteers are asked to treat Oberlin Heritage Center property as they would their own and to use our limited resources wisely and to keep work areas clean. The use of Oberlin Heritage Center equipment should be for work-related purposes. Volunteers must receive supervisory approval before removing any Oberlin Heritage Center property from the premises.

Volunteers are asked not to touch or sit on any of the historic furnishings of the Oberlin Heritage Center without prior approval from a staff member.



## **Technological Resources**

Because our technological resources are limited, we ask volunteers to refrain from using computers for personal business, including sending email messages and internet use, without approval from their supervisor.



## **Personal Use of Telephones and Cell Phones**

Although occasional personal phone calls are to be expected, volunteers are asked to confine use of the phones to organization business as much as possible. Should circumstances require placing a long-distance call, we ask that volunteers use a personal cell phone, calling card, or call collect.

The use of a personal cell phone while at work can present a distraction to the user, employees, visitors and the historic house setting. Unless otherwise authorized by a supervisor, volunteers should only use personal cell phones in case of an emergency. Docents are encouraged to carry cell phones during tours in case of emergency situations. Personal cell phones must otherwise be turned off during working hours.

## **Use of Personal Automobile**

Volunteers who use their own automobiles for out-of-town travel on authorized organization business may be reimbursed for mileage upon submission of a travel expense/mileage reimbursement form. Volunteers must have prior supervisory approval for the use of personal vehicles for organization business.

## **Guests and Visitors**

Volunteers are asked to keep on-the-job visitors to a minimum to ensure that the workplace is not unduly interrupted. All visitors should be accompanied and must remain in the reception area until escorted by the appropriate staff member or volunteer.







## **Attire**

The Oberlin Heritage Center's staff, interns, and volunteers are very important representatives of the organization to visitors, members and the community. They are expected to dress in a manner that is appropriate to a professional museum atmosphere and in a way that does not draw undue attention to one's personal appearance in a manner that would be disruptive to tour and school age visitors. This is particularly important for those individuals who are greeting visitors, giving tours and otherwise dealing with the public. It is expected that staff, interns, and volunteers will maintain a clean and neat appearance and will project a professional and businesslike image in dealing with other staff members, clients, volunteers and the general public. Listening to music via headphones or radio is not permitted during work hours.

Clothing should be clean, modest and not torn or ripped. Suggestive attire, exposed underwear and bare midriffs are not permitted. Shorts, sweat pants, tank tops and super short skirts are not permitted. Hats and/or sunglasses should not be worn inside. Soft soled shoes help protect our hardwood floors. The organization reserves the right to define appropriate standards of appearance for the workplace.

## **Name Badge Identification**

Volunteers are asked to wear Oberlin Heritage Center name badges when they are on the job. This helps to create a professional, museum atmosphere and helps trustees, the public and visitors to get acquainted with us. Name badges are provided at time of acceptance. Each volunteer is responsible for keeping his/her name badge in a safe place and wearing it regularly.

## **Expense Reimbursement**

In some situations, volunteers may be reimbursed for pre-approved travel expenses. Volunteers are asked to complete a record of all expenses for which they seek reimbursement and to submit receipts along with the travel expense form for reimbursement. Volunteers are also reimbursed for approved supplies purchases; receipts are required. Reimbursement is made via check within two (2) weeks of receipt of the reimbursement request.



# INFORMATION AND COMMUNICATION

## Confidentiality



Volunteers have a responsibility to avoid unnecessary disclosure of confidential internal information, particularly about our donors. Confidential information, obtained during or through volunteering with the Oberlin Heritage Center, may not be used by any volunteer for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit.

At no time should a volunteer disclose nonpublic or sensitive information to individuals. Such inquiries should be directed to the executive director.



## Personal Information

It is important that personnel files contain up-to-date information regarding each volunteer. Volunteers should inform their supervisor immediately whenever there are changes in their personal data, such as address, telephone number, or person to notify in case of emergency.

No reference information other than a verification of dates of volunteering and completed tasks will be given out to a third party without prior written authorization by the volunteer.

## Speaking to the Media and Representing the Organization in the Community

Oberlin Heritage Center has designated the executive director as the person responsible for speaking with the press and making written and oral statements for publication. Any request for information or interviews by the media must be referred to the executive director or the designated person-in-charge.

A volunteer may not represent himself/herself as a spokesperson for the Oberlin Heritage Center without prior approval of the executive director and may not take public positions on community issues as representatives of the organization without the advance permission of the executive director.



## Internal Communication

We use bulletin boards, mailboxes and office email to communicate important information to volunteers on a regular basis. Volunteers are asked to read posted or distributed information on a timely basis.

## Solicitations

No soliciting is allowed on Oberlin Heritage Center premises. This includes requests by visitors, volunteers or staff members for contributions to other charitable organizations, as well as business advertising and the sale of goods (Girl Scout cookies, Tupperware, event tickets, etc.).

## Partisanship

While working on behalf of the Oberlin Heritage Center, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status.

## Proselytizing

The Oberlin Heritage Center's program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering with the organization. Unless instructed to do so as part of the organization's mission and program, volunteers must refrain from advocating or proselytizing for specific political, social, and/or religious beliefs in these situations.





# STANDARDS OF CONDUCT

## Harassment

It is illegal to harass others on the basis of their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability or other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups, and other verbal, physical, and visual behavior.

Sexual harassment is also prohibited. Propositions, repeated requests for dates, dirty jokes, sexually provocative pictures or cartoons, and other verbal, physical, and visual harassment of a sexual nature are prohibited. The confirmed harassment of any staff member, volunteer, or visitor will lead to immediate disciplinary action up to and including termination.

Any volunteer who feels harassed has the right to file a charge. Before doing so, we ask that you first speak with your supervisor. If your supervisor is not an appropriate person, speak with our executive director, so that appropriate internal action may be taken. It is the responsibility of all supervisors to listen to such complaints and to refer them to the appropriate authority. We will not retaliate against any staff member or volunteer who makes a legitimate claim of harassment.

## Workplace Conduct

We have developed certain guidelines to reflect what we believe are good business practices. We strive to develop and maintain a pleasant, efficient and fair work environment that fosters cooperation and understanding.

All volunteers are expected to be:

- On time and ready to volunteer at the scheduled time
- Careful and conscientious in the performance of their work
- Respectful and considerate of others
- Courteous and helpful when dealing with staff members, volunteers, supporters and the general public

When a volunteer acts as a representative of the agency, acting on the agency's behalf and with its authority and within the scope of the volunteer's duties, the agency may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions.



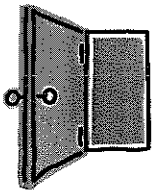




# Grievance Procedure for Oberlin Heritage Center Program Participants and Clients

The Oberlin Heritage Center is committed to addressing problems when they occur. If a volunteer is unable to satisfactorily resolve a complaint from a member of the public, they are expected to bring the problem to the attention of their immediate supervisor. In some cases, individuals may be asked to submit a written statement outlining the nature of the complaint. Individuals with unresolved complaints are also encouraged to bring any issues, problems or concerns to the attention of the Executive Director or the Board Chair, at the earliest possible time. Every effort will be made to respond and resolve the complaints as quickly as possible.

## Open-Door Guidelines



All volunteers are encouraged to provide input and suggestions concerning the overall operations and programs of The Oberlin Heritage Center, following appropriate communication channels. Volunteers should bring their comments to their supervisor or the executive director.

## Disciplinary Procedures

The primary objective of any disciplinary action is to improve task performance. Actions by a volunteer that are inappropriate for the work environment, are a hindrance to effective performance, or violate organization guidelines constitute improper conduct and may be cause for disciplinary action.

The Oberlin Heritage Center generally maintains a progressive and participatory disciplinary system, which may include some or all of the following steps:

1. Oral warning
2. Written warning
3. Final written warning
4. Dismissal from the volunteer program

Nevertheless, based on circumstances, a supervisor may choose to enter into disciplinary action at any step in the process, including immediate dismissal. All disciplinary action beyond oral warning requires the approval of the executive director.

## Volunteer Complaint Process

As a matter of general guidelines, supervisors at all levels will provide an open door for discussion and a receptive ear and will review all volunteer suggestions or complaints concerning our work practices and procedures.

If a volunteer wishes to make a formal complaint, it should be done within a reasonable time after the incident has occurred or the issue has arisen. We consider an open discussion between volunteer and supervisor as the first step in the complaint procedure. The supervisor should respond to the complaint in a timely manner. If the supervisor does not resolve the complaint

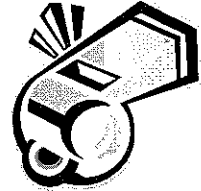


within a reasonable time frame or if the volunteer disagrees with the supervisor's solution, the volunteer may ask the executive director to review the matter.

At this point, the complaint must be written down, with the nature of the problem clearly outlined. The executive director will investigate the complaint and notify the volunteer, in writing, of a decision within a reasonable amount of time.

## **Whistle Blower Protection Policy**

At the Oberlin Heritage Center, any staff member, intern or volunteer who reports waste, fraud or abuse will not be fired or otherwise retaliated against for making the report. The report will be investigated and even if determined not to be waste, fraud or abuse, the individual making the report will not be retaliated against. There will be no punishment for reporting such problems, including dismissal, suspension, harassment, or any other kind of discrimination.



There are several ways to make a report of suspected waste, fraud, or abuse: Send an email or submit a report in writing to the Board President, the Treasurer, or to the Executive Director. Reports may be made anonymously.

All reports will be investigated. The individual filing the report will be provided with a summary of the findings unless they submit the report anonymously. The Board President, Treasurer or Executive Director will take steps to deal with the issue addressed, if warranted, including making operational or personnel changes. Law enforcement will be contacted to deal with any criminal activities if warranted.

## **Conflict of Interest**

We are proud of our high ethical standards and our reputation for conducting our activities with fairness and integrity. We expect all volunteers to uphold this reputation in every work-related activity. Be particularly careful to avoid situations where personal gain may influence a work-related situation or relationships that might influence or affect your judgment on the job. If you are ever in doubt about whether an activity meets our high ethical standards or compromises our reputation, please discuss your concerns with our executive director.

If a volunteer receives money (other than the tour fee) from visitors for their docent activities, the money must be turned in to the Oberlin Heritage Center.





# ENDING THE VOLUNTEER PLACEMENT



## Voluntary Termination of Placement

If a person needs or wishes to stop volunteering for the Oberlin Heritage Center, we ask that he or she give advance warning of the departure. Before leaving, volunteers must return all organization property, including keys, credit cards, computer equipment and all Oberlin Heritage Center documents issued to or prepared by them during the course of placement.

We would like to know the reason for leaving and how we can improve the experiences of other volunteers in the future. Volunteers are asked to copy and complete the Exit Interview form included near the end of this handbook. We will miss you so please keep in touch!

## Involuntary Termination of Placement

This organization reserves the right to dismiss any volunteer at any time, with or without cause or notice. All involuntary terminations require review by the executive director. Generally, when a volunteer is believed, in the opinion of his or her supervisor, to have a performance problem or to be engaging in behavior that is unacceptable or counterproductive, the volunteer will be given an opportunity to improve his or her performance or behavior. However, the following list, though not complete, gives examples of behavior that can result in immediate dismissal:

- Breaching confidentiality
- Violating the drug- and alcohol-free workplace guidelines
- Theft - including, but not limited to, the removal of organization property or the property of a staff member, intern or volunteer from organization premises without prior authorization
- Leaving during a scheduled task without supervisory approval
- Inappropriate behavior
- Fighting, roughhousing, abusive language or conduct that is hostile or disrespectful toward any person associated with or served by this organization
- Disregarding established safety procedures; knowingly creating an unsafe work situation
- Falsifying or altering records or time sheets
- Possessing a weapon or firearm on this organization's property
- Unauthorized use or dissemination of proprietary information
- Violating this organization's equal opportunity or harassment policies
- Unauthorized use of organization property.









# VOLUNTEER ACKNOWLEDGMENT FORM

Please read the following information and return this acknowledgment form, dated and signed, to the executive director for inclusion in your personnel file. You may wish to keep a copy for your own record.

These guidelines are provided to you for information and reference. Because we are a dynamic and changing organization, these guidelines are subject to change, revision, deletion, or addition by this organization from time to time with or without prior notice.

## **Acknowledgment**

This is to acknowledge that I have received and read a copy of the handbook, am familiar with and understand its contents, and agree to comply with its terms during my placement.

(Please print)

Name: \_\_\_\_\_

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

Title: \_\_\_\_\_

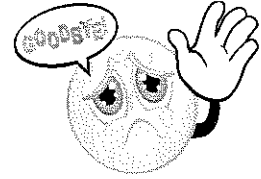
Signature:







# Exit Interview



## Oberlin Heritage Center End-Of-Placement Evaluation

*Please be honest and frank; your input will help the Oberlin Heritage Center and our future volunteers.*

1. What aspects of the volunteer placement did you find the most worthwhile, and what helped you most in developing your professional skills or meeting your personal goals?
2. What, if any, parts of the work seemed superfluous or unhelpful?
3. Do you have any comments or constructive criticism about your supervisor(s)? *(How might he/she improve as a supervisor?)*
4. Do you have any comments or constructive criticism about the Oberlin Heritage Center as an organization? *(How might we improve the experience for future volunteers?)*
5. What were your favorite things about volunteering with the Oberlin Heritage Center?
6. What were your least favorite things about volunteering with the Oberlin Heritage Center?
7. Any other comments or suggestions about how we can improve the volunteer program?

### Contact Information (Optional)

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

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Please mail or give this form to the Executive Director at:  
Oberlin Heritage Center, P.O. Box 0455, Oberlin, OH 44074









# Oberlin Heritage Center INCIDENT REPORT

*An "incident" is any medical emergency, any instance of loss or damage, or any other unusual activity (that warrants reporting) occurring on the Oberlin Heritage Center's property, including inside the buildings as well as outside on the grounds.*

Today's Date \_\_\_\_\_

Date of Incident \_\_\_\_\_ Time of Incident \_\_\_\_\_

Location of Incident (be as specific as possible):

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Please describe the incident (include a summary of what happened and identify the persons involved/obtain phone numbers in the event that further information is needed):

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*(Use the back of this form if more space is needed)*

Please describe the response to the incident (indicate what action was taken and identify the persons involved in the response/obtain phone numbers in the event that further information is needed):

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*(Use the back of this form if more space is needed)*

Is there any additional information pertinent to the situation and/or any further follow-up needed? \_\_\_\_\_

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*(Use the back of this form if more space is needed)*

Report submitted by \_\_\_\_\_

Name

Title (staff position/volunteer/etc.)

Phone Number \_\_\_\_\_

