



MUSEUM DOCENT & VOLUNTEER POLICIES

INTRODUCTION

The success of the Museum and a key factor in responding to the mission of the organization will continue to be tied to the best efforts, contributions and commitment of each docent and other volunteer as an individual and as a member of the team. The Museum believes in creating a climate in which the volunteer can flourish and is encouraged to advance the mission of the organization through individual creativity, responsibility and leadership. The Museum reserves the right to revise, modify, supplement or rescind any policies and/or benefits as it deems appropriate, at its sole and absolute discretion.

CONFIDENTIALITY AND NON-DISCLOSURE

As docents and, to a lesser extent, other volunteers, we are from time to time asked about the history of the Museum (the Towe connection, the arrival of the Fords, the date we opened, the sale of the Towe Fords, etc), as well as our current status (we're a private 501(c)3 educational nonprofit, the fact that the City owns the building and charges us an affordable rent (our sole government subsidy); the approximate numbers of paid staff and volunteers, how many cars we exhibit, and other matters of innocuous public information). It's OK to talk about these things.

However, each volunteer has an obligation to protect the privacy and confidentiality of the Museum, its volunteers and the people it serves. You may have heard or have been told of internal controversies, personnel or Board matters, future plans, rumors, trade secrets or other such inside information that should be held confidential. Sometimes those inquiring about such matters are members of the media, and sometimes media people aren't forthcoming about whom they represent. You should disclose nothing of the latter types of information. If you don't know whether or not information is sensitive, treat it like it is. Your rule of thumb should be *if in doubt, tell them nothing; politely refer them to Staff*.

The general rules are to:

1. Treat and preserve "inside" information as highly confidential and the trade secrets of the Museum;
2. Not disclose, nor permit to be disclosed, any of the information to any person or entity, absent consent and approval from the Executive Director;
3. Not photocopy or duplicate, nor permit anyone else to photocopy or duplicate, any of the information without the Executive Director's consent and approval;
4. Not make any use of information for your own benefit or the benefit of any person or entity other than the Museum; and
5. Return all information to the Museum immediately upon request for same.

EQUAL OPPORTUNITY STATEMENT

The Museum is committed to a policy of equal opportunity for all staff and volunteers. The Museum does not discriminate against its volunteers, or patrons, because of race, color, religion, sex, sexual orientation, pregnancy, marital status, gender and gender identification, national origin, citizenship, veteran status, ancestry, age, physical or mental disability, medical condition (including cancer-related or genetic characteristic), or any other consideration made unlawful by

applicable laws. The Museum shall continue to strive for equal opportunity and this policy shall be communicated to all volunteers.

ORIENTATION/TRAINING

Each new Docent will receive an introduction to the Museum and an intense Docent Training. Docents should pay close attention to the instructions they receive and ask questions if they do not understand what's being covered.

NON-HARASSMENT POLICY

The Museum is committed to treating all persons with dignity, respect and courtesy and to providing an environment that is free of discrimination and unlawful harassment. Harassment, including sexual, racial and ethnic harassment, is forbidden by law and is strictly prohibited by the Museum.

Racial and ethnic harassment includes, but is not limited to:

Visual conduct, including displaying of derogatory objects or pictures, cartoons or posters

Verbal conduct, including making or using derogatory comments, epithets, slurs and jokes

Sexual harassment is defined as “unwelcome advances, requests for sexual favors and other verbal or physical conduct of a sexual nature” when such conduct has the purpose or effect of interfering with a volunteer’s work performance or creating an intimidating, hostile, or offensive environment for other volunteers, staff or Museum patrons.

If you feel you are being harassed in any way or witness someone else being harassed, whether staff, volunteer or patron, please report it immediately to the Executive Director or current Docent Council Chairman (Ken Jordan ph. 916-960-6858).

VIOLATIONS OF LAW

The Museum is strongly committed to the concept of good business citizenship. The Museum wants to obey the law, and expects its volunteers to do the same.

INJURY POLICY

A volunteer’s physical safety is important to the Museum. At the same time, while a volunteer is on the Museum’s premises, he or she has primary responsibility for his/her own personal safety.

Volunteers should promptly report any incident, injury or safety hazard to the Executive Director. The following information should be reported: the date, time, location and how the injury occurred as well as any kind of medical treatment required. A first-aid kit is available for minor illnesses and/or injuries to volunteers and guests of the Museum.

MEDIA POLICY

Any contact from the media for an interview or asking questions about any Museum-related topic should be immediately referred to the Executive Director. If the Executive Director is not reachable, please notify him/her of the Media Contact and answer questions to the best of your ability.

CONFLICT OF INTEREST POLICY

An actual, potential or perceived conflict of interest occurs when a volunteer is in a position to influence a decision that may result in “divided loyalties” or in “personal gain” for that volunteer or for a relative or other relation as a result of the Museum’s business dealings.

A volunteer is required to avoid any conflict of interest, or appearance of same, during his/her service at the Museum. No “presumption of guilt” is created by the mere existence of a relationship with outside firms. However, if a volunteer has any influence on transactions involving purchases, contracts or leases, he or she must disclose any potential conflict to the Museum.

GIFTS

Acceptance of any gifts (such as tips, honorariums or participation fees) received by volunteers for services related to volunteering is at the discretion of the volunteer. You may choose to accept the gift or suggest the gift be donated to the Museum via the Front Desk.

NO SOLICITATION POLICY

No volunteer shall sell merchandise or solicit or promote support for any non-Museum cause or organization during his or her working time unless prior approval from the Executive Director is obtained. Under no circumstances will non-volunteers be permitted to solicit or distribute written material for any non-Museum purpose on Museum property.

DRIVING POLICY

Your primary responsibility is safety when driving any motor vehicle owned by or under the care of the Museum. Also vital is the protection of the valuable – or priceless – artifact you are driving. For the good of our volunteers, our supporters and the community, it is the Museum’s policy that you refrain from activities that cause you to become distracted from this responsibility. The following actions while driving are strictly prohibited:

1. Two-way radio or cell phone use
2. Using a computer or electronic handheld device
3. Searching for items in the vehicle
4. Eating
5. Reading maps or other printed material
6. Adjusting the radio or CD player

You should always take care of these things before driving or pull over to the side of the road prior to engaging in these activities.

DRUG & ALCOHOL POLICY

The California Auto Museum maintains a drug-free workplace to establish, promote and maintain a safe and healthy environment for patrons and a safe, healthy environment for volunteers and staff. Volunteers must refrain from the unlawful manufacture, distribution, dispensation, possession or use of controlled substances on Museum premises, including being under the influence of drugs or alcohol or impaired while engaged in Museum business on or off property, or in any manner that violates drug statutes. Dispensation of alcoholic beverages while tending bar for the Museum's rental or special events is an exception to this policy.

SMOKING POLICY

The Museum offers a smoke-free work environment to all volunteers. No smoking is allowed inside the building; the designated smoking area is outdoors, at least 20 feet away from the building.

ATTENDANCE

The Museum requires regular attendance and expects each volunteer to comply with his/her regularly scheduled volunteer hours. Unsatisfactory attendance, reporting late, leaving early or patterns of absenteeism or tardiness may result in removal from the Museum's volunteer rolls.

If a volunteer cannot report to his/her shift on time or unexpectedly finds it necessary to be absent, he/she should try to find another volunteer to cover the shift or contact the Front Desk as early as possible before the start of the scheduled workday, in order to provide the Museum with time to make necessary arrangements to cover the volunteer's job responsibilities. Any volunteer who fails to notify the Front Desk when absent for three consecutive scheduled shifts will be considered to have "voluntarily resigned," unless the volunteer demonstrates the existence of some extraordinary circumstance to justify his/her absence.

PERSONAL APPEARANCE

As representatives of the Museum, volunteers are expected to exhibit a professional, clean, neat, well-groomed appearance. The Docents' dress code is detailed in the Docent Council Organization and Policies (DCOP) document.

WORKERS' COMPENSATION

The Museum furnishes Workers' Compensation insurance coverage for its employees but does not provide Workers' Compensation coverage for volunteers.

DOCENT AND VOLUNTEER INSURANCE

The Museum furnishes a Blanket Accident Insurance Policy for volunteers. This policy is issued by the One Beacon Insurance Group and is underwritten by the Atlantic Specialty Insurance Company of California, Policy Number 219900828.

WORK PERFORMANCE AND DISCIPLINARY POLICY

The Museum recognizes that most volunteers are dedicated and hard working. Occasionally, however, a volunteer's performance or conduct in the workplace is unsatisfactory to the Museum. Therefore, the Museum maintains a procedure that is prompt, uniform and impartial whereby the volunteer is first counseled, then, if necessary, removed from the volunteer rolls. The purpose of counseling is to correct the problem, prevent recurrence and prepare the volunteer for satisfactory service in the future. However, the Museum recognizes that there are certain types of work performance and disciplinary problems that are serious enough to warrant immediate removal from the volunteer rolls.

The following list contains some examples of conduct that may lead to immediate counseling or removal from the volunteer rolls:

1. Theft, stealing or unauthorized removal of property belonging to the Museum, another volunteer or a visitor, regardless of the value of the item.
2. Use, possession, or sale of unlawful drugs, abuse of prescription drugs or unauthorized use, possession or sale of alcohol while on the Museum's premises or while involved in a Museum-related responsibility/ activity or reporting to work under the influence of alcohol or any unlawful drugs. The only exception to this is the sale or availability of alcohol at Museum-sanctioned events.
3. Boisterous or disruptive activity in the workplace, including rudeness, fighting (including, but not limited to loud/angry argument or disagreement), use of profanity, or other disrespectful conduct toward others.
4. Insubordination, including, but not limited to rude, disrespectful or improper conduct toward staff or refusal to perform assigned tasks.
5. Destruction or damage to the property of the Museum, another volunteer or a visitor.
6. Failure to observe safety regulations as posted.
7. Bringing or possessing any firearm, weapon or other hazardous or dangerous devices or substances onto the Museum's premises without proper permit.
8. Failure to perform work or job assignments.
9. Personal overuse of telephones, mail systems, computers or other Museum-owned equipment.
10. Harassing, threatening, intimidating, coercing or defaming another person.
11. Unauthorized release of confidential information (such as personal contact information) about the Museum or its volunteers, those served by the Museum, members or volunteers including giving unauthorized employment references.
12. Engaging in conduct, at any time or in any place that could reflect negatively upon the Museum or impair the Museum's reputation.
13. Excessive absenteeism or tardiness, including a pattern of absenteeism or tardiness.

14. Making public statements of a sexual or racial nature regarding an individual or group, or conduct unbecoming a representative of the Museum and Docent Corps that negatively reflects upon the morals or professionalism of the organization.
15. Violation of any other Museum policy, as stated herein.

REVISION HISTORY

1-28-2013 Added section on volunteer accident insurance; miscellaneous wording clarifications

Document approved by the California Vehicle Foundation Board of Directors on December 14, 2011

RECEIPT AND ACKNOWLEDGMENT FORM

This is to acknowledge that I have received the Museum Docent & Volunteer Policies, dated January 28, 2013 which describe important information about the California Automobile Museum. I understand that it is my responsibility to read, understand and comply with all policies and procedures and amendments thereto. Acceptance of these policies is a condition of volunteer status with the Museum.

The Museum reserves the right to revise, modify, supplement or rescind any policies and/or benefits it deems appropriate, at its sole and absolute discretion.

Date

Volunteer's Signature

Volunteer's Name (printed)