

# SAN DIEGO NATURAL HISTORY MUSEUM

## VOLUNTEER HANDBOOK

Approved by the San Diego Natural History Museum Department of Human Resources on 8/6/15.

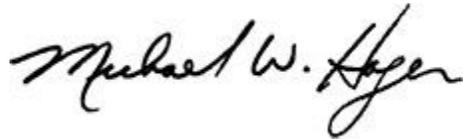


# SAN DIEGO NATURAL HISTORY MUSEUM

## WELCOME

Welcome to the San Diego Natural History Museum. You and the hundreds of other volunteers are a large part of why we are successful in fulfilling our mission: to **interpret** the natural world through research, education and exhibits; to **promote** understanding of the evolution and diversity of southern California and the peninsula of Baja California; and to **inspire** in all a respect for nature and the environment.

I am honored to represent the productivity of so many Museum staff and volunteers who are making a difference to San Diego, and to the broader regional community. Your support as a volunteer helps us serve nearly 500,000 individuals annually and those individuals gain a new and deeper appreciation for this wonderfully biodiverse region of the world. Thank you for your dedication to our mission and thank you for your wonderful gift of time to the Museum.

A handwritten signature in black ink that reads "Michael W. Hager". The signature is written in a cursive style with a large, sweeping initial "M".

Michael W. Hager, Ph.D.  
President and CEO

# SAN DIEGO NATURAL HISTORY MUSEUM

## **OUR MISSION**

To interpret the natural world through research, education and exhibits; to promote understanding of the evolution and diversity of southern California and the peninsula of Baja California; and to inspire in all a respect for nature and the environment.

## **OUR PURPOSE**

- To emphasize this unique and diverse region while maintaining a global perspective;
- To collect and preserve scientific specimens for research and as a continuous record of the changing world for future generations;
- To serve as a center for the scientific study of biological diversity and evolution;
- To provide dynamic leadership in natural history and environmental education through exhibits, publications and educational programs, striving to make this outreach relevant to all the people of the San Diego region;
- To foster cooperative efforts in natural history research and education throughout our region.

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# SAN DIEGO NATURAL HISTORY MUSEUM

## 1. INTRODUCTORY POLICIES

### 1.1 Introductory Statement

This volunteer handbook is provided to inform you of the Museum's staff-related policies and practices. Your understanding of and compliance with them is a term and condition of your volunteer service. The Museum 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 the Volunteer Department, the Senior Director of Public Programs, or the Human Resources Department.

### 1.2 "At-Will" Volunteer Service

Volunteer Service with the Museum is on an "at-will" basis. This means that either the volunteer or the Museum may terminate the volunteer relationship at any time and for any reason, with or without cause or notice. In addition, your status may be changed by the Museum "at-will" at its sole discretion, with or without cause or notice at any time. 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 Museum's right to suspend, administer discipline, or change the terms and conditions of volunteer service at its sole discretion.

### 1.3 Equal Opportunity

It is the policy of the Museum 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 Museum 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

If you believe you have been subjected to any form of unlawful discrimination, immediately provide a written or verbal complaint to the Director of Volunteer/Intern Services, the Human Resources Department, the COO, CEO or the President of the Museum. If these

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individuals are not available, or in the event you believe that one of these individuals has engaged in inappropriate behavior in violation of this policy, provide a complaint to any other supervisor. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. The Museum will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation. If the Museum determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action will also be taken to deter any future discrimination.

There will be no retaliation against any volunteer who brings a complaint in good faith under this policy or who honestly assists in the investigation of such a complaint, even if the investigation produces insufficient evidence that there has been a violation, or if the charges cannot be proven.

## **1.4 Special Accommodations**

### **1.4.1 Disability Accommodation**

The Museum will reasonably accommodate the known physical or mental disabilities of qualified applicants or volunteers to allow them to perform essential job duties, unless those accommodations will cause undue hardship to the Museum. An applicant or volunteer who requires an accommodation in order to perform the essential functions of his or her job should contact a member of the Volunteer Department and request such an accommodation, specifying what accommodation is needed to perform the job. The Museum will engage in an interactive process with such individual to identify possible accommodations. The Museum will then analyze the situation and respond to the volunteer's request.

If you have any questions regarding this policy, please contact a member of the Human Resources Team.

### **1.4.2 Religious Accommodation**

The Museum is dedicated to treating the religious diversity of all our volunteers equally and with respect. Volunteers may request an accommodation when their religious beliefs cause a deviation from the Museum's dress code, schedule, basic job duties, or other aspects of volunteer service. The Museum will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. Accommodations may include but are not limited to changes in current job conditions, a change in position, an exception to the dress code, paid/unpaid leave time, etc. The Museum will consider cost, the effect that an accommodation will have on current established policies and the burden on operations, including other volunteers or employees, when determining a

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reasonable accommodation. At no time will the Museum question the validity of a person's belief.

Religious Accommodation Request forms are available on through the Volunteer Department.

## **1.5 Policy Against Unlawful Harassment**

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 Museum 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.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

While it is not possible to identify each and every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment : (a) unwelcome requests for sexual favors; (b) lewd or derogatory comments or jokes; (c) comments regarding sexual behavior or the body of another volunteer or an employee; (d) sexual innuendo and other vocal activity such as catcalls or whistles; (e) obscene letters, notes, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature; (f) continuing to express sexual interest after being informed that interest is unwelcome; (g) retaliating against an employee or volunteer for refusing a sexual advance or reporting an incident of possible sexual harassment to the Museum or any government agency; (h) offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and (i) any unwanted physical touching or assaults, or blocking or impeding movements. The definition of harassment because of sex under these provisions does not require the harassing conduct to be motivated by sexual desire.

Prohibited harassment, disrespectful or unprofessional conduct includes, but is not limited to, the following behaviors:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs, directed toward others or unwanted sexual advances, invitations, or comments.

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- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings, or gestures.
- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race, or any other protected basis.
- Threats and demands to submit to sexual requests as a condition of continued employment or to avoid some other loss and offers of employment benefits in return for sexual favors.
- Retaliation for having reported or threatened to report harassment.

Unlawfully harassing behavior will result in disciplinary action. In addition, individuals can be held personally liable in a court of law for the acts of unlawful harassment which they commit.

As part of its commitment to preventing unlawful harassment, discrimination, and retaliation in the workplace, the Museum requires all of its supervisory employees to attend two hours of sexual-harassment training every two years. Supervisory employees who fail to attend this training are in violation of the Museum's policy and will be disciplined up to and including termination.

The Museum's policy against unlawful harassment covers the acts of all employees as well as the acts of non-employees, which can result in the unlawful harassment of Museum employees. Such non-employees include any third party with whom Museum employees have a business, service or professional relationship within the course and scope of their employment with the Museum, and include volunteers, visitors, members, as well as vendors.

Any incident of unlawful harassment, including work-related harassment by any of the Museum's employees or any other person, must be reported promptly to the Volunteer Department, any member of the Human Resources Team, or to the President and CEO or COO of the Museum.

The Museum emphasizes that a volunteer is not required to complain first to his or her Department Head if that individual is the person the volunteer feels is harassing him or her. Any supervisory employee who receives a complaint or who observes harassing conduct shall promptly inform any member of the Human Resources Team or the President and CEO or COO of the Museum, so that a prompt and thorough investigation may commence.

The Museum has an internal grievance procedure in place to address any complaints of unlawful harassment. If for some reason you are not comfortable with what is happening regarding your workplace environment and/or a complaint that you may have filed, please let us know so that we may immediately do something about it. Every complaint of unlawful harassment will be investigated. If, after conducting an investigation, we conclude inappropriate conduct has occurred, the Museum will take appropriate corrective action.

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In addition, there will be no retaliation against any volunteer who brings a complaint in good faith under this Anti-Harassment Policy or who honestly assists in investigating such a complaint, even if the investigation produces insufficient evidence that there has been a violation, or if the charges cannot be proven. However, disciplinary action may be taken against employees or volunteers who, in bad faith, make false or frivolous accusations.

You also have the right to file a complaint with the federal Equal Employment Opportunity Commission and/or the California Department of Fair Employment and Housing. The nearest office is listed on their government website.

## 1.6 Workplace Anti-Violence Policy

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

In order to achieve our goal of providing a workplace that is secure and free from violence, the Museum must enlist the support of all employees and volunteers. Compliance with this policy and the Museum’s commitment to a zero-tolerance policy with respect to workplace violence is every employee’s and volunteer’s responsibility.

Compliance with this anti-violence policy is a condition of volunteer service. Due to the importance of this policy, volunteers who violate any of its terms, who engage in or contribute to violent behavior, or who threaten others with violence may be subject to disciplinary action, up to and including immediate termination.

Volunteers are required to immediately report any incident involving a threat of violence or act of violence to their supervisor or any other supervisor, a member of the Volunteer Department or the Human Resources team, the COO, CEO or the President of the Museum. All reports will be investigated by the Museum and appropriate corrective action will be taken.

A threat includes, but is not limited to, any indication of intent to harm a person or damage Museum property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent – this list is in no way all-inclusive:

Example	Type of Threat
Saying, “Do you want to see your next birthday?”	Indirect

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Writing, "Employees who kill their supervisors have the right idea."	Indirect
Saying, "I'm going to punch your lights out."	Direct
Making a hitting motion or obscene gesture	Nonverbal
Displaying weapons	Extreme
Stalking or otherwise forcing undue attention on someone, whether romantic or hostile	Extreme
Taking actions likely to cause bodily harm or property damage	Acts of violence

If a volunteer becomes aware of an imminent act of violence, a threat of imminent violence, or actual violence, emergency assistance must be sought immediately. In such situations, the volunteer should contact the law enforcement authorities by dialing 911. Immediately after contacting the law enforcement authorities, the volunteer must report the incident to the Volunteer Department so they may contact the Director of Operations. If the Volunteer Department is not available the volunteer must contact a supervisor, a member of the Human Resources Team, the COO or the CEO.

Volunteers should immediately inform their supervisor or any other supervisor, a member of the Human Resources team, the COO, CEO or the President of the Museum about any workplace-security hazards so that appropriate corrective action can be taken.

There will be no retaliation against any volunteer who brings a complaint in good faith under the Workplace Anti-Violence Policy or who honestly assists in investigating such a complaint, even if the investigation produces insufficient evidence that there has been a violation, or if the charges cannot be proven. However, disciplinary action may be taken against volunteers who, in bad faith, make false or frivolous accusations.

## 1.7 Background Checks

To ensure the security and safety of its employees, volunteers, guests, and visitors the Museum reserves the right to conduct background checks of its volunteers pursuant to applicable law. References listed on a volunteer's application may be checked prior to volunteer service.

## 1.8 Driving Record

Volunteers whose work requires operation of a Museum-owned motor vehicle as part of their job duties must maintain a valid driver's license and a driving record acceptable to the Museum's insurance carrier. The organization may run DMV checks or require the volunteer to provide such reports to determine the volunteer's eligibility to drive. If a volunteer's driver's license is suspended or revoked for any reason, or if volunteer becomes uninsurable, the volunteer will no longer be allowed to operate the Museum-owned vehicles. Volunteers must report to the organization of any changes in their driving

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record. Failure to do so may lead to disciplinary action, up to and including termination of volunteer service.

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## 2. VOLUNTEER DEFINITIONS

### 2.1 Definition of Volunteer

A “volunteer” is anyone who without compensation or expectation of compensation beyond allowable reimbursement performs a task at the direction of and on behalf of the Museum. A “volunteer” must be officially accepted and enrolled by the Museum prior to performance of the task.

### 2.2 Definition of a Volunteer Group

A volunteer group is any self-governing collection of volunteers organized to deliver a particular service or program. Volunteer groups shall maintain by-laws and a governing structure.

### 2.3 Volunteer Supervision

For volunteers working with Museum departments, a volunteer supervisor is considered to be a Museum staff member who has direct responsibility for the day-to-day work of one or more volunteers and is responsible for providing direction and support. For volunteers working in one of the Volunteer Groups, volunteer supervisors are officers within the Volunteer Group.

### 2.4 Volunteer Roles

Volunteers may be utilized in all programs and activities of the Museum, and serve at all levels of skill and decision-making with appropriate supervision. Volunteers should not, however, be utilized to displace any paid employees from their positions.

### 2.5 Volunteer Records

The Museum maintains electronic records of all volunteers. Every effort will be made to keep records confidential. If volunteers wish to review their record, they may do so after giving the Director of Volunteer/Intern Services reasonable notice. Inspection must occur in the presence of a Museum representative.

## 3. VOLUNTEER CLASSIFICATIONS

### 3.1 Interns

The Museum offers unpaid internships to students for their benefit as part of a bona-fide

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education curriculum. In order to qualify for an internship, the student must make advance arrangements to receive academic credit as part of his or her internship. The training that interns receive is educational in nature and generally designed to prepare interns for work in the museum industry, not to work for the Museum in particular. Interns do not receive wages or employee benefits, and they are not entitled to employment with the Museum at the conclusion of their internship, or at any time. Because the purpose of an internship is to provide educational benefit to the student, every employee who works with an intern should provide training whenever possible even if, at times, such training impedes operations to some extent. To learn more about the Museum's internship program, please contact the Director of Volunteer/Intern Services or any member of the Human Resources Team.

## **3.2 Canyoneers**

Canyoneers are trained by Museum scientists and other experts to interpret local natural history by leading free and low cost hikes in San Diego, Riverside and Imperial Counties. These may be Friday hikes with small groups of school children or weekend hikes with the general public.

## **3.3 Covey**

The Covey has been the museum's auxiliary group for over 45 years. Its goal is to support and benefit the Museum. The Covey holds bimonthly luncheons and makes contributions to the science departments on an annual basis.

## **3.4 Departmental Volunteers**

Departmental volunteers help in the various operational departments with clerical work, data entry, stuffing envelopes and other office work. Some jobs are one-time efforts such as converting a computer system or reorganizing files.

## **3.5 Docents**

The Docents are volunteers who receive training from museum staff and local experts on the natural history of San Diego County and Baja California, Mexico. They interpret this information to children and adults through in-museum and outreach programs.

## **3.6 Exhibit Volunteers**

Exhibit Volunteers interact with visitors and answer questions on the content and intent behind our exhibits. Interpretative skills and techniques are taught and written materials and training are provided for individual exhibits.

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## **3.7 Museum Whalers**

Museum Whalers are trained by Museum staff and marine scientists to provide naturalist interpretation on whale watch cruises run by Hornblower Cruises and Events.

## **3.8 Parobotanists**

The parobotanist program is the specimen collection and documentation arm of the San Diego County Plant Atlas Project. All parobotanists attend a mandatory training class.

## **3.9 Science Volunteers**

The science volunteers assist curators in Botany, Birds & Mammals, Entomology, Herpetology, Marine Invertebrates, Paleontology and the Research Library to manage and maintain the collections.

## **3.10 Youth Volunteers**

Youth (16-18) are teaching aides for the Museum's camps and can work in the exhibitions.

## **4. SCHEDULES AND TIMEKEEPING**

### **4.1 Schedules**

Volunteer schedules vary by volunteer opportunity and are negotiated with the department or the volunteer group, such as Museum Whalers, Docents, or Canyoneers for which the volunteer works. Opportunities within the Museum are generally weekday opportunities, with the exception of volunteer interpreters who work weekends. Docents, Canyoneers, Museum Whalers, and Parobotanists can work either weekends or weekdays depending on the need.

### **4.2 Timekeeping**

Volgistics, an online volunteer management system, is available for recording volunteer hours worked. These volunteer hours are important when the Museum seeks funding for our research and education efforts.

### **4.3 Absenteeism**

Volunteers who are unable to meet their commitment are asked to notify their supervisor, volunteer group leadership, or the Director of Volunteer/Intern Services.

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## 5. STANDARDS OF CONDUCT

### 5.1 Ethics Code—General Preface and Statement about Museum Values

[This is the General Preface and Statement about Museum Values. The entire ethics code is a separate document which exists on the Museum Intranet and can be requested from the Director of Volunteer/Intern Services.]

The ethical principles outlined in this Code address issues which pertain to individuals in a variety of relationships to the Museum. These issues are based on the complexity of an institution with research and educational collections, exhibits, and active educational programming. The Museum itself has an ethical obligation to be a good citizen in our community. As an institution of science, we have an obligation to avoid those practices which research has concluded are unhealthy or unsafe for life on this planet.

Public trust demands that, in all activities, the Museum must act with integrity and in accordance with the most stringent ethical principles, as well as the highest standards of objectivity. All museums enjoy high public visibility and their staffs enjoy a generous measure of public esteem. To the public, people are never wholly separable from the institution. Any Museum-related action by the individual may reflect on the Museum or be attributed to it. Directors, staff, and volunteers must be concerned not only with the true personal motivations as they see them, but also the way in which such actions might be construed by the casual observer.

Museum Directors, staff, and volunteers should never abuse their official positions or their contacts within the Museum community, compete with the Museum, or bring discredit or embarrassment to the San Diego Natural History Museum or to their profession in any activity, Museum-related or not. They should be prepared to accept the restrictions that are necessary to maintain public confidence in museums and in the museum profession. The terms and restrictions listed, as well as the reporting procedures and conditions of enforcement should be read and clearly understood by all Directors, staff, contractors, interns, volunteers, and vendors doing business with the San Diego Natural History Museum.

Volunteers have played an active and important role in the San Diego Natural History Museum for over 125 years. It is incumbent on the Board of Directors and staff to be supportive of volunteers, receive them as fellow workers, and willingly provide them with appropriate training and opportunity for their intellectual enrichment. In this Policy, volunteers are considered unpaid staff.

### 5.2 Prohibited Conduct

The Museum wishes to create a work environment that promotes job satisfaction, respect,

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responsibility, and value for all of our employees, volunteers, visitors, members, benefactors and other stakeholders. Every employee and volunteer has a shared responsibility toward improving the quality of the work environment. By agreeing to work at the Museum, volunteers have agreed to follow the organization's rules and to refrain from conduct which is detrimental to our goals. The prohibited conduct listed below is not an inclusive list as the organization cannot, with foresight, determine what constitutes inappropriate conduct under every circumstance. Moreover, the Museum does not limit its right to discipline or terminate volunteers pursuant to the prohibited conduct listed below.

Violation of the prohibited conduct outlined below, or any other conduct deemed inappropriate by management, may subject volunteers to disciplinary action, including oral or written warnings, suspension without pay, transfer or possible termination. If volunteers have any questions about the propriety of their personal conduct or that of any fellow volunteer, they should immediately consult their Department Head or the Director of Volunteer/Intern Services for clarification.

- Possessing, using, selling, negotiating the sale of, or being under the influence of alcohol, drugs or other controlled substances during working hours, on Museum property (including Museum vehicles), in Museum uniform, or on Museum business. When authorized by the Museum for Museum-sponsored events, volunteers may consume alcohol in a reasonable, socially responsible manner. Volunteers are expected to remain responsible and professional at all times.
- Harassment of, or discrimination against, an employee, visitor, member, volunteer, sponsor, or other business partner because of that person's race, religion, color, sex, sexual orientation, age, disability, national origin, citizenship, or any other legally-protected category.
- Use of obscene or otherwise inappropriate language or other inappropriate conduct.
- Falsification of or making any material omission on any volunteer-related document including, but not limited to, volunteer applications, communication within the Museum, communications with those outside the organization.
- Theft or destruction of Museum property or that of other individuals such as employees, volunteers, visitors, members, or fellow volunteers.
- Bringing to Museum premises or property potentially hazardous or dangerous materials, such as firearms, weapons, chemicals, etc., without prior written authorization from upper-level management.
- Actual or threatened physical violence on work time or premises.
- Fighting with, or harassment of, any fellow volunteer, employee, visitor, member, or any other business partner.
- Unauthorized or excessive use of organization property or property of any visitors, member, business partners, fellow volunteers, employees including but not limited to, vehicles, supplies, time, personnel, telephones, mail, computers, and other equipment.
- Unauthorized access to and disclosure of the Museum's trade secrets or any other confidential or proprietary information of the organization, its business partners or

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fellow volunteers.

- Failure to follow, or general neglect of, safety rules and procedures.
- Conduct which in any way endangers the safety of other volunteers or employees or the general public while on work time or premises.
- Unexcused tardiness or absences; feigning illness or the misrepresentation of reasons in applying for a leave of absence, sick leave, or other time off work.
- Smoking in non-designated areas.
- Unauthorized solicitation or distribution of literature not pertaining to Museum business.
- Non-compliance with the organization's dress and grooming guidelines.
- Failure to keep the volunteer's workplace in a neat and sanitary condition.
- Inappropriate horse-play which is either distracting to fellow volunteers and employees or which could create danger to others.
- Gambling on Museum premises.
- Taking unauthorized gratuities in connection with Museum business.
- Misconduct or unsatisfactory performance.

This statement of prohibited conduct does not alter the Museum's policy of at-will volunteer service. Either you or the Museum remains free to terminate the volunteer relationship at any time, with or without cause or advance notice.

## **5.3 Drug and Alcohol Abuse Policy**

Our staff, both paid and unpaid, are our most valuable resource and their own health and safety are therefore serious concerns. We will not tolerate any drug or alcohol-related conduct which imperils the health and well-being of our employees and volunteers. Further, the use of illegal drugs and abuse of controlled substances is inconsistent with law-abiding behavior expected of all citizens. Staff who use illegal drugs or abuse other controlled substances or alcohol tend to be less productive, less reliable, and prone to greater absenteeism, resulting in the potential for increased cost and risk.

We believe our staff has the right to work in an alcohol- and drug-free environment and to work with persons free from the effects of alcohol and drugs. Staff who abuse alcohol or drugs are a danger to themselves and to other staff. We are therefore committed to maintaining a safe and healthy workplace free from the influence of alcohol and drugs. We hope all staff will join with us in achieving our goal of a safe and productive drug-free workplace.

The Museum prohibits the following:

- Use, possession, manufacture, distribution, dispensation, purchase or sale of illegal drugs or drug paraphernalia on the Museum premises or while on Museum business or during working hours;

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- Unauthorized use or possession, or any manufacture, distribution, dispensation, purchase or sale of a controlled substance on the Museum premises or while on Museum business or during working hours;
- Unauthorized use or possession, or any manufacture, distribution, dispensation, purchase or sale of alcohol on the Museum premises or while on Museum business or during working hours;
- Storing in a locker, desk, automobile or other repository on the Museum's premises any controlled substance or alcohol whose use is unauthorized, or any illegal drug or drug paraphernalia;
- Being under the influence of an unauthorized controlled substance, illegal drug, or alcohol on the Museum premises or while on Museum business or during working hours;
- Refusing to submit to an inspection when requested by management;
- Conviction under any criminal drug statute for a violation occurring in the workplace;
- Failure to keep all prescribed medicine in its original container, which identifies the drug, date of prescription, and the prescribing doctor.

This policy will not be construed to prohibit the use of alcohol at social or business functions sponsored by the Museum where alcohol is served or while entertaining clients and prospective clients of the Museum. However, volunteers must meet their obligation to conduct themselves appropriately at all times while at the Museum-sponsored functions or while representing the Museum.

Whenever the Museum suspects that a volunteer has sold, purchased, used or possessed alcohol, illegal drugs or drug paraphernalia on the Museum premises, the Museum may inspect the volunteer's personal effects (including lockers, parcels, purses, bags, and briefcases) or automobile on the Museum property.

Violation of this Alcohol/Drug Abuse Policy may result in severe disciplinary action, including immediate termination, at the Museum's sole discretion.

Compliance with this Alcohol/Drug Abuse Policy is a condition of volunteer service at the Museum. Failure or refusal of a volunteer to cooperate fully, sign any required document, submit to any inspection, or follow any prescribed course of substance-abuse treatment will result in disciplinary action, up to and including termination.

Because the use, sale, purchase, possession, or furnishing of an illegally obtained substance is a violation of the law, the Museum may report such illegal drug activities to an appropriate law-enforcement agency.

## **5.4 Computer Usage and Privacy**

Volunteers who require access to the Museum's electronic communication systems will be

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provided the Museum's policy on Computer Usage and Privacy and will be asked to sign a Confidentiality Agreement.

## **5.4.1 Social Media / Blogging / Public Communications**

The Museum recognizes the importance of social media for its volunteers. However, use of social media by volunteers may become a problem if it: is used to harass volunteers, coworkers or customers, creates a hostile work environment, or harms the goodwill and reputation of the Museum among its customers or the community at large. The Museum encourages volunteers to use social media within the parameters of the following guidelines and in a way that does not produce the adverse consequences mentioned above.

Where no policy or guideline exists, volunteers are expected to use their professional judgment and take the most prudent action possible. If you are uncertain about the appropriateness of a social media posting, check with the Director of Volunteer/Intern Services.

Social media gives the San Diego Natural History Museum (the "Museum") a direct connection to customers (both current and potential), industry influencers, journalists, and the entire online world. It is a way to tell our story directly to our target audiences, get our brand name out, and drive traffic to the Museum's website and the Museum itself.

This policy is meant to serve as a guide for anyone interested in social media as it relates to the Museum and your volunteer service. In addition to social media, this policy also applies to all other forms of public communications outside the Museum, including blogs, websites, e-mails, instant messages, text messages, chat rooms, statements to the media, etc.

### **Museum Channels**

The Museum is currently active on Facebook, Twitter, YouTube, LinkedIn, and Instagram, all of which are directly managed by the Marketing department. These pages are Museum-branded and are used to promote our exhibitions, research, programs, and other fun snapshot moments on a daily basis. We also have a blog that contains the latest Museum news.

Volunteers may:

- Support the Museum by liking our page on Facebook and following us on Twitter and Instagram.
- Recommend our social media channels to friends and family.
- Stay informed on the latest Museum news by following our social media feeds.
- Share/repost/retweet Museum content on your personal social media channels.

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- Contribute suggestions and content ideas via [marketing@sdnhm.org](mailto:marketing@sdnhm.org).

## **Guidelines**

These guidelines are meant for all paid and unpaid staff interested in how social media can help us deliver our mission/message and support the overall strategic goals of the organization.

- All Museum social media channels are managed and monitored by the Marketing department. All requests to create any new social media channels should go through Marketing.
- Unless you are a page manager or a member of the Marketing department, use of social media by employees is not permitted during business hours. However, you are permitted to post Museum news during your breaks, afterhours, or at home.
- Volunteers must not use social media to harass coworkers or customers as this creates a hostile work environment.
- Where no policy exists, Museum volunteers are expected to use their professional judgement and take the most prudent action possible when using social media. If you are uncertain about the appropriateness of a post or response, check with the Director of Volunteer/Intern Services who will contact the Museum's Marketing Department.
- If you refer to the Museum on your personal social media channels, you must act with integrity. As a volunteer, you are representing the Museum and as such anything you say about the Museum can have direct impact on the brand. When referring to the Museum in personal social media interactions, Museum guidelines about conduct should be followed.
- Do not mention Museum employees, volunteers, clients, customers, or partners without their express consent.
- Remember, you are responsible for what you write or present on social media. You can be sued by other volunteers, employees, competitors, customers, and any individual that views your social media posts as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.
- Volunteers may not use Museum equipment or facilities for non-work related social media related activities without permission. Social media activities should not interfere with your duties at work. The Museum monitors its facilities to ensure compliance with this restriction.
- All postings on social media must comply with the Museum's confidentiality and disclosure of proprietary information policies. If you are unsure about the confidential nature of information you are considering posting, consult with the Director of Volunteer/Intern Services.
- Comply with copyright laws, and cite or reference sources accurately.
- All Museum policies that regulate off-duty conduct apply to social media activity including, but not limited to, policies related to illegal harassment, code of

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conduct, non-competition, protecting confidential and/or proprietary information.

## **5.4.2 Discipline for Violations**

Any person who discovers misuse of the Internet or any of the Museum's Communications Systems should immediately contact the Human Resources Department. Any user who violates any part of this policy will be subject to discipline, up to and including immediate termination.

## **5.4.3 These Policies May Be Amended at Any Time**

The pace of technological change and growth in electronic communications is rapid. This policy applies to all present and future electronic communications systems and devices, and to improvements and innovations to existing systems and devices and to completely new technologies, devices, and systems. The Museum reserves the right to amend this policy at any time.

## **5.5 Personal Standards/Dress Code**

Volunteers are expected to maintain the highest standards of personal cleanliness and present a neat, clean, tasteful and professional appearance at all times. The Museum requires that volunteers present a professional appearance, dress and hygiene that are consistent with their job responsibilities with consideration for safety, organization image, productivity and interaction with the public. All volunteers are required to wear a photo ID. Individual departments or volunteer groups may have specific requirements with regard to dress guidelines. Volunteer are expected to confer with the Director of Volunteer/Intern Services if in doubt about the appropriateness or acceptability of any particular dress or grooming.

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## 6. OPERATIONAL CONSIDERATIONS

### 6.1 Health and Safety

Every volunteer is responsible for the safety of himself or herself as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times. In compliance with California law and to promote the concept of a safe workplace, the Museum maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees, volunteers and/or employee representatives. You may obtain a copy from the Director of Volunteer/Intern Services

City ordinance prohibits smoking anywhere in Balboa Park. Volunteers are not permitted to smoke anywhere on park grounds.

### 6.2 Confidential Information

It is important to the Museum to protect and preserve its trade secrets and confidential information. Confidential information includes, but is not limited to, all non-public membership and donor-related information, practices, and preferences, lists, records and documents acquired in connection with their fundraising efforts, marketing and strategic plans, forecasts, bid plans, bid strategies, bid information, contract prices, new products, software, computer programs, writings, and any other information that would be deemed confidential and/or proprietary as well as all know-how and show-how whether or not protected by patent, copyright or trade-secret law, or expressly marked "confidential." Information regarding employee benefits, including salary/wage information (with the exception of the employee's own salary/wage), is also confidential information which belongs to the Museum.

The Museum devotes significant time, energy, and expense to develop and acquire its trade secrets and confidential information. As a volunteer of the Museum, you may, during the course of your volunteer service, have access to and become familiar with various trade secrets and confidential information which are owned by the Museum. A volunteer shall not, directly or indirectly, disclose or use any of the foregoing information other than for the sole benefit of the Museum, either during the term of your employment or at any other time thereafter. This information shall not be disclosed except through normal channels and with authorization.

Failure to comply with this policy may result in disciplinary action, up to and including termination as well as possible civil or criminal sanctions.

### 6.3 Problem Resolution Procedure

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The culture of this Museum is one of acceptance, openness, fairness, honesty, and team effort. It is the goal of the Museum to offer its volunteers the fair treatment they deserve. This procedure outlines how volunteers who are dissatisfied with the treatment they have received can seek problem resolution.

While this policy aims at restoring a mutually satisfactory working relationship, this Problem Resolution Procedure does not alter the at-will nature of volunteer service at the Museum, and either the volunteer or the Museum may terminate the volunteer relationship at any time, with or without notice or cause.

This Problem Resolution Procedure does not apply to claims of harassment, including sexual harassment, workplace violence, or safety. These claims must be reported immediately in the manner indicated in the applicable policies. Volunteers who wish to pursue the Problem Resolution Procedure need to take the following steps:

**Immediate Supervisor:** The opportunity for easy and prompt resolution is greatest at the Immediate Supervisor-volunteer communication level. Therefore, a volunteer should discuss any problem or concern they have with their Immediate Supervisor as soon as possible. Unless additional time is necessary due to circumstances, the Immediate Supervisor will respond to the volunteer within a reasonable period of time. If the volunteer is not satisfied with the Immediate Supervisor's response, or a reasonable period of time has passed, the volunteer can communicate the complaint to the Director of Volunteer/Intern Services

**Director of Volunteer/Intern Services:** If the volunteer is not satisfied with the Immediate Supervisor's response, the volunteer may submit the grievance to the Director of Volunteer/Intern Services. The Director of Volunteer/Intern Services will schedule a meeting with the volunteer as soon as feasible to personally discuss the issues with which the volunteer is dissatisfied. Unless the Director of Volunteer/Intern Services needs additional time to gather and analyze information, he or she will provide a verbal or written response to the volunteer within a reasonable period of time. If the Director of Volunteer/Intern Services does not contact the volunteer regarding the response within the specified time, or if the response is unsatisfactory, the volunteer can submit the complaint to a Senior Manager or the Human Resources Department.

**Senior Manager:** If the volunteer is not satisfied with the Department Head's response, the volunteer will have five calendar days to submit the grievance in writing to the President and CEO, COO or the Human Resources Department. Unless circumstances require an extension, the Senior Manager (or party designated by the senior manager) will attempt to meet with the volunteer to discuss the grievance within 10 calendar days from the time the Senior Manager received the volunteer's written grievance. Following the meeting, the Senior Manager will attempt to provide the volunteer with a verbal or written response

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within 10 calendar days from their meeting

The Human Resources Department is a resource available to all volunteers and may be engaged at any time, for any reason. The Human Resources Department will endeavor to promptly assess and facilitate resolution to any situation brought to their attention.

If an volunteer fails to initiate the process by raising a grievance or asking for a review of any decision reached at one of the steps of this procedure within the specified deadlines outlined in this policy, the grievance may be considered waived.

The Museum strictly prohibits retaliation or threatened retaliation against any volunteer who utilizes this Problem Resolution Procedure to address workplace-related problems and concerns.

## **6.4 Attendance/Punctuality**

Volunteers are important to the overall success of our operations. Consequently, volunteers are expected to keep regular attendance, be on time and work as scheduled.

Volunteers are requested to notify their immediate supervisor two weeks before leaving if at all possible and also notify the Director of Volunteer/Intern Services. The staff appreciates your time, talents and interests, and knows that changes may occur.

Volunteers who fail to report to work for three (3) consecutive shifts without notifying their Department Head or the Director of Volunteer/Intern Services shall be considered to have voluntarily resigned their volunteer service and will be made inactive in Volgistics.

## **6.5 Disciplinary Procedure**

Volunteers are chosen to join the Museum because of their ability to perform work in a way that supports our organization's success. In order for our group to succeed, we expect that volunteers act at all times in accordance with the Museum's policies and performance expectations.

If, in the opinion of the Museum's management, corrective measures are appropriate, management may discipline a volunteer, up to and including termination. Although at the discretion of the Museum discipline may be applied in a sequential manner with increasing severity of consequence, this discipline policy does not suggest or represent that a progressive discipline sequence will be utilized. The organization retains the right to consider the need for corrective and disciplinary action on a case-by-case basis. The Museum is not required to engage in progressive discipline and may discipline or terminate a volunteer if ever he or she violates the rules of conduct, Museum policy or when the

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quality or value of their work fails to meet performance expectations.

The Problem Resolution Procedure outlined in this handbook is available to volunteers who are dissatisfied with a disciplinary action.

## **6.6 Use of Museum Vehicles**

The Museum provides Museum vehicles which eligible insured volunteers may use to conduct Museum business. **PERSONAL USE OF ANY MUSEUM VEHICLES IS PROHIBITED.**

When a Museum vehicle is needed, the following procedures should be followed:

- Permission to use a Museum vehicle must be obtained either from the department head or Museum's Management. The reason for the vehicle's use and the estimated time it will be needed must be stated. Volunteers must observe and follow the Museum's Fleet Vehicle policy which can be referenced on the Staff Pages.
- When the vehicle is returned, turn the keys back into the office from which they were received. Be certain that all doors are locked, windows are closed. Never leave the vehicle with less than a quarter tank of gasoline. A credit card is available for use by volunteers.
- All authorized vehicle drivers must have a current, valid driver's license. Volunteers driving Museum vehicles may have to be approved by the corporate insurance carrier and present proof of insurance for their private vehicles as well as provide a printed driving record obtained from the DMV. If you are assigned or are using a Museum vehicle, we require that it be operated in accordance with prevailing laws and regulations.
- Any accidents or mechanical problems must be reported to the Senior Director of Operations immediately. Written accident reports must be filed immediately with the Senior Director of Operations.
- The volunteer driving the vehicle is responsible for any parking or traffic citations issued while the vehicle is in the volunteer's possession.
- Smoking is prohibited in Museum's vehicles.
- No person shall operate a motor vehicle while under the influence of alcohol or a chemical substance or other substance that can impair judgment. Violation of this policy will result in disciplinary action up to and including dismissal.

## **6.7 Personal Data Changes**

Volunteers should promptly inform the Director of Volunteer/Intern Services of any changes or updates to their personal data such as a change of address, email, or telephone number.

## **6.8 Solicitation and Distribution of Literature**

In order to preserve the Museum's effective operations, the Museum has specific rules

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against unauthorized solicitation and distribution of literature. Individuals who are not employed by the Museum are not authorized to solicit or distribute literature on Museum property at any time for any purpose. Volunteers who wish to distribute literature must obtain permission from the Director/Volunteer Intern Services.

## **6.9 Topics of Discussion while Volunteering**

When representing the Museum, volunteers are asked to refrain from discussing controversial topics such as religion or politics.

## **6.10 Use of Volunteer Mailing Lists**

During volunteer service, a volunteer may have access to email and mailing lists. These mailing and email lists are intended only for Museum business and cannot be used by other organizations (e.g. political causes, solicitation for business purposes, recruitment for volunteer activities outside of the Museum, etc.).

## **6.11 Volunteer References**

Many employers recognize volunteer work as valid job experience. Volunteering also provides a current personal reference regarding job skills. This can be very useful in obtaining paid employment. Letters of reference will be provided upon request.

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## **7. VOLUNTEER BENEFITS**

### **7.1 Discount at Museum Store**

Volunteers receive the 15% employee discount at the Museum Store.

### **7.2 Discount at Dino Café**

Volunteers receive a 10% discount at the Dino Café.

### **7.3 Lectures**

Volunteers may be allowed to attend Museum lectures at a discount as space allows. Notice will be provided when appropriate.

### **7.4 Accident Coverage for Volunteers**

The Museum provides accident insurance coverage for volunteers while participating in any activity(ies) sponsored, supervised and approved by the San Diego Natural History Museum. The Museum does not provide Workers Compensation or other related benefits to volunteers. Information about the accident insurance coverage provided is available upon request.

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## 8. Handbook Acknowledgement

I have received a copy of San Diego Natural History Museum's ("Museum") volunteer handbook. I have carefully read and understand its contents and agree to follow the policies stated therein. I agree the Museum and I both have the right to terminate my volunteer service at any time, with or without cause or notice, for any reason. I further understand changes in the terms and conditions of volunteer service may be affected or administered at the sole and absolute discretion of the Museum. I understand I am an at-will volunteer. I understand these conditions of my volunteer service may not be modified orally and may only be modified in a writing signed by the President and Chief Executive Officer or Chief Operating Officer of the Museum and me.

I understand nothing in the volunteer handbook is intended to be, and nothing in it should be construed to be, a limitation of my right and the Museum's right to terminate the volunteer relationship at any time, with or without notice, for any reason or no reason, or the Museum's right to transfer, demote, suspend, administer discipline and change the terms and conditions of volunteer service at its sole discretion. I understand nothing in the volunteer handbook is intended to, and nothing in the volunteer handbook should be construed to, create an implied or express contract of volunteer service contrary to this express at-will agreement or the Museum's right to transfer, demote, suspend, administer discipline and change the terms and conditions of volunteer service at its sole discretion. I understand the Museum reserves the right to depart from and modify the policies stated in the volunteer handbook at its discretion except regarding my at-will status and except regarding the Museum's absolute right to transfer, demote, suspend, administer discipline and change the terms and conditions of volunteer service. The foregoing constitutes the entire terms of the agreement between me and the Museum regarding the duration of my volunteer service and the Museum's right to transfer, demote, suspend, administer discipline and change the terms and conditions of volunteer service.

### Waiver of Liability

I hereby waive any right or cause of action arising as a result of my participation in the Volunteer Program from which any liability may or could accrue against the San Diego Natural History Museum, or the officers, volunteers, collectively or individually. Without limiting the generality of the foregoing, I agree that this waiver shall include any rights or causes of action resulting from personal injury to me, or damage to my property, sustained in connection with my activities for the San Diego Natural History Museum.

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

Signed: \_\_\_\_\_

Print name: \_\_\_\_\_