

## **VOLUNTEER CODE OF ETHICS AND PROFESSIONAL STANDARDS**

### **Responsibilities:**

The Code of Ethics and Professional Standards are set forth for the protection of both volunteer program participants and the Alexandria Museum of Art. This document is designed to serve a model toward which all employees, paid and volunteer, should strive and also as a basis for disciplinary action, when needed.

### **Volunteer Service Code of Ethics**

Volunteer service should be undertaken for the benefit of the Alexandria Museum of Art and not for personal gain, other than the intrinsic reward that comes from such participation.

Volunteers may not accept monetary compensation for performance of tasks as a volunteer, including fees, gratuities or gifts to either the volunteer or to the volunteer's immediate family or household. (This excludes nominal "thank you"s, such as food and beverages when volunteers are working at events where the Museum provides the same for participants in that event.)

Volunteers who have access to collections, research, staff activities, and sensitive or propriety information (such as donor and member information) must respect the confidentiality of their positions, as well as the significance and integrity of the collections.

Volunteers must be loyal to the mission of the Museum and to the public which they serve.

Volunteers are prohibited from engaging in any outside activity that might result in a conflict of interest – actual, potential, or perceived.

### **Volunteer Service Professional Standards**

The volunteer:

- understands and supports the purpose, structure and policies of the Museum;
- offers the use of his or her special skills and experience;
- conducts himself or herself in accordance with the standards of conduct and ethics of the Museum;
- completes Museum orientation and other appropriate training;
- endeavors to be flexible in accepting assignments
- performs assigned responsibilities willingly and courteously to the best of his or her ability
- accepts the guidance of his or her supervisor;
- complies with the time and dress requirements of the Museum;
- respects the confidentiality of sensitive or proprietary information;
- provides timely notification to the supervisor of absence or termination;
- serves as a goodwill ambassador for the Museum in the community.

# **GENERAL POLICIES AND PROCEDURES FOR VOLUNTEERS**

*Alexandria Museum of Art*

## **Introduction**

Volunteers are significant members of our team. Teams work together to provide the best services and experience possible to our visitors. We want your participation to be beneficial and rewarding. Your loyalty and dedication towards furthering the reputation and integrity of the Alexandria Museum of Art (AMoA) are of the utmost importance.

This Volunteer Handbook is provided to inform volunteers and potential volunteers of the policies and operating procedures of the Museum, and of the many service opportunities that are available. It is not a contract for employment or a guarantee of a continuing relationship with the Museum. The Museum reserves the right to change policies and procedures or revise the contents of the Volunteer Handbook at its sole discretion, without prior notification to volunteers.

## **Admission and Equal Opportunity**

Admission to the AMoA volunteer program is open to all those who possess the qualities necessary to become an effective volunteer. Applicants to the volunteer program must be sixteen years of age or older and willing to commit to a minimum of one year of volunteer service. The AMoA recruits volunteers without regard to race, gender, religion, national origin, age, or disability.

## **Becoming a Volunteer**

To become a volunteer with the AMoA, each individual must complete the following steps:

- Complete and submit the Volunteer Application Form to Visitor Services
- Complete a brief in-person or telephone interview with the Volunteer Coordinator.
- Attend a General Orientation meeting which shall include an overview of the Museum and its history, a review of policies and procedures, a discussion of volunteer positions and opportunities, and conclude with a tour of the Museum.
- Request, be selected for, and then placed into a particular job or jobs.
- Receive additional job orientation and training relative to those specific assigned volunteer jobs.

## **Job Orientation and Training**

Before beginning your regular volunteer assignment(s), your supervisor(s) will discuss the following items with you:

- Review job duties and expectations.
- Confirm work dates, times, and anticipated duration of your participation.
- Supply you with your name tag and review sign-in and sign-out procedures.
- Provide training on any new skills needed to perform your assigned tasks.
- Discuss procedures for obtaining, using and caring for needed supplies.
- Provide a safety orientation.

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- Review locations of parking, restrooms, water fountains, first aid kits, and places for your personal items, such as purses, coats, etc.
- Confirm lunch and break schedules.

### **Absences**

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor or Visitor Services as soon as possible.

### **Accidents or Injuries**

If you or a guest is injured, you should immediately ask any staff available for assistance. Staff can then contact the Administrative Office for additional assistance, if required.

### **Dress Code**

It is important that volunteers be dressed in a presentable and appropriate fashion. It is important that volunteers dress to work safely and comfortably.

### **Evaluation**

Your job performance will be evaluated regularly. Depending on the extent and complexity of your job, the evaluations may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Discuss any successes, difficulties, suggestions and questions that you have.

### **Identification**

Volunteers should always conspicuously wear their name tag. It is important for visitors to be able to identify individuals who are able to help them with directions and information. Volunteers should report lost name tags immediately to Visitor Services for replacement.

### **Maintenance of Personal Information**

Volunteers are responsible for updating personal data, such as change of address, contact telephone numbers, etc. with the Volunteer Coordinator.

### **No Solicitation/No Distribution**

The conduction on-site of non-Museum business such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of members or any other similar types of activity is strictly prohibited.

### **Open Door Policy**

Should a volunteer have or foresee a problem that may interfere with their commitment or ability to adequately perform their responsibilities, that volunteer should immediately discuss the matter with their supervisor or another member of the Museum staff. The Staff is always available to discuss any changes or problems.

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## **Parking**

It is policy for Museum staff and volunteers to park in the spaces further away from the building leaving the front spaces for visitors.

## **Professional Standards**

The manner in which volunteers and paid staff conduct themselves should create a favorable and lasting impression of the Museum. The continued success of the Museum depends on the quality, integrity, expertise, and professionalism of all our staff.

Visitors to the Museum must receive prompt and courteous attention and a helpful and meaningful response. Visitors to the Museum must always be treated with deference, tact, and courtesy. Similarly, respect and thoughtfulness towards fellow workers will always be expected.

## **Reporting for Duty, Keeping Work Hours**

All volunteers should report to their assigned supervisory upon arrival. Supervisors will provide instructions for storing personal items. We recommend locking valuable items in the trunk of your vehicle. Volunteers must sign-out upon completion of their shift, noting the total number of hours worked. Keeping an accurate tally of volunteer work hours is very important and we depend upon our volunteers to help us with this task.

## **Resigning from the Volunteer Program**

While we never want to lose a volunteer, we understand that other priorities may cause volunteers to need to resign. To end a volunteer commitment, it is requested that volunteers notify their supervisor or v of that decision and the effective date.

## **Safety and Security Procedures**

Volunteers are expected to observe and follow all safety and security policies of the Museum. Volunteers are also encouraged to report unsafe conditions to appropriate Museum staff. Volunteers observing any unsafe or inappropriate behavior by other volunteers, Museum staff, or guests, should contact the administrative staff.

## **Sexual Harassment Policy**

All volunteers, employees, supervisors and members of management are strictly prohibited from sexually harassing or making improper advances toward other volunteers, guests, employees, or management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decisions, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive work environment.

## **EXPECTATIONS FOR VOLUNTEERS**

*Alexandria Museum of Art, Alexandria Louisiana*

### **The volunteer agrees to:**

- volunteer at least 4 hours per month for one year.
- be familiar with the policies and procedures (written and verbal) set forth by the Museum.
- comply with the Museum's volunteer ethics policy and professional standards
- be prompt and reliable for each volunteer shift.
- dress, speak and act professionally during all volunteer assignments.
- find an appropriate replacement if unable to report for work and notify the Museum of that person's name.
- notify the appropriate staff member (Visitor Services, Volunteer Coordinator, etc) as early as possible if unable to find a replacement.
- attend a minimum of 2 training sessions throughout the year and undertake additional education as necessary.
- document their volunteer time on provided Volunteer Log forms
- inform appropriate staff in writing of resignation or leave of absence.
- return any Museum materials (i.e., the docent manual) upon resignation.
- enjoy yourself and let us know how to better our volunteer programs.

### **The Museum agrees to:**

- provide professional orientation and training.
- furnish a supportive climate for volunteer performance and growth.
- assist volunteers in evaluating their tours and making necessary changes.
- keep volunteers informed throughout the year by the docent newsletter and special mailings.

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**Volunteer**

**Date**

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**Museum Staff Member**

**Date**