



VOLUNTEER MANUAL

Fall 2011

Dennos Museum Center
Northwestern Michigan College
1701 E. Front Street
Traverse City, MI 49686
(231) 995-1055
www.dennosmuseum.org

Dear Volunteer:

Welcome to the Denno Museum Center volunteer corps! By making this commitment, you are joining a very special group of people. Through the efforts of our volunteer staff, the Museum “comes alive” for our visitors. In fact, we could not operate without our volunteers’ support.

Knowing your value to us, we are pledged to providing you with responsibilities and challenges while you serve the Museum. You will be able to increase your own knowledge and understanding of our world as you stimulate your interest and appreciation of others.

Since opening in July 1991, the Museum has contributed significantly to the arts education of local residents, school groups, and visiting tourists. As the Denno Museum Center grows, many exciting changes will occur. We are delighted to have you share this time with us as the Museum achieves even greater levels of service to the community.

Thank you for dedicating your energy and talent toward making the Denno Museum Center even better. We are looking forward to working with you.

Sincerely,

Eugene Jenneman, Executive Director
Judy Albers, Assistant to the Director
Diana Bolander, Curator of Education and Interpretation
Kim Hanninen, Registrar
Terry Tarnow, Store Manager

Table of Contents

Introduction to the Organization	5
Mission Statement.....	5
History of the Dennon Museum Center	5
DMC Visitor Service Philosophy	5
Gallery Information	6
Michael and Barbara Dennon Museum.....	6
The Power Family Inuit Gallery	6
The Frank & Barbara MacFarlane Gallery	6
Jack W Zimmerman Sculpture Court	7
The William & Susanne Janis Community Room.....	7
The Arthur & Mary Schmuckal Gallery	7
The Connie Binsfeld Gallery	7
James Dutmers Theater.....	7
Thomas A Rutkowski Discovery Gallery.....	8
William & Helen Milliken Auditorium	8
Charles & Dolores Kelly Museum Store	8
About the Dennon Museum Center.....	9
Museum Hours.....	9
Milliken Auditorium Box Office Hours	9
General Museum Policies	9
Northwestern Michigan College Purchasing Policy	9
Entering the building before or after open hours	9
Parking	9
Museum Staff.....	10
Executive Director	10
Assistant to the Director.....	10
Curator of Education and Interpretation	10
Registrar/Preparator	11
Museum Store Manager.....	11
Auditorium Technicians.....	11
Box Office Manager	Error! Bookmark not defined.
Museum Assistants	12
Custodians.....	12
Dennon Museum Center Volunteer Policy and Guiding Principles.....	13
Dennon Museum Center Standards for Volunteer Involvement	13
Volunteer Code of Ethics and Professional Standards	13
Volunteer Service Code of Ethics.....	13
Volunteer Service Professional Standards	14
Volunteer Position Descriptions	15
Museum Docent	15
Education Department Volunteer	15
Desk Docent.....	15
Museum Store Attendant	16

Exhibitions Assistant	16
Benefits and Recognition Programs for Volunteers	17
Volunteer Discount	17
Education	17
Volunteer Profile in Newsletter	Error! Bookmark not defined.
Annual Volunteer Recognition Event	17
Complimentary Passes	17
Volunteer Recognition Pins	17
Application Process	18
Volunteer Application	18
Interview	18
Orientation	18
Training	18
Required Documents	19
Emeritus Status	19
Absence and Leave of Absence	19
Volunteer Timesheets	19
Resignation and Dismissal	19
Volunteer Conduct and Personal Appearance	20
Membership	20
Absenteeism	20
Harassment and Sexual Harassment	20
Personal Appearance	20
Cell Phone Policy	20
Communication	20
Small Children	21
Health and Safety	22
Medical Disclosure	22
Medical Emergencies/Accidental Injuries – Museum Visitors	22
Medical Emergencies/Accidental Injuries – Volunteers	22
Lost Children	22
Inclement Weather/Museum Closure	23
Illness	23
Volunteer Records	23
Protecting your personal information	23
Photography of volunteers	23

Introduction to the Organization

Mission Statement

The Dennon Museum Center (DMC) seeks to engage, entertain and enlighten its audiences through the collection of art, and the presentation of exhibitions and programs in the visual arts, sciences and performing arts.

History of the Dennon Museum Center

The Michael and Barbara Dennon Museum Center at the Northwestern Michigan College (NMC) opened in July 1991. This 40,000 square foot complex features three changing exhibit galleries and a sculpture court; a “hands on” Discover Gallery; and a permanent Inuit Art gallery. The 367 seat Milliken Auditorium hosts concerts, performing arts events, and lectures throughout the year.

The Museum holds a collection of over 1600 works of art, of which over 1000 are Inuit Art of the Canadian Arctic. Our collection is the most historically complete collection of Inuit sculpture and prints in the United States. Our significant collection of outdoor sculpture by noted international and Michigan Artists can be found on the campus of Northwestern Michigan College.

The Museum is a unit of Northwestern Michigan College and operates under a restricted budget with operating funds coming from endowment, fundraising, and earned income. The Museum seeks support for exhibition and educational programming, acquisitions, capital projects and endowment. The Museum serves over 60,000 visitors per year.

DMC Visitor Service Philosophy

We are here to serve our visitors. As you can imagine, an organization that hosts a variety of events and programs is a very complex place. It takes many people doing the right thing to make each event the best experience possible for our visitors. **Our visitors are why we are here!**

Visitors are:

- Doing us a favor when they call or visit
- Individuals who deserve personal attention
- Both groups that walk in the door, groups that rent our facilities and those that visit our website
- People who buy our services and keep DMC going
- Deserving of our consistently courteous and attentive treatment
- The lifeblood of our organization

Our Service Promise:

Our visitors will receive responsible, friendly service while they enjoy quality products and great value.

Gallery Information

Michael and Barbara Dennos Museum

The Dennos Museum Center at Northwestern Michigan College stands as a tribute to long-time Traverse City residents, Michael and Barbara Dennos.

Michael and Barbara moved to Traverse City in 1962 where he built his company, Chef Pierre, into the largest and most successful maker of institutional frozen pies and cakes in the United States. In 1978, he merged Chef Pierre with Consolidated Foods (Sara Lee). He retired as chairman of Chef Pierre in 1983 and from Sara Lee in 1986. Michael and Barbara Dennos collected art for Northwestern Michigan College that later became part of the Dennos Museum Center.

The Dennos Museum Center opened in 1991 and has become a dynamic source of culture, enrichment and discovery for over 60,000 visitors a year.

The Power Family Inuit Gallery

With over 1,000 Inuit sculptures and prints, the Power Family Inuit Gallery houses one of the most historically complete collections of contemporary Inuit art in the United States.

In 1953 James Houston asked his friend, Mr. Eugene Power to help him import Inuit art into the United States. Power, a Traverse City native, established a gallery in Ann Arbor called Eskimo Art Incorporated to import and sell the work. In that same year, he encouraged the Cranbrook Institute of Science in Bloomfield Hills to host the first exhibition of Inuit art in the United States.

In 1960, Wilbur Munnecke, who was on the board of Eskimo Art Incorporated and summered in Leland, donated a small collection of Inuit prints and sculptures to NMC. The pieces he donated were exhibited in the Osterlin Library by librarian Bernie Rink. Rink started an annual sale of Inuit art and built a collection for NMC. This collection was moved from the Osterlin Building to the Dennos Museum Center when it opened in 1991.

In November 1995, Philip Power donated his father Eugene's "Power Inuit Collection", numbering over 200 pieces to Northwestern Michigan College for permanent exhibition in the Dennos Museum Center. The gallery was named in recognition of this gift and Eugene Power's important involvement in bringing Inuit art to the United States.

The Frank & Barbara MacFarlane Gallery

Frank and Barbara MacFarlane were long-time residents of Glen Arbor and strong supporters of Northwestern Michigan College. Barbara served on the NMC Foundation Board and the Dennos Museum Center Advisory Board. She was honored as an NMC Fellow in 1994. Commander MacFarlane died in 1974 and was followed by Barbara in 2001. They bequeathed a substantial portion of their estate to the Dennos Museum

Center. With the Frank and Barbara MacFarlane Gallery, the Dennon Museum Center honors the MacFarlane's legacy of commitment to Northwestern Michigan College.

Jack W Zimmerman Sculpture Court

The Dennon Museum Center's Sculpture Court is named in honor of Jack Zimmerman, a lifelong Traverse City resident. Mr. Zimmerman, who died in 1986, was one of the city's most active developers and business leaders. After Mr. Zimmerman's death, his widow, JoAnne, made a significant donation to the Dennon Museum Center in his memory. Mrs. Zimmerman has continued to support the college with generous donations to the Dennon Museum Center's ongoing sculpture projects.

The William & Susanne Janis Community Room

The Janis Room is named for the very dynamic, long time supporters of NMC, William and Susanne Janis. Bill Janis served as an NMC trustee from 1998 through 2004. Susie was named a "Fellow" of NMC in 1982 in recognition of her special association with the college. She served as chair of the Dennon Museum Center's \$6 million fund-raising effort, and became the Museum's first development director, raising \$84,336 for membership and exhibit support. She was also a driving force for the statewide effort to fund the Milliken Auditorium. The Janis Room was named with a very generous gift from Bill and Susie.

The Arthur & Mary Schmuckal Gallery

The Schmuckal family has owned and operated a successful Traverse City based business for over 40 years. The Schmuckals made a personal commitment to invest their time and resources back into the community. Their philosophy of giving back to the community was evident in 1986 when they responded to the campaign to build the Dennon Museum Center by providing the college with a very generous gift.

The Connie Binsfeld Gallery

Connie Berube Binsfeld is the first woman in Michigan history to hold leadership positions in both the House, Senate and Executive Office. Connie was a valuable supporter of Northwestern Michigan College and, while Lieutenant Governor, she worked to help NMC secure a \$1.1 million state grant for the construction of the Dennon Museum Center. The Connie Binsfeld Gallery is named in honor of her support of the college. Mrs. Binsfeld retired from public service in 1998.

James Dutmers Theater

James E (Jay) Dutmers, Sr. was the chairman of the board of Empire National Bank in Traverse City from 1965 to 1979. At the time of his death in December 1998, his family set up the Jay Dutmers Memorial, which designated the Dennon Museum Center as benefactor of gifts to the fund.

Thomas A Rutkowski Discovery Gallery

In 1992, Traverse City residents, Dr. and Mrs. Edward Rutkowski made a generous donation to the Dennon Museum Center in memory of their son, Thomas, who was killed in a car accident in July 1990.

William & Helen Milliken Auditorium

Former Michigan governor, William Milliken, and his wife, Helen, are residents of Traverse City and have supported NMC for many years. Bill Milliken was born in Traverse City. He served as Michigan's governor from 1969-1982, the longest term in state history. Helen Milliken has been widely recognized as one of the state's visionary conservation and civic leaders. She served as honorary chair of the Artrain which brought art to many underserved communities and has been a supporter of the Michigan Council for the Arts. The 367-seat auditorium hosts concerts and lectures throughout the year and is used by many community performing arts groups as a venue.

Charles & Dolores Kelly Museum Store

Dr and Mrs. Charles Kelly are Traverse City residents. Chuck and Dee chaired the first gala held at the museum. In December 1991, the Kellys made a significant gift to the Dennon Museum Center. NMC named the museum store to recognize and honor their generosity and continued support.

About the Dennos Museum Center

Museum Hours

10:00 a.m. – 5:00 p.m. Monday through Saturday

10:00 am – 8:00 a.m. Thursdays

1:00 p.m. – 5:00 p.m. Sunday

CLOSED on major holidays

Milliken Auditorium Box Office Hours

3:00 to 5:00 p.m. Wednesday through Saturday fall through spring, closed during the summer

Box office phone number: (231) 995-1553

Event tickets are available online at www.dennosmuseum.org

General Museum Policies

- No food or drinks of any kind allowed in the Museum galleries, with the exception of special events and programs. (example: exhibit opening parties, concert receptions, tour groups that pre-arrange for lunch in the museum).
- No flash photography.
- **Artwork is not to be touched.**
- Visitors should leave large bags, coats, umbrellas, backpacks, etc. at the desk or in the coatroom.
- A telephone is available in the office area and the museum store for volunteers' local calls. Dial "9" to get out.
- Smoking is not allowed in the Museum or within 15 feet of the building.

Northwestern Michigan College Purchasing Policy

An authorized Dennos Museum Center employee must initiate any purchase for goods or services. **Volunteers are not authorized** to solicit vendors, or to commit or purchase goods, services, or equipment on behalf of the Dennos Museum Center.

Entering the building before or after open hours

In the event that you have to enter the building when the front doors are not open, please ring the side entrance and a staff member will let you in. Please identify yourself when you ring the bell, as there are many volunteers, vendors and other people that use this door and we do not always recognize your voice.

Parking

Volunteers should park in the Dennos Museum Center's gated lot. In the event that the parking lot is full, park in the loading zone, or pick up a temporary NMC parking pass at the front desk and park in one of the NMC student and staff parking lots. There is also 2-hour parking available on Front Street and Fair Street. When possible, please park at least three spaces into the lot so that our visitors have access to prime parking.

Museum Staff

Executive Director

The Executive Director is the administrative head of the museum. The Director oversees museum staff and operations, and ensures that funding is secured for museum maintenance, operation and growth. The Director of a museum usually implements policies that are usually made by a volunteer board of trustees. In the case of the Denno's Museum Center, the Director works under the general guidance of the Northwestern Michigan College Board of Trustees and President. There is no board specific to the Museum.



Eugene Jenneman, Executive Director
(231) 995-1572
ejenneman@nmc.edu

Assistant to the Director

The Assistant to the Director assists with Museum operations and is responsible for managing the Membership program, balancing the budget, and overseeing all rental events at the museum. The Assistant to the Director also manages the visitor services volunteers, including Desk Docents, Mailing Committees, and special events volunteers.



Judy Albers, Assistant to the Director
(231) 995-1595
jalbers@nmc.edu

Curator of Education and Interpretation

The Curator of Education and Interpretation is responsible for ensuring a positive and accessible experience for all visitors. To this end, they are responsible for researching the collection, creating education materials for the public, aiding in the design and implementation of exhibitions, and coordinating all educational programming for schools and the public. The Curator of Education and Interpretation manages the docent program and supervises education volunteers.



Diana Bolander, Curator of Education and Interpretation
(231) 995-1029
dbolander@nmc.edu

Registrar/Preparator

The registrar is responsible for the care of the collection. They register and catalogue all objects and are responsible for preservation issues. They also pack and ship items as needed. The registrar supervises the exhibition assistant volunteers.



Kim Hanninen, Registrar/Preparator
(231) 995-1574
khanninen@nmc.edu

Museum Store Manager

The Museum Store Manager manages the museum store and supervises the Museum Store clerks and Museum Store volunteers.



Terry Tarnow, Museum Store Manager
(231) 995-1587
ttarnow@nmc.edu

Membership Coordinator

The Membership Coordinator manages the Museum Membership program and also manages the museum store and supervises the Museum Store clerks and Museum Store volunteers. Erika also knows the box office system and helps our in many capacities with Museum marketing and events.



Erika Olsen, Membership Coordinator
(231) 995-1573
eolsen@nmc.edu

Auditorium Technicians

Auditorium Technicians are responsible for coordinating and maintaining sound and visual equipment in the Milliken Auditorium. They work with Auditorium renters and performers to ensure high quality performances.



Kevin Gills, Auditorium Technician
kgills@nmc.edu



Ben Smith, Auditorium Technician

Museum Assistants

Museum Assistants are responsible for supervising volunteers and providing customer service to visitors during nights, weekends and other times that full-time staff are not in the building. Museum Assistants report to the Assistant to the Director. Museum Store Clerks provide customer service in the Museum Store and report to the Museum Store Manager.



Carolyn Drake, Museum Assistant and Store Clerk
cdrake@nmc.edu



Jan Bay, Museum Assistant and Store Clerk

Picture not available, Renate Simsa, Museum Store Clerk



Joan Sullivan, Museum Assistant and Store Clerk

Custodians

Custodians are responsible for ensuring the cleanliness of the premises. Custodians at the Dennon Museum Center generally work from 3:00 pm to 11:00. Please contact any full-time staff during your shift if there is a need to contact a custodian or NMC facilities staff member.



Craig Shattuck, Custodian

(no photo)

Laura Mashburn, Custodian

Dennos Museum Center Volunteer Policy and Guiding Principles

The Dennos Museum Center's mission is to engage, entertain and enlighten the community through programs in the arts and sciences. To that end, we utilize volunteers in several capacities. For general museum operations, we utilize Museum docents, desk docents, exhibit installation volunteers, Museum store volunteers, administrative volunteers, and education volunteers. In addition to general operations, volunteers have the opportunity to work at after hours and off-site events. Volunteers help with museum-sponsored events and concerts. See job descriptions for complete details on volunteer positions.

Dennos Museum Center Standards for Volunteer Involvement

- The Staff and NMC Board of Trustees acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission.
- Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.
- Volunteer assignments address the purpose of the organization and involve volunteers in meaningful ways—reflecting their various abilities, needs, and backgrounds.
- Volunteers receive an orientation to the organization, its policies and procedures, and receive training for their volunteer assignment.
- Volunteers receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback.
- Volunteers are welcomed and treated as valuable and integral members of the organization's human resources.
- The contributions of volunteers are regularly acknowledged with formal and informal recognition methods.

Volunteer Code of Ethics and Professional Standards

The Code of Ethics and Professional Standards are set forth for the protection of the volunteer program participants and the Dennos Museum Center. They are designed to serve as objectives for which all employees, paid and volunteer, should strive and as a basis for disciplinary action.

Volunteer Service Code of Ethics

- Volunteer service shall be undertaken for the betterment of the Dennos Museum Center and not for personal gain, other than the inherent reward derived from such participation.
- Volunteers who have access to collections, research, staff activities, and sensitive or proprietary 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.

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 him 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 and accepts the guidance of his or her supervisor;
- Complies with the time requirements of the Museum;
- Obeys all substance abuse, sexual harassment, security and safety rules of Northwestern Michigan College;
- Respects the confidentiality of sensitive or proprietary information;
- Provides timely notification to the supervisor of absence or termination;
- Serves as a goodwill ambassador and a communicator of the role of the Museum in the community

Volunteer Position Descriptions

Museum Docent

A Museum Docent is a volunteer who guides visitors through learning activities at the museum. Together docents study the Museum's remarkable exhibitions and collections and consider the challenges of contemporary art. Docents engage school children, NMC students and the general public in discussions about the Museum's permanent collection and changing exhibitions.

Qualifications: An interest and passion for art. Available on a weekly basis for the majority of the school year (September through June). All docents give tours on a weekly basis during the months of September – June and give tours as requested during the summer months.

Required Training: New docents attend weekly training sessions for three months that orient them to the museum and collection, practice giving tours, and practice developing themes and transitions. Docents currently attend ongoing training sessions September through May on Tuesdays from 9:30 - 12:00 a.m.

Supervisor: Curator of Education and Interpretation

Term of Service: Museum Docents commit to two years of service.

Education Department Volunteer

Education Department Volunteers work independently and in committees on special projects with the Curator of Education. These activities include but are not limited to organizing Family Days, developing new tours, researching new exhibits, developing art projects and activities, organizing the museum education library, and organizing the art studio. Many Museum Docents also serve as Education Department Volunteers.

Qualifications: A desire to benefit the museum. Strong organizational skills and the ability to work independently with little supervision.

Supervisor: Curator of Education and Interpretation

Term of Service: These projects are usually time-based and last about 4 months, however, volunteers commit to a year of service.

Desk Docent

These volunteers are the first person whom visitors encounter when they enter the museum and come to the main reception desk. Desk Docents answer visitor questions, give directions and provide information about the programs, events and activities of the

Dennos Museum Center. They are responsible for answering the telephone and directing calls to the correct staff contact.

Qualifications: A desire to benefit the museum. Strong organizational skills and the ability to work independently with little supervision. A background in customer service is helpful but not required.

Supervisor: Assistant to the Director

Term of Service: Desk docents usually commit to two shifts of three and a half hours per month, but it varies by volunteer.

Museum Store Attendant

The purpose of the Dennos Museum Store is to provide museum visitors with the opportunity to purchase merchandise that will enhance the educational experience received in the museum. All profits from sales in the store directly benefit museum programs and exhibitions. Museum Store attendants run the cash register and attend to customer needs.

Qualifications: Experience in retail sales or customer service is helpful but not required.

Training: Volunteers receive on the job training with the store staff and work with experienced volunteers. Volunteers will be taught to use the cash register and credit card machine and are expected to ring up sales and package merchandise. Volunteers will be given information about merchandise carried in the store. Other responsibilities include customer service, pricing merchandise, restocking shelves and light dusting.

Supervisor: Museum Store Manager

Time Commitment: Store volunteers work 2-4 (3 ½ hour) shifts per month.

Exhibitions Assistant

Exhibitions Assistants assist with exhibition installation and tear down, gallery preparation and other projects on an as-needed basis.

Qualifications

A desire to benefit the museum, the ability to work independently with little supervision, and experience with painting and gallery preparation.

Supervisor: Registrar and Executive Director

Time Commitment: the time commitment is project-based and varies with each specific installation.

Benefits and Recognition Programs for Volunteers

Volunteer Discount

Volunteers receive a 20% discount in the museum store (not applicable to special trunk sales, consignment art, etc.). When checking out, please mention to the volunteer in the store that you are a museum volunteer, and show them your identification badge. The Museum Store Manager requests that you do not announce your discount in the store when other visitors are present.

Education

Volunteers receive continuing education about Inuit Art, special exhibits, and other topics related to museum programs.

Annual Volunteer Recognition Event

Each year the Dennon Museum Center holds an annual Volunteer Recognition Event, usually in August or September.

Complimentary Passes

Volunteers that have worked 100 hours in a fiscal year will receive eight museum passes to share with friends and family.

Volunteer Recognition Pins

Volunteers that have worked at the Museum for one year receive a yellow pin for their nametag.

Volunteers that have worked at the Museum for two years receive a red pin for their nametag.

Volunteers that have worked at the Museum for three years receive a blue pin for their nametag.

Volunteers that have worked at the Museum for five years receive a five-year pin.

Volunteers that have worked at the Museum for ten years receive a ten-year pin.

Volunteers that have worked at the Museum for fifteen years receive a fifteen-year pin.

Volunteers that have worked at the Museum for twenty years receive a twenty-year pin.

Volunteer recognition pins will be presented at the annual Volunteer Recognition Event.

Application Process

All Volunteer applications are subject to selection and screening.

Volunteer Application

All current and potential volunteers are required to complete a volunteer application that asks for basic personal information (name, address, phone number, hours of availability, special skills, and emergency contact person). This application will remain on file at the museum. Falsification of information, including the omissions or misrepresentations, on the application or any other required document is immediate grounds for dismissal.

NOTE: Volunteer placement at the Denno Museum Center is subject to an official position offer, space availability, and completion of the orientation plus additional training on assignment. Parental permission is required for volunteers younger than 18 years of age.

Interview

The potential candidate will be interviewed either in person or by telephone by their potential supervisor in order to assess the interests of the candidate and match them to the needs of the Museum.

Orientation

The volunteer candidate may be given an orientation to the Museum and its facilities individually at the time of the interview or may be asked to come back at a later time for the orientation. The orientation will allow the potential volunteer to view the facilities and determine the specifics of volunteer responsibilities. After orientation, the volunteer candidate may be asked to make a commitment to volunteer training in order to prepare for a specific position. Orientations may also be conducted in a group setting at the discretion of the Museum staff.

No volunteer may begin training or performance of any position until they have been accepted into the program and notified verbally or in writing by their supervisor.

Training

Volunteer training is an ongoing process. Volunteers are expected to attend all scheduled training sessions and utilize that training in their assigned volunteer tasks. Learn as much as you can about your assigned area so you can do the best job possible. Volunteers are also encouraged to attend continuing education seminars, lectures, and other educational events at the Museum in order to keep knowledge fresh and updated to current professional standards.

Follow your supervisor's instructions, asking for clarification if you are uncertain. Don't be afraid to ask again if you don't remember how to do a specific job. The supervisor realizes that you will not remember all instructions when you are only here a short time

each week, and he or she will gladly repeat instructions for you. If you feel you have a better way to do a job, please let us know. We appreciate your input and welcome your opinions. Do not, however, initiate new procedures without first discussing them with your supervisor.

Required Documents

The Museum requires that certain documents must be completed and filed prior to the applicant becoming a volunteer. These documents include:

1. Application
2. Emergency Contact Information

Emeritus Status

A volunteer may apply for Emeritus Status when they would like to stay involved with the Museum, but are unable to fulfill their duties. Emeritus Volunteers are invited to volunteer events and education events, but are not active volunteers and do not attend trainings.

Absence and Leave of Absence

If a volunteer wishes to take a leave of absence, they need to discuss the terms of such with their supervisor.

Volunteer Timesheets

The Dennis Museum Center keeps track of volunteer hours for grant reporting. It is essential that volunteers follow their department's procedures for recording hours. Check with your supervisor to get timesheets/procedures.

Resignation and Dismissal

Volunteers may resign from their volunteer positions at any time. It is requested that volunteers intending to resign provide notice of their departure and reason for resignation. Volunteers may be dismissed by staff without warning for just cause. The organization may request a volunteer to leave immediately. Upon dismissal or resignation from the volunteer program, the individual loses all benefits and privileges previously afforded volunteers.

Volunteer Conduct and Personal Appearance

Membership

To receive Dennos Museum Center mailings (including invitations to member events and openings), to develop a sense of pride in the Museum and its programs, and to show your support for the Museum, we encourage all volunteers to become members of the Dennos Museum Center. Membership information is available at the front desk of the Museum.

Absenteeism

Volunteers are expected to be present and punctual to perform their duties. If absence is expected, the volunteer should notify their supervisor as soon as possible so that alternative arrangements can be made. If your supervisor is not in, you should call (231) 995-1055 to alert the other staff. See the Health and Safety section for weather and illness absences.

Harassment and Sexual Harassment

A respectful work environment is essential to all paid and non-paid workers. The Dennos Museum Center does not condone or tolerate any form of harassment, sexual, or otherwise.

Personal Appearance

Volunteers are often the first and only people Museum visitors encounter while at the Museum. Bearing this responsibility requires volunteers to be clean, neat, and professional.

All volunteers should wear a volunteer name badge at all times when working at DMC and when representing DMC offsite so that they can be identified as part of the DMC volunteer staff. Wearing your identification is especially important when the public is present. The badge shows your pride in being a volunteer and identifies you to our visitors as someone who can answer questions or provide assistance.

If you are working behind the scenes, please dress for your job. Some of this work will require getting dirty or wet and you should use good judgment in the clothes you wear using the guidelines stated above

Cell Phone Policy

Cell phone usage is strongly discouraged during your shift and during training sessions. Phones should be turned **OFF** when you enter the museum. If you have a legitimate need to keep your cell phone on, please notify your supervisor.

Communication

Your supervisors communicate museum updates and other information on a regular basis. We use the phone numbers, mailing addresses and home email addresses to keep

volunteers abreast of the most up to date information. Please be sure you check all these sources (especially home email) to stay current on museum happenings.

Small Children

Do not bring children under the age of five to the Museum during your shift. It is a distraction and may keep you from your duties.

Health and Safety

Medical Disclosure

Volunteers are asked to disclose any medical conditions that may arise while in service at the museum and provide a physician's name and telephone number. If the volunteer is a minor, this information is required. Additionally, minors are required to have medical insurance coverage during their term of service.

Medical Emergencies/Accidental Injuries – Museum Visitors

In case of a severe medical problem, such as a heart attack, be sure the victim is not left alone. Send another person to the Admissions Desk and have them phone 911. **Stay calm.** You may request assistance from other volunteers in keeping other visitors away from the problem site. Stay with the victim until a staff member or medical assistance arrives. Alert staff immediately.

If there is a minor accident (scraped knee, bee sting, etc.) a first aid kit is kept at the front desk. Both emergencies and minor accidents/injuries must be reported and recorded immediately on an Incident Report form by a staff member. Forms are available in Museum offices. Forms are required for accidents only, not for illnesses.

Medical Emergencies/Accidental Injuries – Volunteers

If you have an emergency or injury during your shift, immediately notify your supervisor, the Assistant to the Director, or the Weekend Manager. Complete an Employee/Volunteer Minor Accident Report form available in the museum offices or at the Admissions desk. If you feel your duties put you at risk and you are not covered by a private insurance policy, you have the right to refuse those duties.

Lost Children

Take the lost child "under your wing" and stay in the area the child was found for five minutes to allow parents to return for the child. If the parents have not returned after five minutes, take the child to the Admissions desk. Ask the Admissions Desk staff to the broadcast the announcement of the lost child.

Inclement Weather/Museum Closure

In case of severe weather, please call the Museum (231) 995-1055 or go to <http://www.nmc.edu/students/class-cancellations.html> to determine whether the Museum will be open during regular hours. This extension will be updated at approximately 7:00 a.m. on inclement weather days. **Do not attempt to come to the Museum if conditions in your area are unsafe for travel**, but please contact your supervisor or call (231) 995-1055 if you cannot reach them.

(Note: for docents only. Given that the college rarely cancels classes and closes buildings, docent meetings will be canceled if the Traverse City Area Public Schools cancel classes for the day or have a delay. This information is broadcasted widely by local media outlets and posted on their website here: tcaps.net)

Illness

If you are feeling ill, please do not come into work. This will help to keep the visitors, other volunteers, and staff members healthy. Please contact your supervisor and follow your department's procedures for finding a replacement.

Volunteer Records

Protecting your personal information

The Dennon Museum Center is committed to the protection of your privacy. We collect and use your personal information to provide you with information on relevant programs, services, and special offers that may be of benefit to you.

By providing contact information such as full name, postal address, phone number, or email, you consent to the collection, use, and disclosure of your personal information by DMC for these purposes only, unless you indicate otherwise to us in writing.

Photography of volunteers

We take many photos at our events, trainings, and programs. We use these photographs for various purposes. Volunteer faces may appear in videos, advertising, promotional materials, annual reports, and on our website. If you do not want your photo published make sure to inform your supervisor.