

Teen Volunteer Manual

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This document talks about the High Desert Museum, its structure, the volunteer organization, its benefits and the responsibilities of each volunteer.

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Volunteer Organization

Components of the Volunteer Organization

Volunteer Program Manager (VPM)

This staff person supervises all aspects of volunteer recruiting, coordinates core volunteer training, mediates problems with staff or volunteers, is the communication link between staff and volunteers, and in general, insures that the volunteer program satisfies museum needs. After interviewing the candidates, the VPM selects the Chair and Vice chair of the volunteer organization from those volunteers who were nominated for the position by their peers.

Staff Department Heads (SDH)

These staff persons manage the various departments in the museum. They are responsible for upkeep of the present exhibits, devising new exhibits, overseeing budgets, and cooperating with the VPM to insure that volunteers have the resources to perform their jobs properly. The SDHs represent the following areas: Finance & Administration, Human Resources, Programs, Exhibits & Interpretation, Guest Services, Development, and Zoological.

Team Leaders (TL)

The SDH from each area selects specific volunteer(s) to lead volunteer efforts in his/her area of the Museum. These selections are made from those volunteers who are nominated by their team. The TLs support and lead groups of volunteers by providing training by informing volunteers of updated or changed information, by resolving minor misunderstandings within the group, by working with the SDH to conduct periodic education and evaluations, and by being the voice and advocate for their team. The TL's along with the Volunteer Chair, Vice Chair, and VPC, comprise the Volunteer Advisory Council.

Volunteer Chairperson (VC)

The Volunteer Advisory Council (VAC) nominates this volunteer and asks the entire volunteer corps to accept the nomination by voting at the March All - Volunteer Meeting. The VC leads those activities that involve all volunteers. He/She conducts regular All-Volunteer meetings and regular VAC meetings; serves as liaison between the TLs and the VPM; assists TLs in resolving problems/issues; provides general information to all TLs; attends quarterly Board meetings, attends monthly managers meetings; and serves as a model and resource for TLs and all volunteers.

Volunteer Vice-Chairperson (V²C)

Like the Chair, this position is nominated by the VAC and voted on at the March All-Volunteer Meeting. The Vice-Chair assumes the role of the Chair when the Chair is not available. Additionally, he/she coordinates volunteer communication efforts (such as the web site direction, physical space needs, social activities such as holiday parties, social gatherings, etc.), and serves as a model and resource for TL's and all volunteers.

The Volunteers

Volunteers perform their duties as described in the Performance Standards and Guidelines consistent with the needs of their department as defined by the SDH and TL. They convey their needs to their Team Leader.

Volunteer Advisory Council (VAC)

The VAC convenes the Council, a body composed of all TLs, VPM, VC, V²C, and special committee chairs/representatives. The Council works with the VC and the VPC to examine issues of concern to the entire volunteer program, create volunteer program guidelines, and insure a positive experience for all volunteers. It provides a venue for brainstorming new ideas in training, recognition, recruiting, and operations. The Council acts as a sounding board for concerns as they arise.

Purpose:

- To help assure a superior visitor experience.
- To assist and support the Volunteer Program Manager in decisions regarding the volunteer policies and needs.
- To help make the volunteer experience positive and engaging.
- To foster a healthy, cooperative staff/volunteer relationship.
- To help in the recruitment of new volunteers.
- To serve as the communications conduit between volunteers and staff.

Organization:

- Members of the VAC are”
- HR & Volunteer Program Manager
- Curator of Educational Programs
- Chair and Vice-Chair of the Volunteer Organization
- Team Leads
- Special Committee Chairs.
- Members serve for one-year terms, or until they no longer hold one of the above positions.
- Any volunteer may attend VAC meetings, the schedule for which will be posted on the Volunteer Bulletin Board and printed in the High Desert Voices newsletter.

Operation:

- The VAC usually meets on the 3rd Tuesday of every month at 2:00p.m. for two hours.
- VAC members and staff may submit agenda items one week in advance of the meeting to the Chair.
- Regular agenda items may include Team Leader reports, Committee reports, Volunteer Program Manager report, Volunteer communications, each to include progress on action items and results when appropriate.
- The Chair is responsible for the agenda and conducting the meeting. In the Chair’s absence, the Vice-Chair will do so.
- A Recorder, selected from the VAC members will take minutes. The minutes are submitted to the Chair for review and distribution via e-mail.

Team Lead Position Responsibilities:

- Serve as liaison between the Staff Department Head or Supervisor and the team of volunteers.
- Serve as communication link between Staff and volunteers, regularly passing on staff information and concerns to the volunteers, getting feedback from the volunteers, and passing on to the staff any concerns or feedback the volunteers have
- Be the team's advocate.
- Help to resolve minor misunderstandings or issues within the team.
- Work with the Staff Department Head or Supervisor to conduct periodic training and evaluations of the team members.
- Assist the Staff Department Head or Supervisor with the training of new team members as well as refresher training of experienced volunteers.
- Stay in touch with the team members regularly by e-mail or phone to see how things are going. CC all e-mail communication to Staff Department Head of your area for open communication.
- Attend the Volunteer Advisory Council meetings, report on the team's activities, and e-mail a summary of the monthly VAC meetings to the team volunteers.
- Keep a Team Notebook current with a team roster, minutes of meetings, copies of team communication, training materials, critical phone numbers, etc. This notebook serves to maintain continuity when team leads change.
- Welcome new volunteers to the team, show them the ropes, and arrange a team mentor for them if appropriate. Invite team members to participate in Museum activities such as Free Days, festivals, special events, etc. to promote a sense of community.
- Serve as a model and resource for the volunteers on the team. Be supportive of team members, and other departments.
- Work with the Staff Department Head or Supervisor to replace you as a Team Leader when you decide to step down.
- Other appropriate area-specific responsibilities.

Current Team Leaders and their Contact Information

Volunteer Area	Team Leader	Phone	Email Address
Wildlife Programs	SDH John Goodell	541/382-4754 Ext. 376	jgoodell@highdesertmuseum.org
Mammals Interp.	Kathy Hunt	541/330-9026	kathyhunt@bendbroadband.com
Wolf Interp.	Bill Gawlowski	541/382-3470	bill@gawlowski.com
Desertarium Interp.	Mitchell Cutter	541/382-8494	mmcutter@bendbroadband.com
HD Ranger Station	Les Joslin	541/330-0331	lesjoslin@aol.com
Naturalist Interp.	Jim Langton	541/382-5158	sarajim@easystreet.net
SOW Interp.	SDH Linda Evans	541/382-4754 ext. 255	lindae@highdesertmuseum.org
BHTM	Sigrid von Hurst	541/389-1522	svhwings@gmail.com
Living History	Ralph Berry	541/598-7985 541/ 633-5771	berryr@onid.oregonstate.edu
Collections/Exhibits	Kristine Albright	541/617-9247	kyose@bendcable.com
Kids Programs	SDH TBD		
Silver Sage Trading	Nancy Gill	541/382-8597	nancykaygill@yahoo.com
Admissions/Greeters	Lori Vencill	541/389-2022	bologa@bendbroadband.com
Volunteer Newsletter	Jan Michelsen	408/930-4682	janmichelsen@yahoo.com
Photography	Abbott Schindler		Abbott.sch@gmail.com
Teen Education	SDH Erica Pelley	541/382-4754 ext. 320	epelley@highdesertmuseum.org

SDH = Staff Department Head

SOW = Spirit of the West exhibit

BHTM = By Hand through Memory Exhibit

Teen Volunteer Benefits & Opportunities

As a teen volunteer, you join a group of similar people who have a common interest in the high desert and the High Desert Museum, and who want to share that interest with others. Volunteering gives you a sense of accomplishment and personal satisfaction by bringing the Museum to life. You gain new skills, new knowledge and new confidence in understanding the high desert and you make the visitor's experience at the Museum both enjoyable and meaningful. The relationships you build with other volunteers and staff are often an unexpected bonus! If you are interested in earning school credit, see the Associate Curator of Education for details.

You can help in different areas depending on your interests. You may volunteer in Living History, Animal Interpretation, hands-on activities, and Guest Services such as the Silver Sage Trading Store and Café, and animal handling.

Teens will be given a mandatory intensive training that highlights Customer Service and Interpretation techniques for sharing information with guests. Upcoming Training dates are posted on our main website, under "Get Involved" and sign up sheets are posted in the Staff/Volunteer lunchroom, on the bulletin board.

Places where you can participate are:

- Desertarium Interpreter or Handler
- Ranch Animal Interpreter
- Mammal Interpreter or Mammals Behind the Scenes
- Visitor Services: Admissions or Greeter
- Visitor Services Rimrock Café
- Spirit of the West Interpreter
- By Hand Through Memory Interpreter
- Living History Interpreter; 1st or 3rd Person, Costumed
- Whose Home Interpreter
- Development – Membership and Technology
- Volunteer Bloggers
- Customer Survey Interviewers

There are many ways for you to be a part of this active, vital group of volunteers.

We ask that each teen volunteer completes our year-long program with a time commitment of eight hours a month during the school year, and eight hours per week during July and August. We don't have ready substitutes if you don't show. So, we ask you to honor your time commitment because the Museum doesn't function without volunteers. Obviously, if your schedule changes or you have an emergency, you should notify the Associate Curator of Education or Staff Department Head so he/she can anticipate and fill that vacancy or cancel that event.

We do require teens to go through the Museum's New Volunteer Training workshop before beginning to volunteer. You can attend any and all available volunteer training classes. These are opportunities to learn about all of the Museum's exhibits as well as how to deal with people. The classes are times to socialize with other volunteers and to share tips and suggestions on how to work easier and better. Watch the volunteer newsletter, VIC-mail and bulletin boards for class dates. If you like to be notified at home, be sure to provide your TL with your personal e-mail address.

Discount / Benefits

Teen Volunteers receive a discount in the store, based on the following:

If you have volunteered:

- 1500 hours **or less** you receive 10% off in the gift shop
- 1500-2000 hours you receive 15% off in the gift shop
- Over 2000 you receive 20% off in the gift shop

Café discount remains 10%

These benefits are for all ACTIVE volunteers (100+ hours a year).

Active volunteers will receive additional guest passes each year for your personal use (we mail these passes in September).

Museum Membership

If you wish to purchase a Museum membership, you may do so. Check with Admissions staff for information on the different membership levels available.

Museum Volunteer Website / Newsletter

You can access our **monthly volunteer newsletter**, High Desert Voices, which keeps you abreast of what is happening and what is coming up. Go to our volunteer website: <http://hdm-gems.net> .

User name: volunteer **Password:** hdm (case sensitive – use all lower case letters for both). It also has additional information about the museum and the high desert.

Library

You have all of our library materials available for your use. This is a great resource to learn more about subjects related to your area of interest or activity.

Annual Recognition Event

We appreciate the valuable contribution of volunteers in making the Museum work. Each year, usually in September, the staff hosts an Annual Recognition Event in conjunction with our Annual Meeting of the Membership, honoring all volunteers.

Nametag / Hours-of-Service awards

We provide a nametag to identify you to the public as a volunteer and we recognize your service with Hours-of-Service awards. These awards are given at the annual recognition event and are:

1,000+ hours	1000 hours pin (violet), gold name badge and \$25 gift certificate to Silver Sage Trading Store
1,500+ hours	15% discount at the Silver Sage Trading Store, a \$30 gift certificate, 1500 hours pin (Lt purple) and invitations to patron receptions
2,000+ hours	20% discount at Silver Sage Trading Store, a \$35 gift certificate, and 2000 hours pin (orange)
3,000+ hours	\$45 gift certificate to Silver Sage Trading Store, and 3000 hours pin (bright blue)
4,000+ hours	\$50 gift certificate to Silver Sage Trading Store, and 4000 hours pin (brown)
5,000+ hours	\$55 gift certificate to Silver Sage Trading, plus 5000 hours pin (bright black) & Roger Nichols pin
6,000+ hours	\$55 gift certificate to Silver Sage Trading Store, plus applicable hours pin (teal)
7,000+ hours	\$55 gift certificate to Silver Sage Trading Store, plus 7,000 hours pin (maroon) & Roger Nichols pin
9,000+ hours	\$55 gift certificate to Silver Sage Trading Store, plus 9,000 hours pin (red)
10,000+ hours	\$80 gift certificate to Silver Sage Trading Store, plus 10,000 hours pin (red)
11,000+ hours	\$80 gift certificate to Silver Sage Trading Store, plus 11,000 hours pin (purple)

Awards

Volunteer of the Year

Annually, we recognize a “**Volunteer of the Year**” (both teen and adult) for his or her outstanding service and participation. Volunteers who receive the award are eligible every 5 years. We announce this award at the Annual Volunteer Recognition Dinner.

Criteria for choosing Teen Volunteer of the Year include:

- **Willingness to be of service** – offers assistance voluntarily. Helps whenever needed. Shows a wide range of participation.
- **Quality of Service** – Dependable at assigned job. Tasks completed impeccably. Represents productivity at its best.
- **Leadership** – Takes charge of a project, task or group and sees it through to completion. Operates effectively with little supervision. Maintains a positive attitude and motivates others to do the same.
- **Team Player** – Works well with others. Displays support and respect for fellow volunteers, teens and museum staff.
- **Ambassador** – Takes pride in being a member of the High Desert Museum. Positive representation at all times. Active museum advocate. Enthusiastically committed.
- **Self Development** – Seeks new challenges, learning opportunities and evaluation of performance.

Barbara Sharp Outstanding Service Award

Our most prestigious award, The **Barbara Sharp Outstanding Service Award**, named after an outstanding volunteer, was established to recognize service above and beyond the Volunteer of the Year Award. The award, when earned, is presented at the annual meeting of the membership or at the Volunteer Recognition Dinner.

Criteria for the Barbara Sharp Outstanding Service Award:

- 5000+ hours of service
- Received the Volunteer of the Year Award or was nominated
- Demonstrated a long-term commitment and unconditional support of the museum

The recipient receives a personal award plus his/her name on a perpetual plaque displayed in the museum.

The High Desert Museum Hall of Fame Award

Purpose: to honor those volunteers who have given years of service to the museum and to encourage them to continue their connection to the museum.

Criteria for the Museum Hall of Fame Award:

- Has been a volunteer for at least 10 years
- Has at least 2,000 hours of volunteer time
- No longer an active volunteer

The Award:

- Will be presented at the Volunteer Recognition Event in September, when earned
- Each recipient will have his/her accomplishments announced
- Each will receive a certificate and a small gift
- Each will have their name engraved on a plaque that will be on display in a public area of the Museum
- Each will continue to be invited every year to the Volunteer Recognition Event, and the Staff/Volunteer Holiday lunch
- Each will continue to receive the Volunteer newsletter
- Each will become a Lifetime Member of the Museum

Rookie of the Year Award

To honor a new volunteer for going above and beyond in their level of service and commitment to The High Desert Museum within a short time frame of starting to volunteer with the Museum.

Criteria:

- A rookie is someone who has been volunteering at the Museum for **two years or less** but must have served at **least 100 hours**.
- The rookie must be willing to serve with a **high quality of service**, exhibit **leadership**, be a **team player** as well as an **ambassador** outside of the Museum, and **seek new challenges** and **learning opportunities**.

Museum Structure

Governing Authority

The High Desert Museum is governed by a 30+ member Board of Trustees, comprised of business, civic and philanthropic leaders from Oregon and the high desert region. Trustees are selected for their commitment to the museum's mission, vision and program, and apply their individual expertise (in financial services, program design & evaluation, management and public service) as ambassadors and advocates for the museum. Trustees may serve two consecutive four-year terms, and many remain active in promoting the museum after their elected service. The Board is responsible for setting the museum's mission and vision, and approving the strategic plan and annual operating budgets.

Museum Leadership

The Board appoints a President to lead the museum in fulfilling its mission and programs within the resources available. With the President, a Leadership Team sets strategic goals and annual priorities for the departments of Programs (Programs, Communications & Guest Services), Exhibits & Interpretation (exhibits, animal care, and interpretive and school programs), Development, Finance & Administration and Facilities. The Vice President serves as chief administrative officer, managing the efforts of Museum directors to meet the museum's day-to-day operating requirements.

Statement of Purpose

Why the Museum exists

"To inspire and foster stewardship of the natural and cultural resources of the High Desert."

Vision

What the Museum aspires to become

"To be the preeminent resource for exploring the historic and contemporary relationships between people and the High Desert landscape."

Mission

How we fulfill our purpose

Through exhibits, wildlife, and living history, the High Desert Museum creates learning experiences to help audiences discover their connection to the past, their role in the present, and their responsibility to the future.

Core Philosophy

The High Desert Museum initially was conceived to meet an important challenge – to provide information and opportunities to help individual citizens effectively participate in decisions being made about the region’s natural and cultural resources. The museum designs exhibits and interpretive programs that connect our audiences with the high desert landscape and the human experience on it. Through its programs, exhibits, collections, the museum is an important steward of artifacts and ideas. Through volunteer and staff interpreters, the museum is an essential interpreter of the land and stories of people who have lived on it.

We develop programs with both the museum's vision and audience in mind, consistent with an institutional value of relevance to the present and future. The museum’s subject matters focus on the region’s natural and human history (anthropology, archaeology, biology, geography, geology, history, material culture, wildlife biology, zoology, etc.), and emphasizes the relationship of humans with the natural world in which they lived, currently live, and will live in the future. Everything we do affirms the overarching interpretive theme: humans have changed, have been changed by, and will continue to change the high desert landscape.

Values

- **Vision Driven/Market Sensitive-** We plan and implement programs that foster and support our Statement of Purpose and Vision. We use the needs and interests of our audiences/clients/visitors to make program decisions.
- **Idea Based/Object Enhanced-** We base interpretive themes on ideas and issues, and support those themes with our collections. In the stewardship of our collections, we emphasize authenticity, intellectual integrity and balance in programs.
- **Regionally Active-** We develop programs for, and recruit audiences, trustees, donors and volunteers from the states we use to define the high desert.
- **Audience/Client/Visitor Centered-** We produce our services and programs for our audiences, and our facilities can accommodate a broad spectrum of needs and abilities.
- **Product Oriented-** We create value through producing exhibits, publications, events, and interpretive services. Our products are appropriate, have substance, style, timeliness and accuracy, and we pay attention to detail.
- **Resource Oriented-** We try to demonstrate responsible use and wise stewardship of natural resources.
- **Fiscally Sound-** We are fiscally conservative while developing additional support for our programs.

- **Organizationally Sound**- We develop and apply our human resources to be most effective in fulfilling our vision in a sustainable manner.
- **Future Oriented**- We look for challenges and inspirations, while building on our history of accomplishments.

Funding

Basic financial support for the museum depends on our visitors, members and donors. Through admissions fees, and by purchases in the Silver Sage and Rimrock Café, visitors support the operating costs of a visitor attraction. Individual, organizational and family memberships provide additional unrestricted support for museum operations, and programming designed specifically for members. Additional fundraising efforts – including grant proposals and project- or program-specific gift requests – make it possible to offer new exhibits and expanded programs.

We conduct campaigns to attract new members from among Central Oregon residents and businesses, recent Museum visitors, and selected individuals and businesses outside our community. At least one-third of the thousand new members sought each year are visitors who sign up at the front desk. Last year, the Museum had over 5,000 member units.

Departments

Finance & Administration

Finance & Administration includes office administration, accounting, information systems, records management, human resources, and trustee business. This department sets standards and policies for general business operations.

Programs

Programs aligns exhibit planning, attendance-building programming, advertising/promotions and earned media with the goal of increasing attendance and ensuring fun, engaging and evocative visitor experiences for audiences of all ages and learning styles.

Development

Development staff plan and implement fund-raising activities, membership activities, patron receptions, and the annual Chiles Award Banquet.

Kids Programs

Kids Programs develops and offers lectures, excursions and classes for school groups and teachers at both on-site and off-site locations.

Exhibits and Interpretation

Exhibits and Interpretation includes developing and maintaining exhibits, stewardship of collections, performing necessary research, and overseeing interpretation to provide an educational experience for visitors in a context of the museum's vision. Additionally, they acquire and care for living animals for use in educational exhibits and interpretive presentations.

Facilities

Facilities staff maintains and operates the museum's physical plant of buildings and grounds.

Visitor Services

Visitor Services is a subset of Communications that operates the admissions desk, membership desk, and oversees Silver Sage Trading Store and the annual Holiday Festival.

Physical Facilities

Main museum building

The main museum building has 53,000 square feet with a large lobby area, administrative offices, a boardroom, a collections vault, three classrooms, a store, and indoor exhibit areas

Outside are the shop area, the energy plant, recycling center, the exhibits production workshop and the storage building.

In 1995, PacifiCorp installed a grid-connected photovoltaic system to produce electricity from sunlight. The system operates in parallel with the utility service and offsets our purchases of power.

Exhibits

Source Pool and Autzen Creek:

- The Source Pool at the museum entrance is an artificial spring representing a typical headwater spring in the central Oregon area. In nature, porous volcanic soil collects precipitation and snow melt underground and drains the water to a location where it emerges as a spring. An artificial stream, Autzen Creek flows from the Source pool and follows the path through the museum grounds to the lower pond/viewing deck.
- The stream's riparian habitat has a large number and variety of plants and animals, in obvious contrast to the arid landscape just a short distance away. Without Autzen Creek, only a limited number of specialized varieties can cope with the little moisture available. (The Autzen Foundation provided a generous donation toward constructing the Creek).

Earle A. Chiles Center on the Spirit of the West: This Center includes several exhibits.

- The Hall of Exploration and Settlement offers a walk-through experience with the history of the Intermountain West--from native inhabitants to the Westward Movement and eventual settlement. Eight separate dioramas depict different aspects of this era as the visitor moves forward through time.
- The Brooks Gallery, devoted to traveling exhibitions and museum shows;
- The Nancy R. Chandler Memorial Gallery, which features sculptures and photographs depicting the high desert landscape;
- The Eva Chiles Meyer Historic Library, which contains many of our rare books displayed as a typical library of an eastern gentleman studying the West during the nineteenth century.

By Hand Through MemorY is the inaugural exhibit in the Henry J. Casey Hall of Plateau Indians. It illuminates a seldom-told story of resilience, spiritual strength and cultural preservation among Native Americans of the Columbia River Plateau. The exhibit includes the priceless Doris Swayze Bounds Collection so visitors can marvel at the artistry displayed.

Desertarium Small and seldom-seen animals of the Great Basin are displayed in naturalistic terrarium and aquarium habitats. These high-interest, living exhibits show small slices of the more typical habitat types found in the large and diverse Great Basin area. We emphasize adaptations of the animals and plants to their environment.

Whose Home? A Place of Discovery This is an interactive play and learning space for families that provides hands-on exploration of the rimrock environment of the high desert region.

Shepherd's Wagon Outdoors across the bridge is an authentic, fully furnished wagon used by Basque shepherders working on the high desert. Invented by a blacksmith in 1884, this "mobile home" was the precursor of today's RV's.

Wildlife Observation Area Along the pathway between the otter exhibit and the porcupine exhibit, birds and small mammals such as squirrels and chipmunks, eat and play.

Otters The museum's popular Autzen Otter Exhibit features our North American River Otters. A naturalistic habitat built into a lava rock outcropping and enclosed by a rock wall houses the otters. Another attraction is a bronze otter sculpture created by J. Chester Armstrong.

The Changing Forest The US Forest Service cooperated in developing this outdoor exhibit. In it, ceiling-high Ponderosa logs give the feeling of being in a forest. The visitor learns about biological diversity, fire, disease, soil, photosynthesis, forest use and change, and their role in the forest ecosystem.

Tom Lackey Sawmill Model Just inside the Changing Forest building is a true-to scale sawmill model built by Tom Lackey and donated to the Museum. This model, which took over 25 years to build, has a scale of one inch to one foot. The steam engine, which actually operates, was fabricated from scrap metal, much of it from diesel locomotive parts. The model shows all the key elements of a 1920's commercial steam-powered sawmill, including the engine, boilers, conveyor belts, carriage and setworks, head saws, cut-off saw, edger, hand tools, "tee pee" burner, logs, lumber, and scrap wood.

Miller Ranch At another favorite attraction, visitors can see what frontier life was like. This full-scale, furnished, one-room log cabin represents the home of the Miller family, from Bend, Oregon circa 1904. Displays depict the early settlers' relationships with the region's pine forests and grasslands. A working hand pump, a pioneer garden, outbuildings, and loaded freight and farm wagons add realism to the site.

Lazinka Sawmill: Visitors can walk through this steam-powered mill and observe the inner workings of machinery which turned tall pine trees into lumber for frontier homes for new settlements. This turn-of-the-century sawmill includes saw, planer, boiler, and blacksmithing area.

Birds-of-Prey: Southeast of the main museum building, the Donald M. Kerr Birds of Prey Center has regularly scheduled talks on raptors. Visitors also see the birds "up close and personal" in six different naturalistic habitats.

High Desert Ranger Station: Located as you drive up the Museum, this authentic Ranger Station from the 1940's is manned during the summer with retired Forest Service employees, called "Old Smokeys," as well as other volunteers interested in interpreting this station to Museum visitors.

General Policies and Information

Teen Volunteer Behavior Standards

- Teen volunteers will communicate with their content area Team Leads regarding regular scheduling, scheduled and unscheduled absences, and special events.
- If teens are out in public, off-grounds, wearing a High Desert Museum uniform, they will behave in a professional manner while representing the Museum.
- Cell phones are not allowed while teens are “on the clock.” Teens may use cell phones during lunch in areas not accessible or visible to the public.
- Teens may not use Museum computers unless they are part of a research project designated by their Team Leads.
- Respect and courtesy towards Team Leads is expected.
- Respect and courtesy towards all guests is expected.
- Respect towards all volunteers is expected.
- Inappropriate discussions or body language will not be tolerated.
- Socializing with volunteers, friends, family or Museum staff is acceptable in areas not accessible or visible to the public.

Teen Volunteer Appearance Standards

- Teen volunteers will wear their High Desert Museum volunteer shirt and name badge at all times while volunteering at the Museum.
- Teens will wear closed toed shoes, khaki pants with limited pockets and no holes. Shorts must be mid-thigh or longer.
- Jackets, sweaters, or coats without any wording may be worn on colder days.
- Perfume or cologne should not be worn while volunteering.
- Teens will refrain from wearing any jewelry that the Team Leads find distracting to the public or harmful to animals.
- Tattoos must be covered with appropriate clothing.

If a teen does not follow the above standards, a verbal warning will be given by their Team Lead and Museum staff will be notified. A second written warning will be given if the behavior continues and parents will be notified that there is an issue. If there is a third infraction, teens will be asked to leave the volunteer program

Non-advocacy

The Museum recognizes that educational organizations must present information without judging or taking sides. Everyone has personal, valid opinions on various issues. However, when you are representing the Museum or interacting with the public here, please keep these opinions to yourself. To earn respect, the Museum must deliver a value-free presentation of issues.

Drugs & Alcohol

The Museum is a drug free workplace. When arriving, you should always be in a physical and mental state to perform in a safe, productive, and acceptable manner. We do not allow anyone on the Museum grounds under the influence of alcohol or drugs, nor do we allow the use, possession, or distribution of alcohol or drugs on Museum property. The only exception is the use of alcohol at designated Museum functions.

Smoking

Because the Museum promotes a healthy and safe work environment, smoking is prohibited on the High Desert Museum campus.

Sexual Harassment

Sexual harassment is against the law. Sexual assault is the most obvious example however sexual harassment can be much more subtle. Sexual harassment occurs when person is exposed to sexually suggestive comments, jokes about gender-specific traits, propositions, suggestive noises, leering, obscene gestures, sexual cartoons, or inappropriate touching. We have a zero tolerance policy in regard to this issue. Tell the Volunteer Program Manager if this happens to you. No retaliation will occur because of your report. If it does, this too, needs to be reported and it will be disciplined. Be aware though, that false accusations can have serious effects on innocent people. We can maintain a pleasant work environment if everyone acts in a responsible and professional manner.

Safety

We want to provide a safe environment to protect everyone from injury. To help us and to safeguard yourself, please follow these rules:

- Wear required personal protective equipment such as in mill operation or when carrying a bird of prey.
- Report unsafe conditions to the Volunteer Program Coordinator or your Staff Department Head.
- Get help lifting heavy loads.

Report all job related injuries or illnesses to the Volunteer Program Manager as soon as possible. Fill out an accident report form and have it witnessed for the HR & Volunteer Program Manager.

Insurance

The Museum carries a volunteer insurance policy that covers volunteers at the levels below when injured while engaged in museum on-the-job activities:

- Maximum accidental medical - \$5,000 (based on reasonable and customary amounts)
- Accidental death - \$2500
- Accidental dismemberment - \$2500

In addition, volunteers are covered against bodily injury and property damage as "additional insured" under the museum's general liability insurance up to \$10,000. This coverage is in force when you are acting under the direction of, and within the scope of duties for the Museum. When expenses exceed \$10,000 the volunteers' personal health insurance becomes the primary coverage. Volunteers are not covered under the Museum's Workers Compensation Policy.

In addition, in order to minimize out of pocket cost to the volunteer, the Museum carries a volunteer insurance policy that is supplemental and covers up to \$10,000 in expenses not covered by the volunteers' primary insurance such as deductibles, co-pays and co-insurance.

Costs incurred above and beyond the maximum policy limits will be the responsibility of the individual. Volunteers without personal insurance will be covered up to a maximum of \$20,000 and are not eligible

to volunteer in high risk areas including but not limited to sawmill, construction, animal care and animal handling.

Volunteers are insured under the Museum's automobile insurance while using a Museum owned vehicle and when acting under the direction of or within the scope of duties for the museum. Intentional infliction of injury is not included. Proof of a valid driver's license is required.

Accidents

If a visitor is injured, notify the administrative receptionist immediately. If you are injured, fill out an accident report and notify the Volunteer Program Manager.

Emergencies

In case of medical or other emergencies, contact the administrative receptionist.

Security

If you observe any act or situation that might jeopardize the safety of any person, destroy Museum property, endanger any exhibit, or annoy our visitors, notify your supervisor or the administrative receptionist immediately.

Keys & Codes

You may check out keys or be assigned building or computer access codes if necessary for your job. Do not duplicate keys nor reveal codes to anyone. Report the loss or theft of keys or dissemination of codes immediately to the Volunteer Program Manager and your Staff Department Head.

How to Use the Library

The library is available to volunteers and staff, as well as to teacher in-service programs and other community education research. We continually add new books, periodicals, and cassette and video tapes to the library. Volunteers should use the library regularly as part of their own education. Books stay on Museum grounds.

Telephone

You may use the phone in the volunteer workroom, the lunchroom, or the downstairs copy room for interoffice or local calls. Please do not charge personal long distance calls to the Museum.

Parking

Protect Museum grounds and vegetation by parking only in established parking areas. Use the staff lot on the south end of the building, if possible. Lock your vehicle. The Museum is not responsible for theft from your vehicle.

Lost & Found

See the admissions receptionist regarding lost or found items.

Sales & Solicitation

The Museum does not allow solicitation of or by visitors, employees, or volunteers for non-Museum activities.

Scheduling Time

Most volunteer positions require that you schedule your time in advance. Please check with the Associate Curator of Education for proper procedures.

Tracking Volunteer Hours

We track volunteer hours using the automated VIC touch screen located in the volunteer office across from the lunch room. Tracking hours accomplishes two things: 1) rewarding and recognizing volunteers and 2) increasing our chances of being awarded grant money. We ask you to log in your individual hours each day you donate your time. Use the computer (Volunteer Information Center (VIC)) when you arrive and when you leave. Please keep track of your hours donated outside the Museum on a form (VIC Adjustment to Data) and give it to the HR & Volunteer Program Manager. You can post your volunteer hours at home via our Volgistics Internet database if you prefer. See Volunteer Program Manager for details.

You should count hours in:

- direct service to the Museum
- support service for the Museum
- volunteer growth (classes, personal study, etc.)
- commute time to work – travel time one way only
- attendance at meetings

Absence

If you can't come in when scheduled, please arrange for a substitute and/or contact the Associate Curator of Education, or staff person in your area. Please check with your Team Leader or Staff Department Head for proper procedures in your department.

Conduct

We expect you to act in a professional and respectful manner at all times when working with the public, the staff, and/or with other volunteers. Showing courtesy and providing the best service to visitors makes their visit far more memorable and makes them want to come back.

Questions from Visitors

When you answer a question, use good judgment and common sense. If you are sure of the answer and it is not confidential, then please respond. If you are not sure, refer the visitor to the admissions desk for a Visitor Inquiry Card. We will return the card to the visitor with the answer to the question.

Dress Code

You will need to purchase a HDM shirt and badge (\$32.50) and you will be expected to wear these at all times while at the Museum.

Keep Informed

You are expected to read the newsletter, calendars, and bulletin boards (general and for your special area) and to attend any meetings in your department. You are encouraged to take classes that interest you, even if not in your department.

Training

All teen volunteers will complete a mandatory, intensive training that highlights Customer Service and Interpretation techniques for sharing information with guests. Additional training in specific departments that you are interested in volunteering in will follow. See the Associate Curator of Education for details.

Lunchroom Protocol

If you bring a brown bag lunch, please write your name and date on it if you put it in the refrigerator. All volunteers are responsible for cleaning up after themselves, and washing any dishes they use in the shared lunchroom.

Visitor Complaint Policy

- It will be requested that all visitor complaints pertaining to the conduct of a volunteer be submitted to the Museum in writing.
- Complaints will be forwarded to the staff supervisor of the volunteer involved in the complaint.
- Depending on the severity of the complaint and when possible, all persons involved will meet to discuss the situation and identify appropriate solutions together. This discussion will include the Volunteer Manager, Volunteer Chair, Staff department Head, Volunteer, Visitor placing the complaint, and any witnesses.
- If the visitor is not willing to meet in person, the Volunteer Manager will contact them to acknowledge their complaint and let them know that the museum will address the volunteer(s) involved and decide the course of action to be taken. In such instances the refusal to appear will be taken into consideration when evaluating the validity and/or seriousness of the complaint.

Some serious infractions may warrant skipping one or more steps and proceeding directly to a higher level of discipline such as temporary suspension until the issue can be appropriately resolved. Should a volunteer receive one or more complaints pertaining to their conduct the following action will be taken.

- **First Complaint** – Discussion about complaint between Staff Supervisor and staff person/volunteer to raise awareness and identify ways to avoid similar situations in the future.
- **Second Complaint** - Discussion about complaint between Staff Supervisor, Volunteer, Volunteer Manager and Volunteer Chair. This discussion will be documented in writing and placed in the volunteer's file.
- **Third Complaint** - Discussion about complaint between Staff Supervisor, Volunteer, Volunteer Manager and Volunteer Chair. This discussion will be documented in writing and placed in the volunteer's file. The team may consider re-assigning the volunteer to a different area of service. If the volunteer is not open to re-assignment, temporary suspension or separation of the volunteer relationship may be considered.

It is the goal and responsibility of the Museum staff to ensure visitors have an opportunity for feedback while at the same time support our volunteer efforts by ensuring a fair and honest discussion of all parties' concerns. Through this process we hope to provide learning opportunities for all involved to ensure we are always doing what we can to provide an excellent and enjoyable experience for visitors and volunteers alike.

By-Laws

*High Desert Museum
Volunteer Advisory Council
Adopted October 18, 2011*

ARTICLE I – Name of Council

The name of this council shall be the High Desert Museum Volunteer Advisory Council (VAC).

ARTICLE II – Role of Council

The role of this council shall be to help make the volunteer experience positive and engaging, to foster a healthy, cooperative staff/volunteer relationship, to serve as the liaison between volunteers and staff, to assist and support the HR & Volunteer Program Manager in decisions regarding the volunteer policies and needs, and to provide a venue for developing new ideas in volunteer training, recognition, recruiting, and operations. The VAC shall act as a sounding board for concerns as they arise.

ARTICLE III - Members

Section 1 - Size and Composition

The VAC shall be composed of all team leads, the Volunteer Advisory Council Chair, Vice Chair, Secretary, HR & Volunteer Program Manager, and the Curator of Educational Programs.

Section 2 - Selection of Team Leads

Team Leads shall be selected by the Department Managers in consultation with team members or by the Volunteer Program Manager.

Section 3 - Responsibilities of Team Leads

Volunteers who agree to serve as Team Leads are expected to attend VAC meetings and maintain active volunteer status. The Team Leads support and lead groups of volunteers by providing training, by informing volunteers of updated or changed information by working with the Department Manager to conduct periodic education and evaluation, by being the voice and advocate for their team, and by resolving minor misunderstandings within the group.

Section 4 - Term of Office

All Team Leads shall service for a two-year term. A Team Lead may serve more than one term at the discretion of the Department Manager and/or team members.

Section 5 - Voting Rights

Each member shall be entitled to one vote and may cast the vote on each matter submitted to a vote of the council.

Section 6 - Termination of Membership

A member shall no longer hold membership should he/she no longer meet the membership requirements under which he/she was selected. The VAC may request that the Department Manager appoint a new Team Lead.

Section 7 - Resignation

Any member may resign by filing a written resignation with the Department Manager or Volunteer Program Manager.

Section 8 - Vacancy

Any vacancy on the VAC shall be filled by appointment by the Department Manager. The new Team Lead will have a two-year term beginning at the time of his/her appointment.

ARTICLE IV – Officers

Section 1 – Officers

The officers of the VAC shall be chair, vice-chair, and secretary.

Section 2 – Election and Term of Office

The officers of the VAC shall be elected bi-annually and shall serve two years. Officers may be re-elected for a second 2-year term Prior to the May VAC meeting, the VAC chair will appoint a three person nominating committee. The chair will charge the committee to identify potential candidates for vacancies that will be occurring. The committee will present a potential slate to the HR & Volunteer Program Manager. Upon approval, the slate will be presented to all volunteers for election. Elections may be held by written ballot or by motion, second, and vote. The results of the election will be announced at the June All Volunteer meeting. Elected individuals will assume their role in September.

Section 3 – Removal

Any officer may be removed by a two-thirds vote of all members sitting on the VAC whenever, in the judgment of the council, the best interests of the council would be served.

Section 4 – Chairperson

The chairperson shall preside at all meetings of the VAC and may sign all letters, reports, and other communications of the VAC. In addition, the chairperson shall perform all duties incident to the

office of chairperson and such other duties as may be prescribed by the VAC.

Section 5 – Vice-Chairperson

The duties of the vice-chairperson shall be to represent the chairperson in assigned duties and to substitute for the chairperson during his or her absence, and the vice-chairperson shall perform such other duties as may be assigned by the chairperson or by the VAC.

Section 6 – Secretary

The secretary shall keep the minutes of the VAC meetings. The secretary shall provide a copy of the minutes to the chairperson in a timely manner for review and distribution.

Article V – Committees

Section 1 – Special Committees

The VAC may request establishment of special committees. Request must take the form of a motion, second, and majority vote. No special committee may exercise the authority of the VAC.

Section 2 – Membership

Unless otherwise determined by the VAC in its decision to establish a special committee, the chairperson of the VAC shall appoint members to the special committee.

Section 3 – Term of Committee Appointment

The appointment to a special committee shall continue until the purpose of the committee has been met.

ARTICLE VI – Meetings

Section 1 – Regular Meetings

The VAC shall meet monthly, except July and August.

Section 2 – Special Meetings

Special meetings may be called by the chairperson or by majority vote of the VAC.

Section 3 – Place of Meeting

The VAC shall hold its regular meetings and its special meetings in a facility provided by the Museum and readily accessible by all members of the VAC and volunteers, including handicapped persons.

Section 4 – Notice of Meetings

An electronic notice shall be provided to members prior to each meeting. Meeting notification shall be printed in High Desert Voices the month prior to the meeting.

Section 5 – Decisions of the VAC

All decisions of the VAC shall be made only after an affirmative vote of a majority of all its members in attendance, provided a quorum attends.

Section 6 – Quorum

The presence of 50 percent of the VAC members shall be required in order to constitute a quorum necessary for the transaction of the business of the VAC. No decision of the VAC shall be valid unless a majority of the members concur by their votes.

Section 7 – Conduct of Meetings

All regular and special meetings of the VAC shall be conducted in accordance with Robert's Rules of Order.

Section 8 – Records of Meetings

Records of VAC proceedings shall be maintained as an archival record. This shall include records of agendas and minutes.

Section 9 – Meetings Open to Museum Members

All regular and special meetings of the VAC and of its special committees shall be open at all times to all museum members.