

Conifer Historical Society and Museum

About Our Volunteer Program

The Board of Directors for the Conifer Historical Society appreciates the time and energy you give to help us succeed in our mission of preserving and sharing Conifer's history. We welcome volunteers to join in the goal of making CHSM be the best that it can be.

We ask that volunteers be a CHSM member in good standing (paid up). This is for insurance purposes. Individual memberships are \$25 per year and Household memberships are \$40 per year.

All volunteers should fill out our Volunteer Questionnaire at coniferhistoricalsociety.org/volunteer/. This will ensure that we place you in your areas of interest.

Benefits for Our Volunteers

In addition to the **great feeling** of serving your community, our volunteers receive many perks.

- As members of CHSM, our Volunteers receive a 10% discount in our gift shop and a 20% discount on most of our programs and events.
- Our volunteers are very important to us! We make a point to recognize your accomplishments throughout the year. We also award our distinguished **Volunteer of the Year** Award at our Annual Board Meeting.
- Volunteers who log 16 hours of volunteer time in one month with the volunteer coordinator receive **complimentary admission** to the next month's program (with an advanced reservation). Complimentary admission tickets are awarded via e-mail.
- Volunteers who actively participate in running an event by performing at least two pre-assigned tasks **may attend the event at no charge**. This includes arriving and departing at their designated times, helping during the program, and representing CHSM to all visitors in a professional and polite manner. These volunteers should sit in designated "Reserved for Volunteer" seating, with direct aisle access, as they are still expected to assist with tasks during the actual presentation.

Some examples of pre-assigned tasks are: Helping Presenter Set up, Housekeeping, Introduction for Speaker, Providing a Snack, Greeter, Cashier, etc. This is not a complete list of pre-assigned tasks, but should help you understand what we are looking for in event volunteers.

**A complete copy of our volunteer guidelines may be found on our website at
ConiferHistoricalSociety.org/volunteer/**

Volunteer Guidelines

Adapted from the American Association for Museum Volunteers (AAMV) Recommended Guidelines

CHSM's Commitment to our Volunteers

1. **CHSM ensures that the volunteer program has Board support and resources needed for its success.** (Please note that some elements in this section are given more attention in other parts of this document).
 - **At least one individual has responsibility for coordinating the volunteer program.** For the purpose of this document, this position is referred to as the **Volunteer Coordinator**.
 - **The volunteer coordinator ensures that volunteers receive an orientation to CHSM and a handbook and receives training for their position.** This can be done through a private or group meeting for new volunteers. Materials and information given at an orientation should provide basic information so that volunteers are aware of their responsibilities and benefits, as well as the mission, programs, and history of CHSM. Training may be provided by the volunteer coordinator or by a variety of other individuals.
 - **The volunteer coordinator supports the Board with volunteer supervision issues.** When the Board needs to solve problems in working with a volunteer, the volunteer coordinator can assist in finding solutions.

2. **The Board of Directors identifies volunteer roles that serve CHSM.**
 - **All museum board members have been invited to identify volunteer opportunities.** From the top down, the museum welcomes volunteers to become engaged in its work as appropriate. Board members are encouraged to involve volunteers in supporting and expanding their work.

3. **Volunteer recruiting is done in a fair manner so that information about volunteer opportunities is accessible.**
 - **Recruitment materials are welcoming to people of diverse ages, socio-economic status and educational background.** Volunteers should reflect the diversity of the community we serve. To encourage diversity, flyers, brochures and website information about the museum volunteer program should be appealing and accessible to a wide demographic group.
 - **All individuals interested in applying to volunteer are provided with position descriptions and application information.** Communication with potential volunteers includes a clear explanation of the application process. Position descriptions allow candidates to understand the duties of a volunteer position, time commitment expected, etc.
 - **Applications and interviews are designed to collect information allowing evaluation of skills and qualifications identified on a position description.** Applications may ask about previous volunteer and work experience, education completed, and motivation for volunteering, specific expertise or skills, hobbies and interests, etc. Interviews help to determine a variety of other qualities important in matching a volunteer to a job such as interest level and enthusiasm, understanding of their volunteer role and oral communication skills.
 - **Applications and interviews do not collect information that can be used in a discriminatory manner.** Information not collected includes: specific age, race or ethnic origins, socio-economic status, sexual orientation, etc.

4. All volunteers receive an orientation to the museum.

- Orientation may include a tour of the museum, introduction to the board and site-specific policies and procedures, etc.
- All volunteers receive a copy of this handbook.

5. All volunteers receive training that prepares them to perform their work to the best of their abilities.

- **Training can be formal classes or on-the-job training supplemented with media or print materials.** Training can include an introduction and orientation using materials such as a volunteer handbook and other printed handouts and guides. Visual media can include movies, PowerPoint, web-based links, forums, etc.
- **Customer service training is provided for volunteers who work with visitors.** Customer service training may include how to interact with a large group of visitors (example: school groups), how to handle a dissatisfied visitor or a missing child, etc.
- **Additional training and enrichment opportunities are provided.** Additional training can include seminars or new materials on changing exhibit content, new museum protocol, emergency response training, working with people with disabilities or special needs, etc.

6. Communication between the Board and volunteers is effective and frequent.

- Information provided to volunteers ensures that they have up to date information on museum events and changes.
- Volunteers are given opportunities to ask questions, express ideas, and make suggestions to advance the mission of the museum.

7. CHSM helps volunteers to continue to learn while offering them the opportunity to give feedback and contribute ideas.

- **The Volunteer Coordinator is trained to supervise volunteers.** This includes training on basic supervisory skills, an introduction to the volunteer program, knowledge of procedures and responsibilities for volunteers, familiarity with position descriptions, etc. The volunteer coordinator is trained to provide constructive suggestions for needed improvements, as well as positive reinforcement of excellence.
- **CHSM encourages teamwork and a friendly volunteer environment.** This encourages the simple use of “hello”, “please”, “thank you”, etc. between volunteers, Board Members, and visitors. Teamwork is encouraged in careful scheduling and delegation of work so that all volunteers share more basic tasks and also have the opportunity to do more interesting tasks. Teamwork can be encouraged by allowing volunteers to assist in planning, decision-making, and program development in the area in which they work.

8. Volunteers are recognized and appreciated for their work.

- **Volunteers, Board Members and the wider community are made aware of volunteer contributions.** This can be through events such as a recognition dinner, e-mail or written communication, recognition of volunteers in annual reports, a plaque on the wall of the museum, or press releases on volunteer accomplishments, etc.
- **Volunteers are encouraged to advance in responsibilities and take on leadership roles when appropriate.**

9. Accurate records are kept to show the scope and breadth of the volunteer involvement in the life of CHSM.

- **Reports are provided to the Board of Directors** that document how volunteer support is essential to the accomplishment of specific projects and programs.
- **Records may include:** number of volunteers, number of hours contributed on individual and aggregate basis for monthly, annual or per project.

10. Risk management is in place.

- **Accident and liability insurance is provided to cover volunteers when appropriate for CHSM.** Accident and liability insurance can cover emergency medical care for volunteers or law suits that may arise as a result of volunteer action.

Annual Statement of Affirmation

for directors, principal officers

and members of any committee

with governing board delegated powers

I affirm that I have read the Conifer Historical Society and Museum Volunteer Guidelines. I affirm that I understand the guidelines and agree to comply with the guidelines. I also understand that the Conifer Historical Society and Museum is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Signature and Name

Title

Date

Conifer Historical Society and Museum
Volunteer Guidelines

A Volunteer's Commitment to CHSM

- **Volunteers should be members of the Conifer Historical Society.**
If circumstances prevent purchasing a membership, one will be gifted to you by a member of the board.
- **Volunteers complete our Volunteer Application that includes emergency contact information.**
The Volunteer Application is available on our website at this following location, or in hard copy upon request:
<http://www.coniferhistoricalsociety.org/volunteer/>
- **CHSM encourages teamwork and a friendly volunteer environment.**
This encourages the simple use of “hello”, “please”, “thank you”, etc. between volunteers, Board Members, and visitors.
- **Volunteers contribute ideas to improve the volunteer program and enhance their role in supporting CHSM.**
Examples of ways volunteers can share their ideas about their role, the volunteer program, and museum projects and programs, can include: satisfaction surveys, suggestion boxes, etc.

Statement of Affirmation
for volunteers

I affirm that I have read the Conifer Historical Society and Museum Volunteer Guidelines. I affirm that I understand the guidelines and agree to comply with the guidelines shown on this page (“A Volunteer’s Commitment to CHSM”). I also understand that the Conifer Historical Society and Museum is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Signature and Name

Date