



# Volunteer Handbook



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The scope of this handbook includes the general operating procedures and information relevant to all Gilmore Car Museum volunteers. Additional handbooks and training will be provided for specialized roles as Docents or Garage Works Mentors.

*Hello! Welcome to the Gilmore Car Museum, a truly amazing place. For 60 years, Gilmore has been home to a truly world-class collection of automobiles which tell the history of America in the 20<sup>th</sup> Century. Now displaying over 400 cars our 90-acre facility we are now North America's Largest Automobile Museum. We are consistently ranked as one of the best car museums in the U.S. and we are very proud to have been recognized by USA Today as Michigan's best attraction in 2017. However, it is not just the cars that make us great, it's the people who work and volunteer here. We have a truly amazing group of passionate volunteers and staff who take pride in delivering a second-to-none visitor experience. Thank you for joining the Gilmore Team. We hope that the museum feels like a second home to you and that you are always surrounded by family.*

**Nick LaCasse, Executive Director**

*Thank you for your interest in participating in the Gilmore Car Museum in the Volunteer Program. We are thankful that you have chosen to spend your valuable volunteering time to further the mission of the museum. As you know, the museum is a special place, a one-of-a-kind community. Your role is a crucial part of the experience the museum can provide for visitors, helping to tell the story of America through the automobile.*

**Bob Dreger, Volunteer Coordinator**

**Sue Huggett, Director of Development and Membership**



## Our Mission

The Mission of the Gilmore Car Museum is to tell the history of America through the automobile. We foster experiences which connect people with the history, heritage, and social impact of the automobile through collecting, preserving, and interpreting its story.

## Our Vision

To be recognized as one of the best museums in the United States and appreciated by our community as a beloved destination for educational experiences and memorable events.

## Our Core Values

**History:** We share the passion of Genevieve and Donald S. Gilmore's intent to share their love of history, heritage, and passion of the automobile and to help people of all ages understand the past and better appreciate the future.

**Ethics:** We act with honesty, integrity, and the highest professional standards. We embrace our role as stewards of the collection and honor our responsibility to preserve and interpret the collection through a commitment to research and curatorial scholarship.

**Integrity:** We demonstrate mutual respect with our volunteers, board members, employees, and visitors. We value diverse backgrounds, experiences, styles, approaches, and ideas and personally commit to the success and well-being of our teammates. We support the development of human potential with a creative and flexible work environment – encouraging an open community, and by providing coaching and feedback.

**Environment:** We believe in maintaining a unique, historical setting to enhance the visitor experience, and the preservation of open space to expand the experiential opportunities of the museum.

**Education:** Education is the primary mission of the museum. Through the development of programming and well-balanced interpretive exhibits, we are an important resource for our community.

**Community:** The museum embraces the local community by being a responsible neighbor and encourages collaboration and partnerships.



## Our History

The Gilmore Car Museum started in the early 1960s when Donald S. Gilmore began collecting vintage automobiles. Some of the first vehicles in his collection included a 1927 Ford Model T, a 1913 Rolls Royce, and a 1920 Pierce Arrow. Restoring that classic Pierce-Arrow at his home on nearby Gull Lake ignited a passion. Over the years that followed Donald continued collecting some of the world's most renowned automobiles.

To accommodate his collection, he acquired 90 acres of land in southwestern Michigan in a small town known as Hickory Corners. It was his wife Genevieve who had the idea of turning the collection into a museum, providing future generations' access to Donald's one-of-a-kind collection. They established a non-profit foundation and opened the museum to the public for the first time on Sunday, July 31, 1966.

Today, the Gilmore Car Museum is North America's largest auto museum with over 400 vehicles on display and over 200,000 square feet of exhibit space. The museum's 90-acre Historic Campus features numerous vintage structures including a restored and fully-functioning 1941 Silk City Diner, a recreated 1930s Shell Station, seven onsite Partner Museums, and so much more.

The Gilmore Car Museum is a founding member of the National Association of Automobile Museums, as well as a member of the American Alliance of Museums, the American Association for State and Local History, the Michigan Museums Association, and the MotorCities National Heritage Area – an affiliate of the National Park Service.

## The Facts

- The Gilmore Car Museum started as the hobby of Kalamazoo Businessman Donald Gilmore in 1963. Gilmore was the Chairman of the Upjohn Company at the time.
- Opened to the public as a non-profit museum on July 31, 1966 with 35 cars on display.
- The Gilmore Car Museum is a public, 501(c)3 non-profit educational institution, dedicated to preserving the history and heritage of the automobile in America.
- The museum is open year-round, although some of the outer buildings are closed from December 1 through March 31.
- Daily admission is required.
- Active military members as well as qualifying Pre-registered educational school groups are free. Other educational school groups have a nominal fee.
- To make the most of a visit, it is suggested to allow a minimum of 4-6 hours for exploring
- There are two dining options on the campus, the authentic 1941 Blue Moon Diner or the Pedal Car Café. The diner closes December – March.
- All buildings are wheelchair accessible (a limited number of wheelchairs are available on site free of charge). Electrical scooters are available for a fee.
- The Gilmore Car Museum is just twenty minutes from I-94 and US-131, located midway between Kalamazoo, Grand Rapids, Battle Creek, and Lansing, Michigan.
- More than 135,000 guests, from all over the world, visit the museum annually.



## Grounds

- Situated on 90-landscaped acres in rural southwest Michigan, the museum collection is housed in a recreated factory building from the turn of the century and within a historic campus of several historic buildings, which include eight restored 19th century barns, an authentic operating 1940s diner, a recreated 1930s Shell gas station and train depot from the 1890s. Recreated auto dealerships include a Franklin dealership from around 1918, a Model A Ford dealership from 1928, a 1930s Lincoln and a 1948 Cadillac dealership.
- There are nearly three miles of paved roadways, on which vintage cars, can often be seen traveling.
- Since 2004, the museum has invested over \$15 million toward infrastructure and expanding its campus by nine new structures, bringing the museum total to over 200,000 square feet. It also added a highly regarded Garage Works high school mentoring program and created an automotive research library/archive open to the public.
- George & Sally's Blue Moon Diner, an authentic 1941 diner, opened for business on site in 2005.
- In total, the museum features over 200,000 square feet of exhibit and event space.

## Exhibits

- Today, over 400 automobiles from all eras are displayed with a total combined collection of over 600 vehicles.
- The oldest car on exhibit is an 1899 Locomobile Steam Car.
- The one-of-a-kind enlarged movie set from the 1967 Disney feature film, "The Gnome-mobile" and a 1930 Rolls Royce were personal gifts from Walt Disney.
- The museum houses one of the largest displays of automotive mascots and name badges in North America, with more than 1,500 items on display.

## Collections/Partner Museums on the Historic Campus

- Classic Car Club of America Museum
- Pierce-Arrow Foundation Museum
- The H.H. Franklin Collection
- Model A Ford Museum
- Lincoln Motor Car Heritage Museum
- Cadillac-LaSalle Club Museum
- Museum of the Horseless Carriage



# **EMERGENCY OPERATING PROCEDURES**

## **FOR EMERGENCIES DIAL 911**

### **STAFF CONTACTS**

**Nick LaCasse, Museum Executive Director  
269-207-3090 (Cell)**

**Mark Howard, Director of Facilities & Operations  
269-209-3613 (Cell)**

**Non-Emergency Dispatch for Police and Fire Departments  
269-948-4800**

**Non-Emergency Barry Township Police  
269-623-5512**

**Museum Address  
6865 W. Hickory Rd.  
Hickory Corners, MI 49060**



## Emergency Procedures

### For all emergencies dial 911

**The first priority in any disaster is human safety.** Saving collections is never worth endangering the lives of staff or patrons. In a major event, the fire department, civil defense authorities or other professionals may restrict access to a building until it can be fully evaluated. Once safety concerns are met, the next consideration will be records and equipment crucial to the operation of the museum, such as registrar's records, inventories, and administrative files. Collections salvage and building rehabilitation will be the next priority. Objects of great importance will be identified by senior staff for priority handling or moving to a secure location.

### Tornados, Severe Thunderstorms, Straight- Line Winds

The Senior Director of Operations and the on-duty supervisor are responsible for monitoring threatening weather conditions at the museum. Weather is perceived to be the greatest threat to the visitor, staff, and buildings at the museum.

### Preparedness and Emergency Response

During periods of inclement or threatening weather the NOAA weather alert radios located in the Admissions/Gift Shop must be monitored at all times. The National Weather Service has two levels in their warning system and the supervising staff must use the following procedures:

- **Tornado Watch-** This indicates that the weather conditions are favorable for the formation of a tornado. The on-duty supervisor must alert all staff and visitors through the public address system. All doors and openings to the buildings must be closed and secured but not locked. Staff should inform visitors of the possibility of more severe weather and review the locations of designated shelters with them.
- **Tornado Warning-** This indicates that a tornado has been sighted or rotation in the atmosphere has been indicated by radar in the area of the museum. The on-duty supervisor must alert all staff and visitors through the public address system or, if there is a power failure, each staff member will be contacted by mobile radio and they will be instructed to inform and guide visitors to designated shelters. **Under a Tornado Warning, all personnel and visitors must go to a designated shelter. Staff should clear their assigned buildings of visitors and close all doors without locking. The site supervisor and staff make sure all visitors are directed to designated shelters before arriving at the shelters.**
- **Severe Thunderstorm Watch-** A severe thunderstorm watch is issued by the National Weather Service when the weather conditions are such that a severe thunderstorm (damaging winds 58 mph or more, or hail ¾ diameter or greater) is likely to develop. The



on-duty supervisor must alert all staff. Large doors in the buildings should be closed and secured but not locked. Staff should let visitors know of the potential for more severe weather and review the locations of designated shelters with them.

- **Severe Thunderstorm Warning**-This indicates that severe thunderstorms have been sighted or indicated by weather radar. Severe thunderstorms can also contain straight-line winds that can have the same destructive power of a tornado. All doors must be closed and secured but not locked. The on-duty supervisor must alert all visitors and staff through the public address system or, if there is a power failure, will contact staff through mobile radios and the staff will then alert visitors and guide them to the nearest designated shelters.

**The first priority for the staff in threatening weather conditions is human safety.**

**Afterward**- If the museum does sustain damage, the following procedures must be followed in order:

1. The supervisor must first determine if everyone is accounted for and if there are any injuries to the staff or visitors. **If there are missing persons or injuries call 911 and then administer first aid to those injured.**
2. Determine if there are any conditions that exist and would jeopardize human health or safety. If these conditions exist, call 911.
3. Contact the Director of Facilities & Operations and/or the Executive Director if they are not on site.
4. Attempt to secure the site and collections only after all injured are cared for and all missing persons are located.

### **Designated Shelter Areas**

- The basement of Diner (approx. 50 people)
- The basement of Heritage Center (approx. 300 people)
- Pit at SE corner of the site, below ground level by back lot (approx. 2000 people)

### **Fire or Explosion**

All team members are responsible for responding to fire threats at the museum and any staff member or volunteer should call 911. Many buildings on the museum grounds are wood structures and are at great risk.

### **Preparedness**

Each building has fire extinguishers and fire hoses placed and marked in strategic locations. Each staff member must be trained in the use of the fire extinguishers and fire hoses and the circumstances in which they will be used. All fire extinguishers and fire hoses are located on the emergency plan for each building. Most buildings on site have fire detection systems that will alert the staff to a potential problem.



## Emergency Response

If a fire or explosion is indicated in one of the buildings or on the site the following are actions to be taken in order:

1. Evacuate the building immediately.
2. Call 911. Any fire in a building must be reported to the fire department and staff.  
Assist staff present with the following:
3. Determine if everyone is accounted for and if there are any injuries to the visitors or staff.
4. Establish a perimeter so that no one but staff can enter the building.
5. Determine if the fire is small enough to be fought with existing fire suppression resources until the fire department arrives.
6. Contact the Senior Director of Operations and/or Museum Executive Director.
7. Determine if artifacts can be safely removed to save them from fire, smoke or water damage.
8. Follow whatever instructions you are given by emergency response personnel after their arrival on the scene.

## Afterward

Assist staff present with the following:

1. Secure the site of the fire.
2. Determine if any additional hazards exist.
3. Attempt to reclaim any records or artifacts that may be salvageable.
4. Contact resources for retrieval and storage.

## Medical Emergencies

For all medical emergencies, first dial 911. Notify the Senior Director of Operations, the Executive Director and/or the on-duty supervisor. They will notify the front desk and admissions desk to direct emergency personnel.

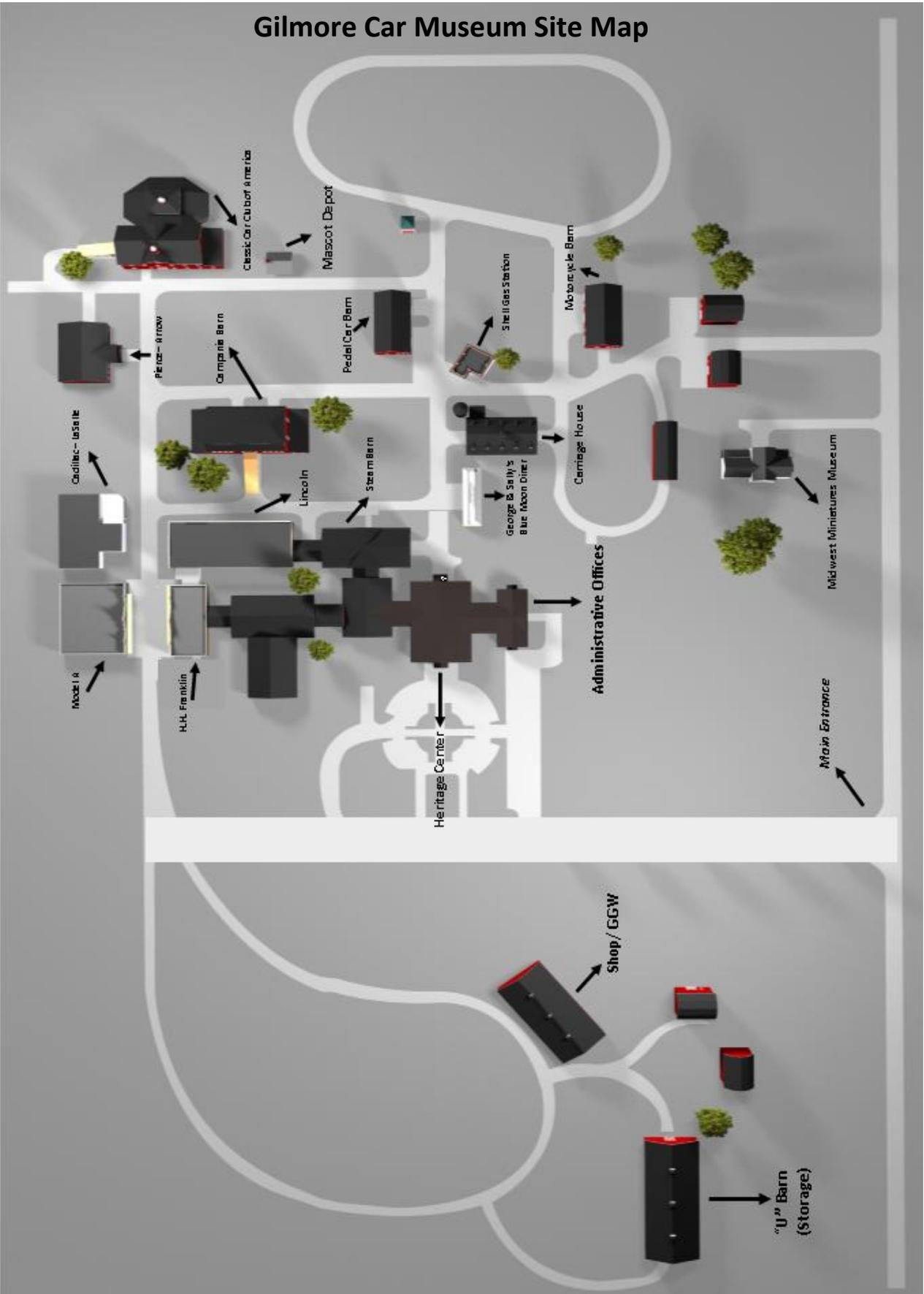
An automated external defibrillator (AED) is a device that checks a person's heart and delivers an electric shock if it has stopped beating normally. AEDs have instructions posted on them and are located on the museum campus at

1. Pedal Car Café
2. Shell Station

## Special training

Periodically special training will be offered for volunteers and staff, related to active shooter training, AED use, CPR, etc.

## Gilmore Car Museum Site Map





## Museum Hours and Admission Rates

Monday – Friday: 9:00 am to 5:00 pm  
Saturday & Sunday: 9:00 am to 6:00 pm

Winter hours (December – March) Daily 10:00 am – 5:00 pm

*The Museum is CLOSED only on Easter, Thanksgiving, Christmas, and New Year's Day*

### **Blue Moon Diner** (April 1 – November 30)

Monday-Friday: 11:00 am to 4:00 pm  
Saturday & Sunday: 11:00 am to 5:00 pm

### **Museum Administrative Offices & Research Library**

Hours Vary

### **Heritage Center Cafe**

Monday-Friday: 11:00 am to 3:00 pm  
Saturday & Sunday: 11:00 am to 4:00 pm

## **Admission Rates**

*All Partner Museums on the Gilmore Campus are included*

Wheelchairs (free) and mobility scooters (\$30 rental fee per day, must present handicap tag) are available to patrons at the Admissions window.

### **GENERAL ADMISSION**

Historic 90-acre campus including all buildings and special exhibits. Over 400 vehicles

- Adults / Seniors: \$20
- Veterans (Must present ID. Sold onsite only): \$18
- Youth (ages 11-17): \$12
- Children (ages 10 and under) FREE
- Active Military (must present ID): FREE

### **DAY OF CAR SHOW ADMISSION RATES**

- Adults / Seniors: \$25
- Veterans (Must present ID. Sold onsite only): \$20
- Youth (ages 11-17): \$15
- Children (ages 10 and under) FREE
- Active Military (must present ID): FREE



## **GROUP RATES**

Special Group and Car Club Rates are available for more than 20 and must be pre-scheduled through the Events Department. Prescheduled K-12 Educational Field Trips are free for qualifying schools; others require a nominal fee. All educational field trips allow 1 adult per every 6 children. Educational visits are scheduled with the Director of Education.

## **CAMPING**

\$20, \$25, \$30, \$35, & \$50/night depending on electric requirements

The museum offers 100 primitive camping sites for those who wish to plan an extended visit.

Pre-registration of campsites is not available. Campers must register at the Museum Store.

Nightly camping fees do not include admission to the museum.



## Gilmore Car Museum

### Gilmore Car Museum Administrative Staff Phone List Dial 269 – 953- 90Ext

First	Last	Title/Department	Ext.	Responsible For
Jasmine	Mann	Assistant Food Service Manager, Catering Manager	n/a	Food Service: Diner, Café, Catering
Ashley	Wendland	Director of Special Events	20	Facility Rentals, Concerts, GCM Events, Spirits
Amber	Jones	Food Service Manager	22	Food Service: Diner, Café
Siera	Symons	Custodian	n/a	Custodian
Brian	Hunt	Creative Director	24	Digital graphics, website
Kelly	McConnell	Human Resources Generalist	33	Human Resources
Brian	Carpenter	Security Guard	NA	General Security
Fred	Colgren	Director of Education	21	Education Groups, Model-T Driving Experience, Winter Lecture Series
Jacob	Fuller	Collections Manager	13	Collections
Rod	Crane	Custodian	n/a	Custodian
John	Chapman	Program Manager, Garage Works	n/a	Garage Works
Emily	Eichelberger	Office Administrator	19	Contact for anything
Sam	Mohn	Special Events Manager	10	Facility Rental, GCM Events, Special Events, Spirits
Cynthia	Kelly	Director of Finance	23	Accounting, Payroll, HR, Benefits
Mark	Howard	Director of Facilities & Operations	n/a	Buildings & Grounds
Lee	Pound	Event Operations Manager	15	Car Shows and GCM Special Events
Nick	LaCasse	Executive Director	36	Contact for Anything, Car and Archival Donations
Jesse	Alender	Accounting Manager	23	Accounting, Cash Services, Accounts Payable
Sue	Huggett	Director of Development & Membership	11	Sponsorships, Fund Raising, Memberships and Capital Campaigns, Donations
Esther	Ordway	Retail Manager	34	Museum Store
Bob	Dreger	Volunteer Coordinator	29	Volunteers

**Main Line: 269-671-5089**

**FAX: 269-671-5843**

**WIFI Password:**

**GCMHhAuto1960**

**Additional Extensions:**

**16 – Store Front    32 – Basement    25 – Café**

**26 – Diner**

### Social Media – FOLLOW US!

<https://www.facebook.com/GilmoreCarMuseum/>

<https://www.instagram.com/gilmorecarmuseum/>

<https://www.linkedin.com/company/gilmore-car-museum>



## **Volunteer Positions**

### **Administration**

- \* Reception desk - answering the museum's main phone line, greeting office visitors
- \* Assisting with mailings, distributing marketing materials
- \* Provide administration support for museum staff when and where necessary

### **Development / Education**

- \* Grant writing and research
- \* Taking photographs during special events, car shows, etc.
- \* Curriculum planning and development (Wednesdays, 9:30am-12:00pm)
- \* K-12 School Tours
- \* Garage Works Mentors (Tuesday and Thursday, 4 pm to 7 pm during school year)

### **Gallery Hosts / Weekday & Weekend Docents**

- \* Greet guests, interact with museum visitors, assist with wayfinding
- \* Be polite and knowledgeable, share the history of the museum and collection
- \* Walk through galleries, provide light security for display vehicles, support for staff as needed

### **Library/Archives**

- \* Data entry (must have experience in Microsoft Excel)
- \* Sorting, filing, shelving, etc.

### **Maintenance - Buildings and Grounds**

- \* Seasonal gardening - planting, weeding, watering, pruning, mulching, clean-up, etc.
- \* Painting - window trim, picnic tables, benches, etc.
- \* Cleaning - windows, sweeping, dusting, etc.

### **Maintenance - Automobiles**

- \* Upkeep and maintenance of museum's display cars and fleet vehicles
- \* Service Shop, for those with mechanical experience (Mondays Only)

### **Special Events / Car Shows**

- \* Assist with parking, wayfinding, directing patrons to appropriate entrances during car shows, meets, and special events
- \* Vintage Rides and Driving shuttles (training and approval required)
- \* Special events - Assist with onsite fundraisers like Pint with the Past, Corks & Crafts



## Volunteer Guidelines

### Mission- Related Standards

- Demonstrate an understanding of the Gilmore Car Museum's mission and goals and of how your role contributes to their fulfillment.
- Understand that protecting and preserving the Gilmore Car Museum's buildings, grounds, interiors, and collection are the responsibilities of the employees and volunteers and participate actively in this effort.
- Take an active role in assuring that visitors to the Gilmore Car Museum feel welcome, comfortable, and entertained and that they are educated accurately and effectively regarding the history and significance of the museum and the site.

### Continuous Improvement Standards

- Participate actively in ongoing efforts to improve operations and services at Gilmore Car Museum.
- Strive for continuous improvement in your own role and seek new knowledge and methods that will enhance your volunteer performance.

### Teamwork Standards

- Communicate with all other team members, including volunteers and staff members, in a positive and helpful way, treating all with courtesy and respect, recognizing that every team member has an important role to fulfill at Gilmore Car Museum
- Work cooperatively with all other team members, foresee the impact of your decisions and actions on others, and resolve conflicts and problems in a positive and professional manner.

### Productivity/ Dependability Standards

- Demonstrate initiative, creativity, and resourcefulness.
- Be honest, dependable, and responsible in the use of your role and volunteer time of Gilmore Car Museum.
- Know and follow Gilmore Car Museum policies and procedures as outlined in the Volunteer Handbook.
- Be in attendance during assigned volunteer hours. Call your team manager or the main phone line if you are going to be absent at least 24 hours in advance if possible.



## **Volunteer Policies**

### **Introduction**

The volunteer policies of the Gilmore Car Museum are intended to address a variety of commonly asked questions, to guide behavior, and to set expectations for both volunteers and staff. To foster a climate of mutual respect, these policies have been developed with input from volunteers and staff. These are subject to change at any time, and such changes will be communicated via meetings, emails, or print material.

### **Equal Opportunity Statement**

The Gilmore Car Museum is an equal opportunity employer, including both paid staff and volunteer opportunities. The museum has a policy of nondiscrimination with regards to race, color, religion, sex, sexual orientation, pregnancy, marital status, gender and gender identification, national origin, citizenship, or veteran status, ancestry, age, physical or mental disability, medical condition (including cancer-related or genetic characteristic), or any other consideration made unlawful by applicable laws. This policy relates to recruiting, placement, retention and any other engagement aspects of volunteer work.

### **Orientation and Training**

All those interested in volunteering must fill out a Volunteer Application and have a background check run. When accepted for service, volunteers will be assigned to a department or program area and given a managing staff member to report to. Also, each new volunteer will receive an introduction to the museum and training relevant to their department and role. Volunteers should pay close attention to the instructions they receive and ask questions if they do not understand what's being covered. Update communication meetings will be held with all volunteers as a group periodically to keep everyone informed about important changes or special training.

A Volunteer Onboarding Checklist document will be completed and kept on file.

### **Required Documentation**

Volunteers will provide contact information (address, phone number, and email), including an emergency contact, to the museum and keep this information updated. Background checks are required for volunteers working with children, Vintage Rides (ex. Garage Works). A photo copy of a valid driver's license will be kept on file for volunteers driving museum vehicles. If moving from a different service area into one that works with children or requires driving vehicles, these documentations will be required.



## **Scheduling and Reporting for Duty**

Volunteers will be scheduled as needed by staff members in the various departments, such as the library, administration, maintenance, and education. Volunteers will occasionally receive notice of new opportunities or events they can sign up to participate in. It is at the discretion of the managing staff as to whether or not to accept or schedule any volunteer for duty.

For the purpose of knowing who is volunteering and to what extent, volunteer hours are tracked. This information is valuable for volunteer recognition as well as used as a measure of public involvement at the museum. When arriving on the premises, volunteers will sign in to log their hours in a Volunteer Sign In binder at one of four locations:

1. Administrative Front Desk
2. At the main door of the Heritage Center
3. Maintenance Shop
4. Garage Works Desk

There is also the ability to sign in electronically from your smart phone, laptop, tablet or other device. Your staff person will provide you with a weblink.

## **Volunteer Benefits**

### **Volunteer Benefits**

Volunteers will receive the following:

- a. Gilmore Car Museum Volunteer Logo Shirt
- b. Museum Store discount of 25%, with the exception of food, or consigned merchandise from partner museums
- c. Diner or Café discount of 25% when volunteering and in uniform
- d. One non-alcoholic beverage (fountain drink only) and one custard per day when volunteering and in uniform - custard is available when the Diner is open
- e. Free coffee during volunteer shifts
- f. Annual Luncheon and Recognition
- g. Annual Host membership with 100 hours of service, calculated from October 1 to September 30 each year\*

\*Memberships will be awarded each year in October with a common expiration date of September 30 the following year. Volunteers who have achieved their 100 hours earlier may



request a review for an earlier membership card to be issued (still expiring with a September 30 expiration date the following year.)

### **Personal Appearance and Dress Code**

As representatives of the museum, volunteers are expected to exhibit a professional, clean, neat, well-groomed appearance when serving in administrative, docent, or library roles. For volunteers working in areas such as maintenance or gardens, this will frequently not be possible.

Volunteers are representing the museum and the image projected by each individual has an impact on the institution and other team members.

- Personal hygiene is of the utmost importance while on duty at the museum
- Hair should be clean and combed, brushed or tied back
- Uniform shirts should be clean and without wrinkles and looking neat
- Uniform shirts should be tucked in at all times, unless shirt style dictates otherwise
- All buttons, including collar tab buttons should be fastened with the exception for the top front button
- Uniform sleeves should not be rolled up, unless work activity makes in necessary (ex. maintenance shop or gardening)
- Pants, shorts or skirts will be khaki (or similar dress pant style of another color), clean, without wrinkles and without external (cargo) pockets. Skirts will be of a length to fall just above the knee or longer.

**Name tags.** Volunteers are required to wear name tags on lanyards to identify them as official museum representatives unless they are stationed in a shop or other area where lanyards pose a risk of injury.

**Footwear.** Volunteers and staff stationed in the galleries are required to wear closed-toe shoes. Volunteers stationed in the Maintenance Shop or Garage Works area are required to wear work boots or similar sturdy footwear.

**Shirts.** Volunteers are issued at least one shirt with the Gilmore Car Museum Volunteer logo. Docents, library, and administrative volunteers wear red shirts with either khaki or similar dress pants or skirt. Maintenance shop volunteers wear T-shirts or denim shirts. Garage works volunteers wear Garage Works specific shirts. Special event volunteers will either wear event T-shirts or be instructed on other event appropriate wear (ex. costumes, formal wear, etc.)

### **Confidentiality and Non-Disclosure**

In the course of duty, volunteers may be asked about the museum, the exhibits, the volunteer program, or a range of things pertinent to the visitor experience. Volunteers are free to answer



these questions to the best of their knowledge or assist visitors in finding staff or other volunteers to answer questions.

Volunteers must be sensitive to the disclosure of confidential or private museum information, such as trade secrets, future plans not yet publicly released, concepts being considered by management, or issues related to staff or volunteers. When uncertain about whether the information is confidential or not, do not discuss it, but rather refer visitors to a staff member to answer these questions in an official capacity. Inappropriate disclosure of information may occur in conversations, on social media, through photocopying information, or any form of communication written or verbal. The value of the collection or vehicles on display is not to be discussed.

### **Absences**

When scheduled to volunteer, it is important to arrive as expected. When it becomes necessary to miss a scheduled time, it is important to communicate with the appropriate manager. Based on the department, the urgency of reporting absences and consequences for unexcused absences may vary. This will be established by the manager and communicated to volunteers if there are higher expectations for roles that can't be easily covered (ex. Garage Works Mentors necessary for holding class.) Absences will be considered unexcused when no advance notice is given, is habitual, or negatively impacts the delivery of a museum program. The emphasis is on communication with the supervising manager, to the best of your ability given the situation.

### **Harassment Free Policy**

The Museum strives to provide volunteers and employees with a working environment free from intimidation, hostility, or other offensive conduct. The Museum enforces no harassment of any kind by its employees, volunteers, vendors, and customers toward any person.

The Museum's harassment policy covers conduct on or off duty and on or off work premises, including, but not limited to, business travel and on social media.

Harassment is defined as conduct that interferes with an employee's or volunteer's work performance or creates an intimidating, hostile, or offensive work environment. This would include, but is not be limited to, threats or offensive conduct directed toward a person's sexual orientation, race, age, disability, religion, national origin, or veteran's status. This includes environmental and quid pro quo (this for that) sexual harassment.

All Museum volunteers and employees are protected from harassment—whether based on gender, race, color, ancestry, religion, national origin, age, disability, or other characteristics protected by federal and state law. All volunteers and employees have a personal responsibility to keep the workplace free of such harassment.



Sexual harassment includes unwelcome sexual advances, propositions or requests for sexual favors, and other offensive conduct that is either sexual in nature or directed at someone because of their gender. Sexual harassment undermines the working relationship by creating an intimidating, hostile, or offensive work environment.

Harassment, whether sexual or based on characteristics listed above, may take many forms. By way of example, harassment may include:

**Verbal Conduct:** Includes suggestive comments, repeated sexual flirtation, derogatory jokes, name calling, innuendoes, demeaning slurs, unwanted kidding or teasing, foul or obscene language, gender-based comments, or discussions of a sexual nature.

**Visual Conduct:** Includes leering, derogatory or sexually oriented posters, photography, cartoons, drawings, graffiti, electronic mail, or gestures.

**Physical Conduct:** Includes assault, offensive touching, patting, pinching, pushing, blocking of normal movement, or interfering with work.

**Threats or Demands:** Includes requiring sexual favors as a condition of continued employment or threatening other physical or verbal abuse.

**Bullying:** Includes repeated unreasonable behavior directed toward a worker, or group of workers, that creates a risk to health and safety. It includes behavior such as: verbal abuse, intimidation, and threats, withholding information that is essential for someone to do their job, excluding or isolating others, interfering with someone's personal property or work equipment. One-off behaviors can still present a risk to health and safety.

Any person who becomes a target or observes conduct believed to constitute harassment should immediately take steps to eliminate this behavior by asking the perpetrator to stop the behavior and/or reporting it to their immediate supervisor. If their immediate supervisor is not available or is the issue, contact another supervisor or Human Resources. All reported violations of this policy will be fairly investigated with prompt remedial action taken.

It is contrary to Museum policy for a supervisor or any employee to retaliate against anyone who files a charge of harassment. Any volunteer or employee who believes they are being subjected to retaliation should promptly report it to one of the individuals listed above.

Museum volunteers and employees are expected to avoid making false and malicious accusations of sexual or other harassment.

### **Abusive Conduct/Bullying**

The Museum defines abusive conduct and bullying as behavior in the workplace, with malice, spite, or cruelty that a reasonable person would find hostile, offensive and unrelated to the



Museum's interests. Bullying behavior may take many forms including repeated verbal or written insults or abuse; conduct that would be found to be threatening, intimidating, or humiliating; the sabotage or undermining of a person's work performance with the use of derogatory remarks or insults and belittling; or unwelcomed physical contact. A single act will not constitute abusive conduct, unless it's found to be severe and egregious.

### **Violations of Law**

The museum operates with full intention to obey the law and expects its volunteers to do the same.

### **Injury Policy**

The physical safety of volunteers is a priority. Volunteers are expected to behave in a way that decreases risks of injury. This includes the use of personal protective gear, eye protection, proper footwear, and any other similar items required by a supervisor for performing tasks.

Volunteers should promptly report any incident, injury or safety hazard to the Executive Director or the Director of Operations. The following information should be reported: the date, time, location and how the injury occurred as well as any kind of medical treatment required. A form for reporting is available at the Administrative Front Desk. A first-aid kit is available for minor illnesses and/or injuries to staff, volunteers, and guests of the museum.

### **Possession of Weapons**

To ensure employee safety and security, no volunteer or employee may possess any deadly weapon on Museum premises. Exceptions to this would include authorized security personnel or law enforcement officers.

### **Media Policy**

When approached by a member of the media regarding the museum or museum-related topics, volunteers will immediately refer them to the Executive Director or Director of Marketing. Do not attempt to answer questions or give interviews on behalf of the museum.

### **Social Media Policy**

Volunteers will consider how they are representing the museum when discussing the museum or museum activities on social media, and behave in a manner consistent with the Confidentiality Policy, Harassment Free Policy. Violations of either policy that occur via social media will be addressed according to the Disciplinary Policy.

### **Representation of the Museum**



Volunteers are valuable networkers and supporters of the museum, and connections can be made that are helpful to staff. While this is appreciated, volunteers must also be cautious to not act in the role of an authorized representative of the museum. Volunteers may not negotiate contracts, sponsorships, loans, exhibits, make purchases, or enter into any other official relationship on behalf of the museum unless permission is given by the Executive Director.

### **Conflict of Interest Policy**

A conflict of interest is a perceived or potential situation where a volunteer may find themselves in a position to influence a decision that may result in a personal benefit or benefit of a relative. This may include, but is not limited to, purchases, leases, and contracts with individuals or outside organizations. Potential conflicts of interest must be disclosed to the museum. The existence of a conflict of interest does not presume guilt nor disqualify a potential vendor or business from working with the museum, but may require recusal of the volunteer from the decision making process.

### **Gifts**

Any gifts offered to volunteers during volunteer service may be either kept or suggested as a donation to the museum. This may include tips or honorarium. Donations to the museum can be referred to the Administrative Front Desk.

### **No Solicitation Policy**

Volunteers may not sell merchandise or solicit or promote support for any non-museum cause or organization during his or her volunteering time unless prior approval from the Executive Director is obtained. Exceptions are made when a sponsorship or swap meet vendor relationship exists with the Director of Development or Director of Programs and Hospitality.

### **Driving Policy**

Volunteers who drive vehicles as part of their volunteer duties, whether on public roads or on museum property, will exhibit due caution and be mindful of safety. When on public roads all traffic laws must be obeyed. Special care must be taken when driving vehicles that are also historic museum objects. Volunteers will also refrain from activities that may distract them from full attention of operating the vehicle.

All volunteer drivers will have a valid driver's license and provide proof for photocopying to be stored in volunteer records.

### **Drug and Alcohol Policy**

The Gilmore Car Museum maintains a drug-free workplace to establish, promote and maintain a safe and healthy environment for visitors and a safe, healthy environment for volunteers and



staff. Volunteers must refrain from the unlawful manufacture, distribution, dispensation, possession or use of controlled substances on museum premises, including being under the influence of drugs or alcohol or impaired while engaged in museum business on or off property, or in any manner that violates drug statutes. Dispensation of alcoholic beverages while tending bar for the museum's rental or special events is an exception to this policy.

### **Smoking Policy**

The museum offers a smoke-free work environment to all volunteers. No smoking is allowed inside the buildings; the designated smoking area is outdoors, at least 25 feet away from the buildings. Volunteers may smoke on break in the designated area.

### **Volunteer Feedback and Reporting of Grounds/Exhibit Related Concerns**

We value your service and appreciate your unique perspective as a volunteer of the museum. You may occasionally have feedback to share related to the Volunteer Program, your role/department, or repairs and updates needed in the museum. If you have suggestions for improvement, you may either share them with the managing staff member or the Director of Development. Exhibit-related corrections may be reported using the Collections Correction Inquiry Form found at the Administrative Front Desk.

### **Grievance/Complaint Procedures**

The Museum encourages open communication and strives to create a positive work environment. Volunteers with concerns about discrimination, harassment, safety, their job, or other issues are encouraged to speak with their immediate supervisor. If their immediate supervisor is not available or is the issue, employees can take their concerns to the Development Director or Human Resources.

Complaints may also be given in writing, as long as they are signed.

### **Reporting Procedure:**

1. The volunteers should contact their immediate supervisor with details regarding their complaint. If their immediate supervisor is not available or is the issue, volunteers can take their concerns to the Development Director or Human Resources.
2. The Museum strives to handle all complaints involving witnesses and others on a need-to-know basis with sensitivity and as much confidentiality as possible. All complaints will receive a response.
3. Every effort will be made to listen, investigate fully, and get the facts straight.
4. There will be no retaliation against any volunteer who reports a complaint or who provides witness statements during an investigation.



## **Work Performance and Disciplinary Policy**

Volunteers are expected to conduct themselves in a manner consistent with the museum core values, and policies outlined in this handbook. Any volunteer who does not is subject to dismissal or discipline, which may range from a verbal warning to immediate dismissal.

Certain violations will result in immediate dismissal. This may include

- Severe misconduct or insubordination
- Mistreatment of museum property including theft
- Mistreatment of others, including volunteers, staff or visitors
- Illegal activity on museum grounds

For violations that do not result in immediate dismissal, the volunteer will be counseled, and a written record of the incident created and submitted to the Director of Development. A second offense will result in a meeting with the Director of Development or the Executive Director, and suspension of volunteer assignments until the meeting is held. Third offense will result in removal from the volunteer roster.



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## Volunteer Handbook Receipt

I acknowledge that I have read and reviewed the Volunteer Handbook for the Gilmore Car Museum. I agree to abide by the rules, policies and procedures as outlined in the handbook. I recognize that I am encouraged to ask questions about the rules, policies and procedures.

I understand that the content of the handbook is intended to cover the general operating policies, and may be updated at the discretion of the Gilmore Car Museum at any time. Future updates will be shared with all volunteers by either in a printed or electronic format, and at the semiannual communication meetings.

Volunteer

Name Printed \_\_\_\_\_ Date \_\_\_\_\_

Name Signed \_\_\_\_\_

Team Manager

Name Printed \_\_\_\_\_ Date \_\_\_\_\_

Name Signed \_\_\_\_\_



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## Volunteer Onboarding Checklist

Volunteer Name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

### Before Volunteer Assignment

Done	Date	Task	Staff
		Volunteer Application Complete	
		Interview with Volunteer Manager	
		Background Check	
		Copy of Driver's License	
		Training session scheduled	

### Training for Assignment

Done	Date	Training	Staff
		Program Area	
		Tasks Covered	
		Comments	

### Administrative Onboarding

Done	Date	Task	Staff
		Orientation session with Volunteer Manager to review policy handbook	
		Complete signed receipt of volunteer policy handbook	
		Issue volunteer shirt	
		Create name tag with lanyard	
		Review where to sign in, who to report to on arrival	
		Start date set	