



# **Volunteer Handbook**

Welcome to the National Museum of the United States Army! We are excited that you are joining our team. Your commitment to becoming a National Army Museum Volunteer is most appreciated, at both the institutional level as well as at the visitor level, as you interact with the thousands of visitors who come to the Museum each year.

Volunteers play an active and important role at the Museum. As a Volunteer, you have joined a very devoted team, whose members' abilities and commitment of time, energy, and enthusiasm are the principal elements in providing thousands of visitors with the information and direction necessary to ensure an educational and enjoyable visit.

It is important to remember that the quality of our visitors' experience, as well as your own, is influenced by our attitude, knowledge, and professionalism. This handbook is yours to keep and designed to provide you with a ready reference for your role as a Volunteer. Please familiarize yourself with the material in the handbook. We hope that you will refer to it often throughout your time with the Museum. If you have any questions, concerns, or suggestions, be sure to communicate them to any member of the Visitor Services staff.

Thank you again for volunteering to help the Museum achieve our mission. We are pleased to have you on the team and trust that you will find your efforts to be both an educational and rewarding experience.

TAMMY E. CALL

A handwritten signature in cursive script that reads "Tammy E. Call".

Director, National Museum of the  
United States Army

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## Chapter 1 - Organizational Overview

### 1-1 About the Museum

a. The National Museum of the United States Army serves as the capstone of the Army Museum Enterprise and provides the comprehensive portrayal of Army history and traditions. The Museum honors United States Soldiers - past, present, and future - and provides an interactive educational experience. It illustrates the Army's role in creating and defending our nation, and highlights the Army's social initiatives and contributions spanning its over 240 year history.

b. The Museum is located on an 84 acre campus at Fort Belvoir, VA, conveniently located near historic Mount Vernon and less than 30 minutes south of our nation's capital in Washington, D.C. The main building is approximately 185,000 square feet. There are three main galleries: Soldiers' Stories, Fighting for the Nation, and Army and Society. The Museum will also include an Experiential Learning Center (ELC), Medal of Honor Experience, and a rotating Special Exhibition Gallery. Admission to the Museum is free. Access to the Museum is via a publically accessible and dedicated entrance directly off the Fairfax County Parkway.

c. The Museum is part of the U.S. Army Center of Military History (CMH) which falls under the Army's Training and Doctrine Command (TRADOC). The Army will own and operate the Museum while the Army Historical Foundation (AHF) will manage all revenue-generating activities, such as catering and the Museum Store.

### 1-2 Mission and Vision

a. **Mission:** The Museum interprets the Army's history and culture and displays its invaluable historical artifacts and art collection; provides Soldiers, the entire Army Family, and the general public, lifelong learning opportunities to enhance their understanding of the United States Army and its many contributions to our country.

b. **Vision:** The Museum's vision is to preserve and honor the accomplishments, sacrifices, and commitment of American Soldiers. As America's Army Museum, we are home to all Soldiers: past, present, and future. The Museum mirrors the seven core values of our Army and Soldiers: loyalty, duty, respect, selfless service, honor, integrity, and personal courage.

### 1-3 Museum Staff and Structure

All of the departments participate in cross-collaboration in an effort to support the strategic goals of the Museum and the ongoing refinement of visitor experience and service standards.

a. The Museum personnel you will interact with are comprised of government employees, contracted personnel, and AHF employees. As a team, we have the collective mission and role of ensuring that the Museum runs smoothly.

b. The Museum is structured into seven main departments: Headquarters/Operations, Public Affairs, Facilities and Security, Information Technology, Visitor Services, Exhibits, and Programs & Education. Below is a brief summary of the primary responsibilities for each division:

(1) **Headquarters/Operations:** Provides leadership and administrative support to the Museum to include budget, human resources, and safety. Also serves as the Property Book Officer.

(2) **Public Affairs:** Ensures that the Museum maintains a positive relationship with the community and members of the press. Responsible for conducting outreach regarding current and upcoming exhibits, educational programs, and special events. Also responsible for social and digital media initiatives along with event and protocol management.

(3) **Facilities and Security:** Responsible for all aspects of facility maintenance and repair as well as custodial and landscaping services. Also accountable for anti-terrorism protection measures, campus and building alarms and cameras, and special security measures for large events and VIP visits.

(4) **Information Technology:** Delivers a reliable, secure, and efficient information technology infrastructure, which allows staff and visitors to maximize utilization of Wi-Fi and interactive technologies.

(5) **Visitor Services:** Ensures an exemplary Museum visitor experience. Manages the Museum's Volunteer Program, veterans' programs, analytics, accessibility compliance and programming as well as timed ticketing.

(6) **Exhibits:** Responsible for the oversight of exhibits and collections including conservation, maintenance, display, and interpretation as well as reference inquiries and record-keeping. Also the point of contact for all prospective artifact donations.

(7) **Programs & Education:** Responsible for the planning, development, and execution of all educational and interpretive programming for the Museum in support of the United States Army and the Museum mission and vision.

c. **Army Historical Foundation:** Manages and runs the Museum's customer service call center, simulation gallery, retail store, café (and all food services), revenue generating special events, and facility rentals. It also manages all fundraising, membership, and donor programs for the Museum.

## 1-4 Visitor Service Principles and Expectations

a. Research has shown that visitors have five basic service expectations (see paragraph below) and will rate their experience more favorably if these expectations are met. Each expectation dictates the way service is delivered. For the Museum to truly succeed, by keeping the focus on the stories and mission, visitor needs and service expectations must be met or exceeded.

b. In order to provide a satisfying experience, you need to be aware of what is expected. Below are the five basic service expectations of visitors:

- (1) *"Make my visit comfortable and convenient."* – Comfort and convenience needs include providing:
    - (a) Information at the point of entry;
    - (b) Visible and clear directional signage for easy way-finding;
    - (c) Minimized congestion and conflicts in visitor movement/circulation; and,
    - (d) Separation of large children's groups so noise and high-activity does not detract from the experience of general visitors.
  - (2) *"Treat me as an individual."* – No one likes to be treated as part of the crowd, so each visitor needs to be welcomed one at a time.
  - (3) *"Make me feel special."* – Try to find ways to engage with each visitor and make their visit memorable.
  - (4) *"Treat my children with respect."* – Focus on making the child's experience exceptional and the parents will be pleased. Never talk down to children and always take their concerns seriously.
  - (5) *"Let me deal with knowledgeable and well-trained staff."* – Staff and Volunteers must be helpful and understand the service needs of the visitor, proactively anticipate visitor concerns, and strive to eliminate those concerns.
- c. From a visitor's perspective, content, convenience, and comfort (both physical and mental) are the major contributors to a positive overall experience. Visitor Services staff (both employees and Volunteers) have a major role in affecting these factors and represent the Museum in these interactions. The availability, friendliness, knowledge level, and efficiency of Visitor Services staff directly affect the convenience and comfort of visitors.
- d. Volunteers are a key element in successfully meeting or exceeding each of the above visitor service expectations. Without our Volunteer force, it would be difficult to provide the world-class experience that visitors demand.

## **1-5 Types of Volunteers**

- a. There are seven types of Volunteers that serve at the Museum:
  - (1) **Visitor Engagement Ambassadors** assist at the Welcome Desk, greet and orient visitors, serve as way-finders, answer general questions, queue management, ticketing, may drive shuttle carts, and assist with general volunteer duties.

(2) **Gallery Docents** are stationed at specific locations throughout each of the Museum galleries. They welcome visitors to that specific area, educate visitors regarding the artifacts and thematic content, and professionally handle all visitor inquiries.

(3) **Tour Docents** provide overarching guided tours of the entire Museum's exhibits. They are expected to provide a broad, general history covering each gallery topic, but also specific information to the visitor on individual artifacts and stories.

(4) **Experiential Learning Center (ELC) Volunteers** provide assistance for ELC programs. They help to prepare materials in support of specific events, programs, and activities, facilitate activities and craft projects, provide focused exhibit tours, and help address visitor questions.

(5) **Departmental Assistants** aid throughout the Museum with a wide variety of duties ranging from administrative tasks to responding to Requests for Information (RFI).

(6) **Special Events Volunteers** provide support that will range in scale and scope. Specific duties depend on the particular event and may require support in both interior and exterior environments.

(7) **Outreach Volunteers** enhance and assist in the design, development, and distribution of materials to promote the Museum and its events and programs. Some events may be offsite from the Museum campus.

b. Detailed descriptions of all Volunteer opportunities are provided in Appendix B of this handbook. All Volunteers will undergo a criminal history check prior to placement.

## Chapter 2 - Professionalism and Ethics

### 2-1 The Museum's Volunteer Code of Conduct and Ethics

Every member of the Museum family is expected to behave in a manner that reflects the Museum's commitment to conduct and ethical standards as well as compliance with the law. The Museum adopted the below Volunteer Code of Conduct and Ethics to guide and reinforce its commitment to this.

a. Volunteer service shall be assumed for the betterment of the Museum and not for personal gain, other than the inherent reward and personal satisfaction derived from such participation.

b. The Museum staff and Volunteers are expected to operate at the highest professional level during their interactions with others, internally and externally.

c. A Museum Volunteer may NOT accept compensation from the public for performance of Museum-related tasks as a Volunteer. Compensation includes gifts, tips, fees, gratuities, or other dispensations to the Volunteer, their families, or households. If compensation is offered, refer the individual to AHF.



d. Refrain from using their Volunteer status either as a means of self-promoting or to request personal favors or attendance to special programs or events.

e. The Museum Volunteers are expected to behave in a civil and respectful manner, avoiding discrimination based on race, gender, sexual orientation, religion, disability, or age. Furthermore, everyone who enters the Museum campus is to be treated with dignity and fairness at all times and in all circumstances. Respect personal boundaries between the Museum staff or other Volunteers and treat everyone professionally, with dignity, respect, and courtesy.

f. Avoid physical contact that would, in any way, be deemed inappropriate by a reasonable person.

g. Abstain from demonstrating “superior” behavior, such as openly challenging the validity of a specific fact or someone’s opinion.

h. Volunteers who have access to collections, research, staff activities, and sensitive or proprietary information must respect the confidentiality of their positions, as well as the significance and integrity of the collections.

i. To maintain the highest ethical standards, the Museum Volunteer must, at all times, avoid both real and perceived conflicts of interests with Museum-related activities. Volunteers are required to immediately disclose to the Volunteer Coordinator or Visitor Services staff any personal or financial interests that may be at odds with the organization’s best interest. Failure to inform the Museum of a real or potential conflict of interest may result in immediate disciplinary action or dismissal from the Volunteer program.

j. Arrive on time and complete the entire shift.

All Volunteers will be required to acknowledge this Code of Conduct and Ethics by signing the document which can be found in Appendix C.

## **2-2 Reporting Violations of the Code of Conduct and Ethics**

a. Volunteers are expected to work respectfully and professionally with colleagues and their Supervisors to provide suggestions, improve processes, promote ethical conduct and report unsafe, unacceptable, or illegal practices without fear of retaliation. Should an issue arise which could compromise the Volunteer’s ethical standards, or because of the actions of immediate family household members may create the appearance of an ethical conflict, the Volunteer should immediately seek guidance and clarification from the Volunteer Coordinator.

b. All Volunteers should report Code violations of which they become aware. If any member has a question regarding whether observed activity breaches the Museum’s Code of Conduct and Ethics, they should notify the Volunteer Coordinator. If the alleged offender is the Volunteer Coordinator, the Volunteer should report the activity to the Chief, Visitor Services.

c. Reported violations of the Code of Conduct and Ethics shall be forwarded to the Volunteer Coordinator in writing within twenty-four hours of discovery. The Volunteer Coordinator will acknowledge the receipt of the report within five days of the initial report. Appropriate corrective action will be taken to address all violations of this Code.

d. No Museum Volunteer who, in good faith, reports a violation shall suffer harassment, retaliation, or action as a result of their report. Any Museum Volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to, and including, termination of volunteer service. Any Volunteer who files an ethics complaint that proves to be unsubstantiated and to have been made maliciously, or with knowledge of its falsity, will be considered to have committed a serious disciplinary offense and will be terminated immediately.

e. Reports of conduct, ethical violations, or suspected violations, will be kept confidential pending completion of a thorough and adequate investigation. The identity of the person who reported the ethical violation will be kept confidential.

## **2-3 Gifts**

a. The Museum is committed to demonstrating and enforcing the highest ethical principles in all relationships with both public and private persons and entities. Museum Volunteers must avoid the appearance of unethical or compromising practices at all times when serving in their roles both on and off the Museum campus. Solicitation or acceptance of gifts, favors, loans, or other dispensations or things that are available in connection with duties for the Museum, is strictly prohibited.

b. Gifts are categorized as items that pertain to financial interests, money, entertainment, favors, and discounts on personal purchases from vendors except where such discounts are regularly offered to the general public. Museum Volunteers will not accept payment or tips for their work.

## **2-4 Conflicts of Interest**

a. A conflict of interest may arise when a Volunteer's duties at the Museum are similar or related to an active, outside personal or paid activity of the Volunteer or an immediate family member or household. Examples include:

(1) A Volunteer loans artifact or art item(s) from their personal collection or their immediate family or household; or,

(2) A Volunteer is paid by a third party to perform services that are the same or similar to services they provided on a voluntary basis to the Museum (e.g. providing paid tour guide services for a private company).

b. Volunteers must promptly disclose in writing, to the Volunteer Coordinator, the nature and extent of any possible conflict(s) of interest. Once disclosed, the Volunteer Coordinator will determine whether the disclosed activity:

(1) Is compatible with the full and proper discharge of the Volunteer's duties;

(2) Cannot reasonably be construed by the public as an official action of the Museum;

(3) Will not create a conflict of interest or the appearance of a conflict of interest.

c. In making this determination, the Volunteer Coordinator shall consult with the Chief, Visitor Services, respective Division Chief, Museum leadership, and the U.S. Army Center of Military History (CMH) legal counsel, as appropriate. A record of the decision will be maintained and each decision must be made on its own merit, facts, and circumstances.

d. In some instances, disclosure itself will be sufficient to manage the possible conflict. However, in other instances the Museum may modify the Volunteer's placement, terminate the Volunteer's relationship with the Museum, or take other action it deems appropriate

## **2-5 Promoting Personal Views**

a. The Museum is a non-partisan organization that welcomes visitors from a broad range of political and personal beliefs and backgrounds. Accordingly, it is expected that Museum Volunteers be respectful of everyone. Furthermore, the Museum and its staff are prohibited by federal law from participating in any political campaign activities while on duty.

b. Museum Volunteers are strictly prohibited from promoting and discussing any and all political, social, and religious beliefs or views. Additionally, Volunteers shall refrain from wearing candidate or party buttons, or any other type of political, social, or religious paraphernalia that advocates for a particular agenda. However, Volunteers may wear religious apparel, articles, or jewelry with their Volunteer uniform if they are neat, conservative, and discreet.

c. When discussing historically contentious topics, Volunteers will adhere to a fact-based interpretation as provided by the Museum staff.

## **2-6 Representing the Museum Publicly**

a. Volunteers are prohibited from giving interviews, providing information to, or conveying the appearance that they have the authority to obligate the Museum either through written or oral communications, to the media, legislators, social media, or public outlets concerning the Museum or any of its programs, without the express written consent from Museum leadership. All media inquiries must be referred to the Museum Public Affairs Office.

b. Volunteers must be mindful of how they represent the Museum via their personal internet accounts, personal social networking, and other forms of public interaction in order to maintain the integrity of the Museum. Volunteers will be subject to Fort Belvoir's regulations concerning photography on military installations. Guidance regarding Fort Belvoir's photography policy may be obtained through the Museum Public Affairs Office.

## **2-7 Media Policy**

All inquiries from anyone representing the media (television, newspapers, magazines, filmmakers, bloggers, authors, etc.,) must be referred to the Museum Public Affairs Office. This includes requests such as interviews, media announcements, and comments. Additionally, there are occasions when high profile and public figures will visit the Museum. It is strictly prohibited to solicit photographs or autographs from these individuals. Museum Volunteers and staff will be advised in advance if an exception to this policy has been authorized.

## **2-8 Volunteer Uniform**

a. Volunteers contribute to the culture and atmosphere of the Museum in the way they present themselves. Uniforms provide instant recognition to other Volunteers as well as visitors and staff alike. Volunteers represent the Museum; therefore, it is important that a professional appearance be maintained while taking into account safety and comfort. Regardless of placement, all Volunteers will be required to wear a uniform specific to their position.

(1) **Badges.** Identification badges will be issued to each Volunteer and must be worn at all times for security purposes during the shift. Under no circumstances should a badge ever be loaned to anyone else.

(2) **Dress Code.** Volunteers will wear khaki-colored pants or appropriate length shorts (no shorter than three inches from the knee) and issued Museum Volunteer shirt. All clothing is expected to be clean and in good condition. For the Volunteer's safety and the safety of others, flat, closed-toed shoes are required to be worn during the shift. Sandals and flip-flops are not authorized. Certain positions may have additional requirements; if so, Volunteers will be informed by their program Supervisor. Please address any dress code questions to the Volunteer Coordinator.

b. Good personal hygiene is extremely important and expected of all Museum volunteers. For consideration, some of our employees, other Volunteers, and visitors are highly sensitive to oils, perfumes, colognes, and other personal fragrances. Such scents can cause nausea, allergic reactions, or other distress. Please limit the amount of fragrance worn.

c. For the safety of our Volunteers, visitors, and staff, and professionalism of the program, those who do not adhere to the prescribed Volunteer uniform will not be allowed to perform their Volunteer duties until the necessary changes are made.

## **2-9 The Museum Brand**

Volunteers have an obligation to guard the Museum brand with integrity and must refrain from wearing Museum branded apparel or material at political events, public protests, rallies, or other public venues or media events where they are not officially serving as Museum Volunteers. Volunteers may not use the Museum's name, logo, endorsement services, or property for their personal advantage or for the advantage of others without the express written consent of the Museum leadership. This includes displaying the Museum logo at events not officially sanctioned by the Museum. Furthermore, Volunteers must obtain advance written clearance from the Museum Public Affairs Office before publicly appearing in connection with, writing about, or speaking about any aspect of the Museum.

## **2-10 Cell Phone Usage**

Cell phone use is prohibited during Volunteer shifts and training except in cases of an emergency or when assisting visitors. Phones should be kept on silent or vibrate at all times. If there is a legitimate need to use their cell phone, Volunteers are expected to notify the Volunteer Coordinator prior to usage, when practical. In case of emergency or extenuating circumstances, ensure someone covers your duties.

## **2-11 Intellectual Property**

Volunteers are required to sign an agreement which acknowledges the Museum's ownership to all work products and other materials created or developed by Volunteers in the scope of their Volunteer position, including all copyright or other intellectual property rights, (see Appendix D). Any Volunteer who wishes to use the Museum's intellectual property must submit a written request to the Volunteer Coordinator, who will submit such request for approval.

## **2-12 Tobacco Products**

Tobacco products and associated paraphernalia are strictly prohibited in the Museum. This includes, but is not limited to, cigarettes, E-cigarettes/vapes, cigars, dipping tobacco, chewing tobacco, tobacco pouches, and spit containers. The Volunteer Coordinator will advise of the appropriate location to conduct these activities during orientation. Volunteers who violate this rule will be asked to discard the item immediately. Continued violations may result in dismissal from the Volunteer Program.

## **Chapter 3 – General Volunteer Administrative Information**

### **3-1 Volunteer Placement**

Day-to-day oversight of Volunteer duties resides with the first line Supervisor as indicated on the position description. The Volunteer Coordinator has final authority over Volunteer related matters and will periodically evaluate the success of placements. At any time a Volunteer may request an appointment with the Volunteer Coordinator to discuss additional placement options.

### **3-2 Attendance**

a. Volunteer presence at the Museum is vital. Shift times and days of operation vary based upon the needs of the department being supported. Volunteers should discuss shift schedules with the Volunteer Coordinator upon placement.

b. If a Volunteer is unable to perform their scheduled shift or if they will be delayed, it is imperative that the Volunteer cancel their shift in the Volunteer management software as soon as possible. Volunteers are encouraged to provide at least 24 hour notice if unable to fulfill their Volunteer commitment. A Visitor Services staff member will then notify the Supervisor of the assigned department of the absence or delay.

### **3-3 Parking**

Volunteers are only authorized to park in the area designated by the Museum. Those who are found to park in locations other than the designated area will be asked to move their vehicle. The Volunteer Coordinator will advise of the appropriate parking spaces during Orientation.

### **3-4 Tax Deductions**

By law, Volunteers cannot deduct the value of their donated time. However, those Volunteers who itemize their deductions on their tax form may be able to deduct items such as travel expenses relating to their Volunteer service. Volunteers should consult their tax advisor or refer to the Internal Revenue Service Publication 526, Charitable Contributions for more details. Those Volunteers who take the standard deduction when filing taxes will not be able to deduct Volunteer expenses. The Museum will provide a letter certifying Volunteer service for the calendar year no later than 31 January annually.

### **3-5 Recording Volunteer Hours**

a. A record of Volunteer hours measures the success of the Volunteer program, portrays the Volunteers' accomplishments, and reflects how Volunteers impact the Museum. Volunteer timekeeping provides the Museum with an invaluable resource with regards to data analysis, community engagement, evaluating the success of programs and events, and in demonstrating how Volunteer service impacts the Museum, its accomplishments and how critical it is to the Museum's success. All Volunteers will be provided training on how to use the Volunteer management software. Please contact the Volunteer Coordinator for any questions related to recording Volunteer hours.

b. Military service members who are accruing hours towards the Volunteer Service Medal or under Army Community Services (ACS) must also register and record their hours under the Army Volunteer Management Information System (VMIS). Please contact the Volunteer Coordinator for any questions related to VMIS.

### **3-6 Accident Reports**

a. If a Volunteer is injured during their shift, it is important that the Departmental Supervisor and Volunteer Coordinator are notified as soon as possible. Volunteers, in conjunction with their Departmental Supervisor, must complete an accident report, (Federal Employee's Notice of Traumatic Injury and Claim for Continuation of Pay/Compensation Form CA-1), with the Museum Security Department and submit the report to the Volunteer Coordinator, who will ensure that the document is routed appropriately and that leadership is officially notified.

b. The Museum Volunteers are considered 'Statutory Volunteers,' authorized by Federal statute (10 USC 1588) to provide services in certain Department of Defense activities such as museums. Statutory Volunteers, when acting within the scope of their position descriptions, are provided certain benefits by law such as Workers' Compensation for injuries occurring during the performance of approved voluntary services.

### **3-7 Volunteer Benefits**

Volunteering at the Museum has benefits for both the Museum and its Volunteers. Active Museum Volunteers (those contributing at least nine Volunteer hours per month) are eligible for the following benefits:

- a. 10% discount at the Museum Store and Café
- b. Shirts with Museum emblem
- c. Annual Volunteer Recognition Event
- d. Special invites to events and programs
- e. Award of a certificate and pin by the Museum in recognition of milestone Volunteer service hours and tenure of service beginning at 100 hours and for 250, 500, 1,000, 1,500, 2,000, 2,500, 5,000+ and 1, 3, 5, 10, 20, 25 and 30+ years of service.

## **Chapter 4 - Trainings and Meetings**

### **4-1 Initial Training**

All Volunteers must complete Orientation and Visitor Engagement Ambassador training. Additional training requirements will vary based on placement specific to their area of responsibility. Volunteers must complete all specified training before being placed in their desired role(s). They may, however, serve as a Volunteer in another area where the training requirements have been met until the completion of the training necessary for their desired placement.

### **4-2 On-going Training**

On-going training will be made available on a recurring basis. The Museum Volunteers are expected to participate in at least one of the quarterly professional development training sessions or Museum educational programs. The specific dates and times for each training may vary, thus a schedule will be published and disseminated to all on a regular basis. In addition, the training schedule will be posted on the Museum webpage as well as on the Volunteer management portal: <https://nmusa.volunteerportal.org>.

### **4-3 All Hands Meetings**

a. Volunteers are expected to participate in All Hands meetings to learn about updates regarding the Museum and address any developments, issues, or concerns related to the Volunteer program. The meetings are an integral part of the Museum Volunteer Program with the intent of not only conveying information, but also for building a cohesive community of Volunteers that work well together.

b. Meetings can be accessed in person, by phone, or via the Web. The specific times for each meeting may vary, thus a schedule will be published on the Volunteer management portal: <https://nmusa.volunteerportal.org>. Minutes of the information meeting will be forwarded to all Volunteers no later than 72 hours after the conclusion of the meeting.

## **Chapter 5 - Service Standards**

### **5-1 Confidential Information**

The Museum Volunteers may come in direct contact with information about exhibition content and designs, publications in progress, formative programming concepts, and donor information. Under no circumstances may a Volunteer disclose any Museum information that is of a confidential or sensitive nature, or any other information of such character that its disclosure might be contrary to the best interests of the Museum. Volunteers are encouraged to address any questions or concerns regarding this matter with the Volunteer Coordinator.

### **5-2 Privacy**

Museum Volunteers have no expectation of privacy while on duty or while using Museum resources such as telephones, computers, and networks. All Volunteers are required to sign a photography release, (see Appendix E), confirming that the Museum or any entity with express written authorization from the TRADOC, CMH, AHF, or Museum leadership may photograph, videotape, or otherwise document them while volunteering and may use any such images or recordings, including name, likeness, voice, statements, and image, for any purpose and in any media now known or later developed.

### **5-3 Minimum Standards for Volunteer Service**

a. Active Museum Volunteers are expected to complete an average of no less than nine hours or three shifts per month, and commit to no less than one year of service. Personal visits to the Museum with family, friends, or co-workers while off-duty do not count toward Volunteer service hours. To qualify for full Volunteer benefits, the minimum monthly service requirement must be performed. For a full list of Volunteer benefits, see paragraph 3-7.

b. Volunteers who do not perform at least one shift in a sixty day period will be placed in an "inactive status" and will be expected to return their badge. At the discretion of the Volunteer Coordinator, in consultation with the Chief, Visitor Services, Volunteers may stay in an inactive status for up to two years if they have provided written justification. However, the goal is to have the trained Volunteer re-enter into an "Active" status as soon as possible. Those who do not meet this requirement will be terminated from Volunteer service with the Museum.

### **5-4 Federal Holidays**

The Museum is open every day except Christmas Day. If you are scheduled to work on a Federal holiday, it is expected that you will be present. The Museum will credit you double hours for volunteering on a Federal holiday. Federal holidays when the Museum is open are New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, and Thanksgiving Day.



## Chapter 6- Volunteer Separation and Dismissal

### 6-1 Disciplinary Action

Most problems and misunderstandings can be resolved between the Volunteer and their immediate Supervisor. Nevertheless, it is sometimes necessary for the Museum to take formal disciplinary action to ensure that all decisions are fair and consistent, as appropriate.

a. **Minor infractions** generally involve substandard work or the violation of the Code of Conduct and Ethics which does not present a threat of immediate harm to the Museum, its visitors, or employees. Examples of minor infractions include, but are not limited to:

- (1) Tardiness or excessive absenteeism;
- (2) Unintentional violation of a security or safety rule which does not result in loss to the Museum;
- (3) Excessive personal use of the telephone or violations of other workplace rules or procedures; and,
- (4) Rudeness or misconduct

b. A **major infraction** is conduct which presents a threat of immediate harm to the Museum, its visitors, or its staff. Those who commit a major infraction may be subjected to immediate discharge. Examples of major infractions include, without limitation:

- (1) Criminal activity;
- (2) Gross and willful insubordination to include a refusal to work or follow instructions;
- (3) Physical or verbal assault upon any Museum employee, fellow Volunteer, or visitor;
- (4) Repeated minor infractions;
- (5) Threatening, abusive, or offensive language; and,
- (6) Negligence or intentional destruction of Museum property, including collections and equipment as well as repairs not authorized by the Museum curatorial staff.

#### (1) Verbal Counseling

(a) The Volunteer will clearly be advised that their performance or behavior is unsatisfactory and afforded an opportunity to improve before official disciplinary action is implemented. Both the Supervisor and Volunteer Coordinator should be present during this meeting.

(b) The Supervisor should make it clear that the Volunteer is being issued a verbal warning and that the conversation will be documented in written form and placed in their personnel file. The information provided should include the date, time, and location of the counseling, parties present during the counseling, and the factual substance of the conversation. The document should also reflect any subsequent penalty discussed if the behavior or misconduct does not improve.

### **(2) Failure to Correct - Written Counseling**

(a) If the Museum staff continues to experience performance or behavioral difficulties with a Volunteer and a verbal counseling has already been conducted, a written counseling may be the next step to correct the unsatisfactory behavior. This is a more formal disciplinary action which outlines the nature of the problem, the prior verbal warning(s), the Museum policy regarding the issue at hand, and what corrective action is required. Volunteers should sign all counseling notices; a signature does not constitute agreement with the information contained within the document, only an acknowledgement of receipt. However, should a Volunteer refuse to sign the written counseling, that refusal will be annotated on the document. As with the verbal warning, both the Supervisor and Volunteer Coordinator should be present.

(b) A subsequent written counseling may be issued as a final attempt to change a Volunteer's unacceptable or unsatisfactory behavior prior to the imposition of either a suspension or discharge. This final written disciplinary action should always note that any future instances of misconduct could lead to suspension or termination.

### **(3) Failure to Correct - Suspension**

(a) In cases of repeated or continued performance or disciplinary related violations, despite progressive discipline, or in cases of an initial major infraction that does not quite justify the penalty of termination, the Volunteer Coordinator can instead impose a suspension on the Volunteer.

(b) All suspensions must be approved by the Chief, Visitor Services and documented with a formal written counseling. A copy will be maintained in the Volunteer's personnel file. The formal counseling should outline the full details of the suspension, why it was imposed, prior attempts at progressive discipline, and advise the Volunteer that future offenses may lead to termination.

(c) If suspension does occur, the Volunteer is required to return all Government property in their possession to include their identification badge to the Volunteer Coordinator prior to their departure from the Museum campus.

### **(4) Failure to Correct - Termination**

(a) Immediate termination without prior warning or suspension may occasionally be justified for serious offenses. Termination is also appropriate with the approval of the Chief, Visitor Services where prior progressive discipline has failed to correct the Volunteer's performance or behavior.

(b) When termination of the Volunteer is the recommended course of action, the Volunteer Coordinator will suspend the Volunteer, pending a full and complete review of the matter by the Chief, Visitor

Services, Deputy Director of the Museum, and a disinterested Division Chief. Neither the Supervisor nor the Volunteer Coordinator is authorized to summarily discharge a Volunteer without such a review.

(c) If termination does occur, the Volunteer is required to return all Government property in their possession to include their identification badge to the Volunteer Coordinator prior to their final departure from the Museum campus.

## **6-2 Non-Disciplinary Departures**

Non-disciplinary departures may occur for any number of reasons. For those resigning from their Volunteer position, when possible, a notice should be provided in writing no less than two weeks in advance and submitted to the Volunteer Coordinator. The notice should include the reason for resigning and the effective date.

## **6-3 Exit Interviews**

Volunteers who will no longer be serving at the Museum, for any reason, will be given an exit interview with their Division Supervisor and the Volunteer Coordinator. Volunteers are encouraged to share their feedback, suggestions, critiques, or concerns at that time. All constructive feedback will be taken into consideration as the Museum moves forward and continues to refine its Volunteer Program.

# **Chapter 7 - Work Place Safety and Security**

## **7-1 Oversight and Training**

a. The Museum places visitors', Volunteers', and staff safety and security as the highest priority of its daily operations. Safety is everyone's responsibility. Adhering to a high standard of visitor safety requires teamwork to ensure a safe and secure visitor experience is maintained at all times.

b. Volunteers should familiarize themselves with the location of first aid kits, fire extinguishers, and emergency exits in their work area. Participation is mandatory for annual training on safety policies and procedures.

## **7-2 Safety and Security**

a. Beyond daily oversight of visitor activities and behavior, the Museum will provide specialized safety training to ensure Volunteers and staff are well prepared. Volunteers are not considered First Responders; therefore, they will not be expected to perform as one. However, Volunteers are expected to respond appropriately, even if it means contacting another resource for assistance.

b. The Museum Security Department is also responsible for addressing security requirements with visitors upon entry and throughout the Museum. If a Volunteer observes security issues or violations, they should contact the Security Department immediately.

- c. Safety and security questions or concerns should be directed to the Volunteer Coordinator.

### **7-3 Emergency Situations and Evacuation Procedures**

a. A Volunteer's role is limited in scope with regards to emergency situations they may encounter. In the case of fire, bomb, or suspicious item threats, Volunteers will escort all visitors in their designated area outdoors via the nearest fire exit and remain with them after moving them away from the Museum entrances. If there is an Active Shooter, Volunteers and staff should gather visitors in their area and exit the building. Please follow the protocol outlined in the Active Shooter training.

b. If there is a medical emergency, immediately contact the Security Department who shall take any necessary emergency action. Volunteers are not expected to take any action other than keep visitors away from the emergency area until security personnel arrive on the scene.

### **7-4 Museum Closure**

The safety of Museum Volunteers is of the utmost importance. In the event that the Museum is closed, Visitor Services staff will notify Volunteers in a timely manner to update them on the operating status. If the Museum remains open and a volunteer does not feel comfortable commuting due to inclement weather, they are expected to notify the Volunteer Coordinator as soon as possible so the necessary adjustments to the Volunteer schedule can be made. The Museum's operating status can be found at the Volunteer management portal <https://nmusa.volunteerportal.org>.

### **7-5 Protection of Minors**

Safeguarding the rights, well-being, safety, and security of all visitors is a primary responsibility for the Museum, including minors who visit or participate in the various programs and activities that are sponsored by or take place at the Museum. The Museum adheres to all federal, state, and local laws that pertain to interaction with minors. All Museum Volunteers are expected to adhere to the below guidelines that sets forth expectations for responsible behavior when dealing with minor visitors:

- a. **Do:**
  - (1) Treat all minors in a group fairly and consistently, and with respect and dignity;
  - (2) Maintain appropriate boundaries;
  - (3) Consult with other colleagues or Supervisors if unsure of how to handle a situation; and,
  - (4) Use good judgement. If there is a possibility that a comment or action may be misconstrued or makes a visitor uncomfortable, do not say or do it.

**b. Do Not:**

(1) Be alone with a minor. If one-on-one interaction is necessary, it must take place in an area visible to others or with other appropriate safeguards;

(2) Enter a private space in use by a minor (e.g., a single-occupancy restroom) without another adult present;

(3) Take photos or videos of a minor with a personal cell phone or camera; however, it is allowed to take photos of a minor with a family member's device at the request of said family member.

(4) Engage in unsuitable or offensive language, abusive or neglectful conduct, to include making inappropriate jokes or sexual innuendos, physical assault, or inappropriately touching;

(5) Act in any way to shame, humiliate, belittle, or degrade minors, or otherwise perpetrate any form of abuse;

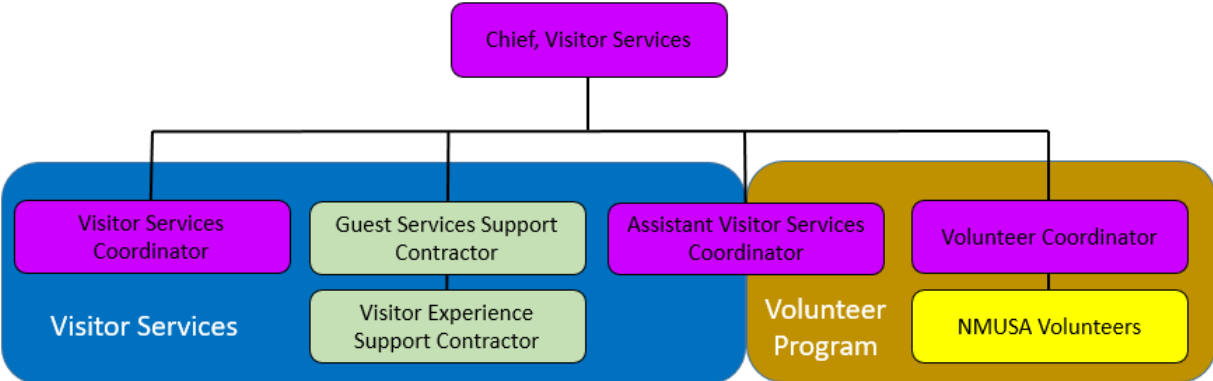
(6) Make sexual materials available in any form to minors or help them access such materials;

(7) Possess, use, or offer for use any type of weapon or explosive device; and,

(8) Use, possess, be under the influence of, provide, or offer alcohol or drugs

c. Violation of any of the above may result in immediate termination.

# Appendix A - Visitor Services Division Organization Chart



## Appendix B - Volunteer Position Descriptions

**Visitor Engagement Ambassador:** May include but not limited to: Scan admission tickets; Greet, orient and assist visitors in the public spaces of the Museum and answer questions; Provide customer service at the Welcome Desk in the lobby; Assist with crowd control management as required; Resolve or escalate visitor issues or complaints in accordance with the Museum's policy; Assist visitors with accessibility issues.; Notify appropriate Museum, Security, IT, or Facility staff of issues as necessary; Assist with other general functions as needed.

**Gallery Docent:** Gallery Docents are Volunteers who will be stationed at specific locations throughout each of the Museum's galleries. This individual will welcome visitors to that specific area in the gallery and professionally handle all visitor inquiries. They will ensure that visitors have an in-depth understanding of a specific topic and/or artifact(s), as chosen by the Museum's Exhibits Staff. Notify appropriate staff (e.g. Security, IT, or Facility staff) of any issues with the Museum as necessary.

**Departmental Assistants:** May assist in various departments throughout the Museum, duties may include the following: Monitor telephone calls; Research and draft answers to Request for Information (RFI); Assist with various administrative duties; Assist with departmental special projects.

**Outreach Volunteer:** Enhance and assist the design and development of materials to promote the Museum and Museum events/programs to identified communities of interest and provide assistance with distributing the materials to these audiences. Some events may be offsite from the actual building location. Volunteers may distribute collateral material and promotional goods as boots on the ground advocates to the Museum's overall mission

**Docent Tour Guide:** Docents are Volunteers who will provide overarching guided tours of the entire Museum's exhibits. They should be able to provide a broad, general history covering each gallery topic, but also specific information to the visitor on individual artifacts and stories.

**Experiential Learning Center:** Operate the Museum's Experiential Learning Center and Fort Discover alongside Museum professional staff. Help prepare materials in support of specific events, programs, and activities. Facilitate activities and craft projects, focused exhibit tours, and help address visitor questions, as needed.

**Special Events Volunteers:** Volunteers will provide event support to the special events' team. Events will range in scale from intimate networking events, meetings, and weddings to larger military gala functions and outdoor events. Specific duties depend on the particular event and may require support in both interior and exterior environments. Types of support may include but not limited to: Registration and/or ticketing; general event assistance and event "runners"; parking guides; event set up and tear down.

## Appendix C - Volunteer Code of Ethics

As a Volunteer, I realize that I represent the National Museum of the United States Army and that my actions reflect both on myself and the Museum. I will abide by and agree to uphold the Museum's mission and vision. I will promote a respectful environment by treating all Volunteers, employees, and community members with respect, courtesy and dignity. I will avoid insensitive or offensive language and will refrain from engaging in physical or emotional violence toward others. I will follow all rules and policies set forth by the Museum. I will observe safe work habits and be aware of the safety of others. I will attend orientation, training courses, or continuing education as necessary. I will share my skills with my co-workers and together we will strive to enrich the project in which we are working. I will respect the confidentiality of sensitive proprietary information. I will listen and communicate with people of diverse backgrounds and honor diversity and inclusion. I accept this Volunteer Code of Ethics as my code and will follow it carefully and with a positive attitude.

-----  
Date Volunteer Name (PLEASE PRINT)

-----  
Volunteer Signature

***I, the undersigned, do hereby certify that I have discussed the Volunteer Code of Ethics with the Volunteer named above.***

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Date Volunteer Coordinator's Signature



## Appendix D - Intellectual Property Agreement

### National Museum of the United States Army Volunteer Program

I, \_\_\_\_\_, am a Volunteer for the National Museum of the United States Army. In consideration for the opportunity to serve as a Volunteer, I understand and agree that the National Army Museum owns all right, title, and interest in and to all copyright and intellectual property for materials I develop and create within the scope of my Volunteer duties. All materials created by me related to my Volunteer duties shall be considered a work-made-for-hire as that term is defined by the U.S. Copyright Act. In the event it is determined that the Museum does not own these materials, I hereby transfer and assign, for fair consideration, all right, title, and interest, including copyright and all intellectual property, in and to all such materials produced hereunder to the Museum throughout the world in perpetuity.

I recognize and acknowledge that this Agreement and the rights listed above are applicable to any and all materials that have been or will be created by me at any time for the benefit of the Museum. I understand that before I may use any materials I created, I must receive prior written permission from the Museum. Permission will be in the form of a signed license agreement and must be granted on a case-by-case basis each time I want to use the materials. I must submit requests for permission to the Museum Volunteer Coordinator and each request will be reviewed by the Office of General Counsel. I also recognize that this appointment as a Volunteer may be terminated without cause or notice at any time.

#### **ACCEPTED AND AGREED:**

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix E - Photography Release

I understand that the National Museum of the United States Army keeps photographic records of its courses, programs, and other events and occasionally uses selected photographs in publications, brochures, and on-line services to illustrate the work of the National Army Museum.

I give my permission to the Museum and its representatives to photograph, use, and reproduce photographs with my name, likeness, and activities within the scope of my Volunteer duties for the Museum Volunteer Program (defined as "Footage").

I authorize the Museum to use and reproduce Footage taken under this Release through all media, publications, brochures, and on-line services describing the programs and services of the Museum. In granting this permission, I agree to release, discharge, and hold harmless Training and Doctrine Command (TRADOC), the United States Center of Military History (CMH), the Museum, and any designees from any and all claims, actions, and/or demands of any nature arising out of or in connection with the Footage.

Any use of the Footage taken of me under this Release other than as authorized above shall require my express written consent. I am providing detailed contact information in my Volunteer application in the event the Museum wishes to contact me in the future for other uses of my name and likeness.

### **ACCEPTED AND AGREED:**

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix F - Prohibited Items

- Real or replica firearms and ammunition<sup>1</sup>
- Knives, razors, box cutters, or any other sort of blade or pointed object
- Clubs, brass knuckles, hammers, martial arts weapons, stun guns, or other types of weapons
- Illegal drugs, Marijuana, and drug paraphernalia
- Alcohol
- Mace, pepper spray or any other type of disabling chemical
- Real or replica explosives, incendiaries and fireworks
- Spray paint, spray cans, or aerosols<sup>2</sup>
- Monopods, tri-pods and selfie sticks<sup>3</sup>
- Signs, posters, placards, or banners larger than 11" x 13"<sup>3</sup>
- Noise making or amplification devices<sup>2</sup>
- Bags larger than 22" x 14" x 9"(standard backpack)
- Food and drink to include gum and candy inside the Museum<sup>4</sup>
- Coolers
- Balloons
- Sporting equipment
- Canvas, easels, paint and other art supplies for painting or creating artwork in the Museum is prohibited<sup>5</sup>
- Laser pointers
- Hover boards, Segways, Skateboards, Castor Boards, or equivalents
- Wagons or carts<sup>6</sup>
- Pets<sup>7</sup>
- Anything else deemed hazardous or suspicious by the Security Department

1 - Federal Law Enforcement Officers are authorized to carry at all times; local law enforcement can only carry while on duty

2 - Medical devices exempted

3 - Authorized with prior approval from Museum

4- Empty water bottles can be filled within the Museum. Baby formula is permitted. Food consumed outside must be properly disposed

5 - Hand-carried sketch books and pencils are permitted

6 - Strollers, walkers, wheelchairs, and equivalents are permitted

7 - Service animals and Emotional Support dogs are permitted. No other type of Emotional Support animal is allowed.

## Appendix G

### **ACKNOWLEDGMENT OF RECEIPT OF THE VOLUNTEER HANDBOOK**

This form acknowledges that I, \_\_\_\_\_, have received and reviewed the National Museum of the United States Army Volunteer Handbook.

I understand that I am responsible for familiarizing myself with the contents of the Volunteer Handbook and any supplemental information provided to me. I further understand that, by signing this document as required, I am indicating that I have read the Volunteer Handbook and understand its contents, or have discussed questions I have with the Volunteer Coordinator and will execute my duties and responsibilities accordingly. I also realize that this statement will become a permanent part of my Volunteer personnel file.

I understand that if I violate any of the provisions stipulated in this Code that I may be removed from the Volunteer Program.

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Volunteer Name (PLEASE PRINT)

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Volunteer Signature

-----  
Date

