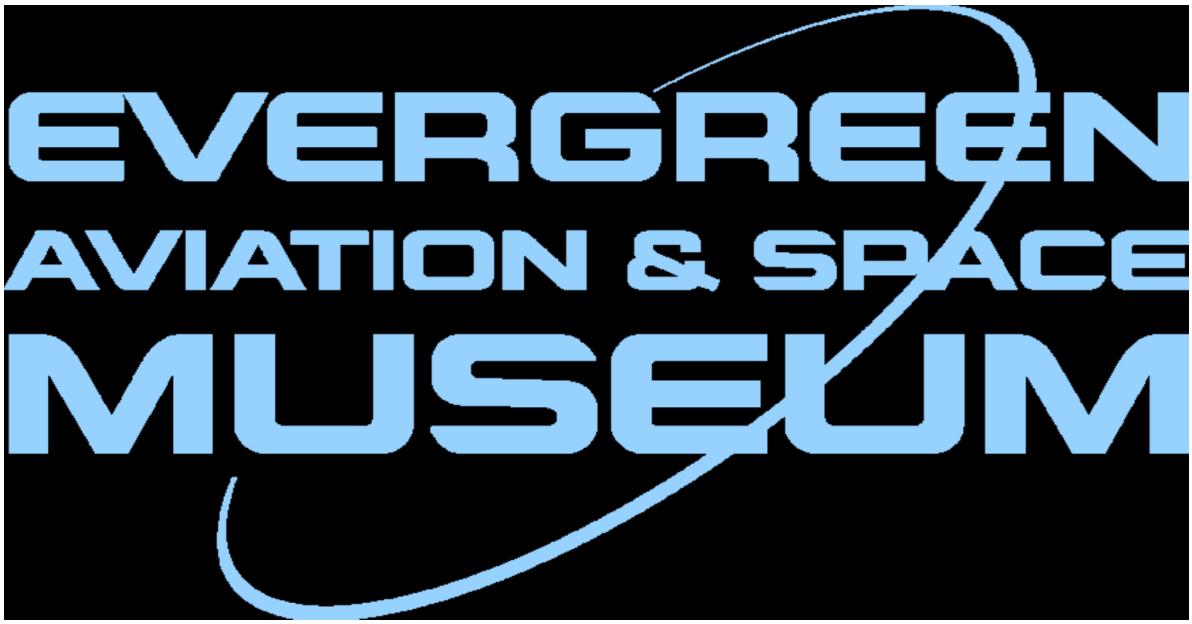


Volunteer Handbook
June 2026

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Greetings Team

Collectively the term" Team" is used as the most inclusive word to address all the amazing people who contribute to the success the Museum shares with our visitors every day.

This Handbook is designed to provide you with general information about volunteering for our Museum. You should keep it handy as an ongoing reference.

At times, we all may come across situations where the right choice is unclear or there is conflicting information. If you need to know something that is not covered here, or if you have questions about anything you are about to read, do not hesitate to reach out.

We want you to be comfortable asking questions. If you are not sure about something, your Day Captain or manager is the best person to speak to.

As a volunteer you are the unsung heroes of the Museum. Volunteers donate their time and expertise to support the mission of Museum. Volunteers assist in a variety of capacities to best serve the organization in departments such as Restoration, Archive Preservation, and Guest Services as Docents.

We certainly want to do our part to make your job rewarding and productive. The success of the Museum ultimately depends on all of us in the ***Team*** working together.

The Museum is open to all volunteers that wish to be part of our team and adhere to the precepts in this handbook. All volunteers must also understand that they volunteer at the will of the Museum, and the Museum reserves the right to end the volunteer relationship.

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Our Mission

To Inspire and Educate all generations, to Promote and Preserve Aerospace History, and to Honor the patriotic service of those who have served our nation, both civilian and military.

Values:

INCLUDE: Everyone is welcome at the Museum.

EDUCATE: Our goal is to support life-long learning by providing amazing learning experiences for all.

INSPIRE: Encourage innovation and discovery through storytelling and immersive experiences.

CONNECT: We are place for our local communities to connect through special events and education programing.

ELEVATE: Create unforgettable experiences that expand learning, awareness, and understanding.

THRIVE: Develop exciting new experiences and events that support strategic initiatives and financial sustainability.

Our values inspire us to create more inclusive, empathetic, and equitable experiences for our 150,000+ global visitors we proudly host each year as we strive to always offer the Ultimate Guest Experience (UGE). These values serve as the core of how the Museum defines itself and what it expects from everyone who works for, or volunteers on behalf of, the organization. While these words may have different meanings to each person; these

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values advance unity in carrying out our mission and preserving a desirable workplace culture at the Museum.

These core values are designed to guide the culture and aspirations of the organization as well as set expectations for employees and volunteers to exemplify these values while at work or when representing the Museum.

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I. Origins & History

The Museum is the result of a visionary dream by co-founders Captain Michael King Smith and his father, Delford M. Smith. Captain Smith's passion for flying led to his dream of an aviation museum unlike any other - a living museum that celebrates aerospace's rich history, honors the patriotic service of our veterans, and offers enlightening educational programs.

The original Museum was opened to the public in 1991 as a non-profit educational institution. It was located on the south side of Highway 18 in the Evergreen Corporate campus and featured a collection of vintage World War II aircraft Within a year of that opening. Captain Smith embarked on his largest project- acquiring the world-famous Hughes H-4 Flying Boat, *"The Spruce Goose".* After the death of Howard Hughes in 1976, the aircraft was purchased by the Aero Club of Southern California and exhibited by the Wrather Corporation in a geodesic dome near the R.M.S. Queen Mary in Long Beach, California. In 1992, the Aero Club awarded the stewardship of the aircraft to the Museum, and the giant seaplane made its way by barge up the Pacific coast, then in through the Columbia and Willamette Rivers to Portland. Waiting until the water levels in the rivers could allow the Spruce Goose to pass under the bridges on the Willamette, the aircraft came ashore near Dayton and completed the last 7.5 miles of its trip by truck.

For the next 8 years, the Goose would undergo restoration to prepare it for display, but sadly Captain Smith would not see the results of that labor. He died in a tragic auto accident in March 1995. In 1999, ground was broken for the new Museum building that would house the Spruce Goose, and by September 2000, it was able to house the first parts of the flying boat, which were assembled under the roof that enclosed 121,000 square feet of display area. In 2001, the new Aviation Museum opened to the public on June 6th, and the final assembly of the Goose was completed on December 7th.

Currently, the Museum receives over 150,000 visitors per year, and host tens of thousands of school children each year for tours and educational programs. The collections, which range from the earliest days of flight to the latest work on the International Space Station include over 150 significant aircraft and space artifacts as well as thousands of supporting objects, documents, and photos.

The museum buildings and surrounding property are owned by McMinnville Properties LLC (MMP), which is a Division of the Stoller Group. In addition to the Museum, there are several other organizations that call the campus home. This includes Evergreen Events and the Wings and Waves Waterpark, which are owned and operated by MMP.

It is important to note that McMinnville Properties does not own the Museum, which is an independent 501(c)3 nonprofit organization governed by our own Board of Directors.

Together, each organization does its best to support one another other, share our unique capabilities within our respective networks, and develop our collaborative efforts in ways that evolve the guest experience from what is currently a multi-hour visit in a single day to what will become a multi-day visit at a desired destination within Oregon's spectacular wine-country region.

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II. Museum Operations

Going beyond simply displaying objects, museums preserve, interpret, restore, share, relate stories, and provide context that bring artifacts to life for visitors. They function as stewards of our collective heritage, ensuring their physical integrity for ensuing generations. They perform as educational institutions, offering exhibits, programs, and resources that inform and inspire visitors of all ages.

All the while, creating a space for wonder, discovery, and creativity. They offer experiences that spark curiosity, ignite imagination, and encourage critical thinking. Also, they function as community hubs by hosting events, programs, and exhibitions that bring people together while attracting tourists and contributing to the local economy.

Our exhibits and their history are not here for approval or disapproval. They are here for the purpose of learning and understanding. Nor do they imply acceptance or promotion of certain ideologies. History is not ours to erase but we can put it into a historical and educational context. We honor the past and learn from it.

Our exhibits give us insights into understanding diverse historical periods, technological advancements, and struggles and triumphs of various individuals and groups. The Museum's collection spans over approximately 85 years of aerospace advancement that showcases the significance of design that will continue to inspire mankind to tackle challenges and push the boundaries of human achievement.

The field of aerospace science, represented by our collection, holds a significant place in history. The rapid advance of aviation and space endeavors has impacted millions across the world. By preserving and showcasing aerospace history, we illuminate our past and inspire visions for the time to come.

Not all of the Museum's artifacts are owned by the Museum. Some are on loan from other museums, government agencies, corporations, and individuals. Notably, many exhibits, such as the Hughes Flying Boat, a.k.a.*Spruce Goose*, are owned by the Museum. We strive to enrich our offerings with unique artifacts of historical importance.

We welcome visitors seven days a week from 9 am to 5 pm, with closures on Thanksgiving, Christmas Eve, Christmas and Easter Sunday. Additionally, our skilled Restoration & Archive volunteers operate on weekdays during business hours.

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III. Organizational Structure

The Museum organization comprises three groups: volunteers, employees, and a Board of Directors. Volunteers fall into three groups: Archive, Docent and Restoration volunteers.

Volunteers

Docents are the Museum's main connection with visitors. They serve on the Museum floor sharing their knowledge of our artifacts, exhibits, and displays, while maintaining a safe environment for our visitors and protecting our artifacts. They answer questions, conduct tours, assist employees when needed and help maintain order throughout the Museum.

Docents fall under the supervision of the **CEO/President and COO**. Each day of the week has a lead volunteer called a **Day Captain.** This person has overall responsibility for the smooth and safe running of the entire Museum. All seven Day Captains plus the Archives Lead and Restoration Manager make up **The Board of Captains.** They normally meet monthly to discuss issues important to the Museum.

To assist the Day Captain, each pavilion building has a **First Lieutenant** responsible for either the Hercules Pavilion or The Titan Pavilion. One First Lieutenant is identified and acts for the Day Captain when they are absent. Each museum has a few **Second Lieutenants** to provide support for all docents on the floor during the day.

These Volunteer Officers assure the Museum is ready for visitors at opening, all exhibits are ready for the public, and the museum is safe. They also assign various tasks to docents during the day and ensure the Museum is properly closed at the end of the day.

Selection and responsibilities of Day Captains and Lieutenants can be found in **Appendix A: Volunteer Officer Rules and Guidelines.**

Restoration Volunteers assist with restoring aircraft and other artifacts. This includes, but is not limited to, assembling, conditioning, cleaning, painting, and repairing aircraft, as well as other mechanical artifacts displayed in our museum. They have special experience or skills such as former aircraft mechanics or machinists. These volunteers are interviewed and work under the direct supervision of the **Restoration Manager or Lead**.

Selection and responsibilities of Restoration Volunteers can be found in **Appendix C: Restoration Volunteer Role Description.**

Archive Volunteers assist with the documentation, record keeping and preservation of archives, artifacts, and research materials held in each of the pavilions of the Museum. They have good computer skills, and work with consistency and great attention to detail. Archive volunteers are interviewed and supervised by the **CEO/Director, Curator and the Archives Lead**.

Staff Employees

Staff Employees provide support in all aspects of the Museum's operations.

The **CEO/President** is the senior ranking employee. The CEO/President is responsible for all aspects and activities at the Museum. All other employees work for this executive

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administrator. The CEO/President answers to and follows the guidance of the Museum's Board of Directors.

The **COO (Chief Operating Officer)** is the museum's second in command. He answers directly to and works alongside the CEO. The COO is responsible for the daily operation of the museum. He/she directly oversees Guest Services (Staff and Docents), Facilities, Café, Retail, and Marketing Departments.

The **CFO (Chief Finance Officer)** leads the finance department, and he/she answers directly to the CEO.

The **Management Team** consists of employees who are the senior management of the organization that lead and guide campus operations, under the direction of the CEO/President. The functional heads Marketing, IT, Development, Education, Facilities/Properties, Curation/Archives, Human Resources and Exhibits/Restoration support the CEO/President in managing the operations and the strategic business plan of the Museum.

Frontline staff employees directly serve guests by providing outstanding service throughout each shift. Frontline staff includes, but is not limited to, employees who work in Admissions (Guest Services), Theater Concessions, Café, Retail, and Groundskeeping positions.

Volunteers and Employees have, and always have had, a warm, respectful, and professional relationship. It makes volunteering a wonderful experience.

Board of Directors

Members of the **Board of Directors** (also known simply as The Board) are unpaid volunteers who hold the ultimate fiduciary responsibility for the Museum and provide the oversight to ensure that the Museum's assets are properly and effectively used.

Normally, at least one of the Directors' positions is filled by a Day Captain or other distinguished volunteers, to ensure the Board is aware of the volunteer's perspective.

See Appendix B: Organizational Chart, for a full listing of employee and volunteer positions.

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IV. Volunteers-In-Training

Volunteer Application

Candidates for volunteering must be at least 18 years of age and complete a Volunteer Application. Candidates will be contacted by the Training Officer and scheduled to attend a mandatory Volunteer Orientation.

The Volunteer Orientation

Orientation is conducted by the Training Officer. The orientation consists of the Museum's:

- Origins and history
- The campus, parking areas, and entry areas
- Duties and responsibilities for docents and other volunteers
- Guidelines and policies
- Safety and emergency procedures.

During orientation, each candidate will be required to sign the following forms:

- Unlawful Harassment, Discrimination and Retaliation Policy
- Acknowledgement and Authorization for Background Check
- Volunteer Acknowledgement

All volunteers will then receive the following:

- A Temporary Identification Badge
- Contact information for their Day Captain or Supervisor
- A Volunteer Handbook and Exhibit information packet via email.

No volunteer is permitted to come to the Museum for duty until the background check is complete and satisfactory. The Training Officer will inform the candidate and Day Captain or Lead when this step is completed.

Training

Volunteers must serve at least 50 hours in the Museum before they receive full benefits. In addition, all volunteer candidates shall be oriented to each volunteer department before selecting which department they would like to serve.

After being assigned to a department, Docent trainees will be assigned a mentor for their 50 hours of training. Trainees for the Archives and Restoration departments will receive the appropriate on-the-job training from their department managers.

Docent trainees will wear a vest (on loan, they will be rewarded with a new vest upon completion of their training) from their Day Captain. Archive and Restoration volunteers should wear clothing appropriate for their work area. All volunteers will also be assigned a volunteer ID number on their first duty period. Tablet pads are provided for the volunteer to sign in and out on.

Worthwhile training activities for docents and other interested volunteers include:

- Shadowing different tour guides.
- Viewing exhibit videos and reading the interpretive panels

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- Talk to veterans, pilots, and other experts that visit the Museum.
- Attending the Museum's special events and *StoryTeller* presentations.
- Learn the stories behind our exhibits.
- Familiarize yourself with the Volunteer Leader's Continuity Book and Safety Manual
- Spend equal time in both museum pavilions.
- Review appropriate files on subject in Archives

Mentors

All Docent candidates will be paired with a Mentor on their chosen volunteer day. The mentoring period will be a minimum of 50 hours; generally completed within six months of orientation.

Mentors are key members of the training program and are selected by each Day Captain or Supervisor to guide new docents and volunteers through the first few weeks or months of volunteering. Mentors are highly experienced and motivated volunteers who are personally interested in seeing the volunteer cadre grow and be one of the best groups of our kind.

The Mentor should:

• Be willing to take on the task of mentoring.
• Have extensive knowledge of the area in which they are mentoring.
• Possess the personal characteristics that make up a good instructor.

At the end of the mentored period, the Docent candidate's progress will be evaluated by the Day Captain and the mentor. Docent candidates will also complete a **50-question open book quiz** which will be corrected to 100% with the candidate. If the candidate has mastered all requirements, they will be recommended to be fully certified as a docent and issued a permanent identification badge.

If the Day Captain determines the docent has not mastered the required skills, the mentoring period may be extended. In exceptional cases, such as when a volunteer returns after being on the Inactive list, the Day Captain/Supervisor and mentor may recommend a refresher period of fewer than 50 hours.

Volunteers that return from an extended Leave of Absence (more than 6 months) shall be required to review this handbook and receive a full briefing on any changes that occurred during their absence.

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V. Duties and Responsibilities

Volunteer Principles

Knowledgeable: As a volunteer, you will be entrusted with tasks that require a solid understanding of safety protocols and the Museum's guidelines and policies.

Docent specific principle: Docents are expected to give our visitors the *Ultimate Guest Experience (UGE)* by knowing the factual history of the aerospace collection and the centerpiece itself. During your Mentor period, you will be given instruction and plenty of time to learn about the aircraft, missiles, spacecraft, and exhibits in the collection.

Dependable: For the Museum to give UGE and support operations, Museum relies on its volunteers to work their expected shifts and be punctual returning from meal and break periods. Please inform your Day Captain, Lead or Staff Supervisor if you will be absent, late, or leaving early from your expected shifts. This enables efficient planning for staffing and maintaining service standards for our guests.

Shifts are typically a minimum of 4 hours per week. That meets the shift time we ask of our volunteers. Your shift can start anytime you choose. If you need to adjust your shifts, notify your Day Captain or Lead so they can plan for staffing. Communication is the key.

Commitment: Volunteers are expected to commit to working within the Museum's policies and guidelines. They must be willing to cooperate and work with paid staff. A volunteer agrees to commit to a minimum of 16 hours per month to the Museum. If a volunteer fails to meet this criterion for 3 or more months, they will be placed on inactive status. If a volunteer must be absent for an extended period, four weeks or more, and unable to fulfill the assignment requirement, they should request a Leave of Absence by notifying their Day Captain. The Day Captain will enter this information in the volunteer's profile on Volgistics and document the leave of absence under the "Notes" tab. Otherwise, the volunteer may have to reapply to the Museum, attend orientation, submit to a background check, and serve as a Volunteer-In-Training for an amount of time to be determined by their Day Captain or supervisor.

Factual Integrity

Our Museum is where people come to get the facts. We have a responsibility to maintain the professional integrity of our institution by ensuring that the information shared with visitors is factual. It is important to acknowledge that history is constantly evolving, and our understanding of historical events can change as new discoveries are made.

While *theories, legends, myths, lore, and hearsay* can be fascinating, it is crucial to distinguish them from established facts when sharing them with visitors. If what you are presenting falls into one of these categories, make it clear to your audience. Never relate unsubstantiated information as fact.

If told by a docent, *"That's what I was told"* or *"The information is common knowledge among docents",* or you encounter information that seems questionable, politely ask the docent for a source for the information that they present. You might say "I would like to learn more about that. Can you point me to a good source?" This can foster a culture of accountability and ensure accuracy. Ask other docents about the subject and see if they agree. Every volunteer shares the responsibility of procuring accurate information to present to our visitors.

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If your visitors question the accuracy of a piece of information, it is best to be transparent with them. Let them know that historical knowledge is subject to revision and this is the best knowledge we have at this time.

Good sources for facts are the Museum's interpretive panels, videos, and other documents from the Museum. As we go forward, the addition of sources to the Museum's documents enhances credibility. If you find an error on the Museum's written materials, please notify your Day Captain or supervisor to have it corrected. If the error is on a display or exhibit, ask your Day Captain for an *Exhibits and Displays Discrepancy Report*. Return the completed report to your Day Captain.

Research any information gained outside of the Museum such as on TV, the internet, or through personal contacts to make sure it is factual before incorporating it into the presentation.

When searching for sources, utilize diverse resources including Museum and Archive files/records, libraries, professional publications, and primary sources such as firsthand accounts and photographs. Avoid relying solely on personal anecdotes or unverified claims. Emphasize the importance of factual accuracy to fellow volunteers and encourage collaborative fact-checking efforts. Additionally, remember to always state your sources on any written materials or presentations.

On the *internet,* check the story's source and add it as a reference to written material and presentations.

Primary Sources are a good place to look for facts. Primary sources offer direct evidence. Examples of primary sources include Lindbergh's account of his flight, pilot's diaries, the photo of the Wright Flyer airborne, and the video of the Spruce Goose flight.

Secondary Sources can be helpful too. They provide interpretation and analysis after the fact. Examples of secondary sources include textbooks, biographies, and documentaries.

See the Handbook's Glossary for additional information on Primary and Secondary Sources.

Volunteer Jobs (including but not limited to):

- Greeting visitors and guiding tours.
- Developing and presenting special programs.
- Repairing and restoring displays.
- Installing and arranging displays on the floor.
- Registering and cataloging Museum artifacts and archives.
- Manual tasks such as sweeping and dusting.
- Maintenance and upkeep of displays including aircraft.
- Promoting Museum Memberships and the store, *Rotors, Wings, & Things.*
- Engaging with youth.
- Assisting with training of new volunteers.
- Assisting with the operation of the simulator(s).
- Assisting the education department (i.e. field trips, tours, lectures, etc)

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Promoting Tours, Membership and the Gift Shop

The most important means of sustaining a consistent source of revenue is through sales. This includes paid Goose Flight Deck Tours, MaxFlight Simulator Rides, Museum Memberships and purchases in the Museum gift shop, *Rotors, Wings & Things.* Therefore, it is important for all Docents to promote memberships and the store. A member of the staff is aways on-site.

Advantages of membership are:

- Free admissions for a full year.
- Current Admission Cost Applied to Membership Purchase
- Special Access to Museum Events
- Discounts throughout the museum
- Monthly Newsletter
- Exclusive Access to and Discounts on Day, Spring, and Summer Camps

Never exert undue pressure on the sale on a visitor.

Personal Data Updates

Please promptly notify your Day Captain, Leads, or manager of any changes in personnel data. Personal mailing addresses, telephone numbers, and individuals to be contacted in the event of an emergency, should be accurate and current at all times.

Tracking Volunteer Time

Your time at the Museum is tracked to ensure you are given proper credit for your work. We now have a tablet pad in each Volunteer Break Room provided to sign in and out during the day. Your Day Captain or supervisor will provide each volunteer with a number for the tracking system and instructions on how to use the system.

See Appendix C: Volunteer Role Descriptions for Volunteer

Visitor Interactions

Enjoy our guests. They come from all over the world. Most are fascinated by aerospace exhibits and history. Some are aerospace professionals and bring lots of insight. Make sure to always show appropriate behavior toward visitors. We always want our guests to be able to recommend a visit to our Museum to others.

Maintain professionalism never criticize exhibits, and the museum management, or espousing personal beliefs such as a particular political or religious doctrine with guests. If you become frustrated with the museum you should consider resigning before causing irreparable damage to the guest experience.

The Museum is about the history of our exhibits not politics. Focus on the UGE by being informative and providing enjoyable experiences for all visitors. Your responsibility is to put our exhibits in context and explain their history.

Greet every visitor and welcome them to the Museum.

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By ensuring positive visitor interactions, you contribute significantly to the success of our Museum and the fulfillment of its educational mission.

Cell Phones/Tablets/Small Talk: Social contact and connectivity are important, but the primary focus must be on our visitors and their experience at the Museum.

While on the Museum floor, minimize distractions from visitor interactions by limiting small talk with other volunteers and cell phone/tablet use during duty hours. This can create unintended consequences such as poor visitor service or safety issues.

If a volunteer must make or take a call, effort must be made to exit the Museum floor. This guideline does not apply if a volunteer needs to make or receives an emergency call while on duty.

Help Keep the Museum Clean: Volunteers must remember to clean up after themselves. If a volunteer spills or drops anything, they shall not call for staff assistance, volunteers shall simply clean it up quickly.

Service and Assistance Animals: Ensure that service animals are well-behaved and under control at all times. The owner may be asked to remove the animal if the handler does not effectively control the animal or if it is not housebroken.

A handout of *Frequently Asked Questions* about service animals, and all docents should review this document **(see Appendix E).**

Pets Left in Vehicles During Warm Weather: In instances where visitors report a pet left unattended in a vehicle during warm or hot weather, report such incidents to the Day Captain promptly. They will coordinate an announcement over the PA system in both The Hercules and Titan pavilions to locate the vehicle's owner.

If the owner cannot be located within a reasonable timeframe, contact the Day Captain or Guest Services staff member they can call the McMinnville Police Department or animal control via their non-emergency number. Ensure someone remains near the vehicle until authorities arrive to assess the situation.

Avoid placing your hands or fingers inside the vehicle through partially rolled down windows, as the pet may react defensively and bite or scratch you.

In the event the owner is located, maintain a professional demeanor and refrain from criticizing their actions. Approach the situation with empathy, utilizing it as an opportunity for education and positive engagement with the visitor.

Furthermore, be mindful that some vehicles are equipped with remote climate control features, ensuring the comfort of pets left unattended. These vehicles may include interior cameras and communication capabilities with the pet.

Tasks Requiring Additional Training/Knowledge

Some Museum tasks require additional training and greater in-depth knowledge. Express interest to your Day Captain if you would like to receive training for these tasks.

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Floor Tour Guides: Conducting tours is a specialized skill and one of the most rewarding tasks docents perform. Tour guides are selected by the Day Captains. Each guide must have characteristics that will make a tour informative and entertaining for our visitors. Basic to this is exceptional knowledge of the displays, experience with public speaking, and a warm personality including a sense of humor.

The Museum buildings are large, and acoustics are a challenge for unamplified voices, please use portable speaker systems to assist with tours. Larger groups should be broken down into smaller groups of appropriately fifteen (15) visitors, and each group assigned a tour guide, if possible.

Tour groups may be the daily general tour for regular visitors or pre-scheduled groups. Pre-scheduled groups are often on the daily schedule, so it is important for the guide to determine the available time and special interests. Regardless, an introduction could include:

- Asking where they come from, how they found out about the museum, etc.
- Wheelchair availability.
- If small children are in the group, they must be supervised by an adult at all times for their safety. Adults may be courteously reminded of this important responsibility if needed.
- Tour groups with small children may need to be told to stay outside the chained areas and to not touch the artifacts except where expressly permitted.

Tour Guides develop their own tour presentation. However, it is critical that all presentations be accurate and uniform concerning facts. The goal of all presentations is to make them interesting, informative, pleasant, and factual. Stories of people or events associated with an artifact are sometimes more memorable than specifications and numbers. To avoid visitor fatigue and boredom a tour length of one hour to one and a half hours or less is suggested.

Often visitors like to tell stories about their personal experiences involving aircraft. Listen courteously because valuable new information may be learned.

It is important that a Tour Guide keeps a group moving and does not linger at any one display. On busy days there may be several tours conducted at the same time, and conflicts need to be avoided.

If a docent has special knowledge of a particular display and has been assigned to that display, the Tour Guide may arrange to turn over his group to that person. In this situation, it is important to keep track of time.

Tour Guides may not accept tips but should direct the visitor to a donation box.

Aircraft Tour Guides: These aircraft are open to the public or available for paid tours:

- Spruce Goose Flight Deck
- DC-3 Mainliner Reno
- VC-9 *“Air Force Two”*
- Lockheed Skunk Works
- Restoration

Special teams are detailed to these aircraft. Members of these teams should develop a greater knowledge of these aircraft and be able to present the history of the aircraft and answer most questions. Spruce Goose Flight Deck tours can be arranged and paid for at the admission desk.

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The **Enterprise Electric Cart *(Shuttle)*** is available to move visitors between the Museum buildings. All docents must receive appropriate familiarization of the vehicle's operation, height, and width before driving this vehicle.

MaxFlight© Simulator Operator: The museum currently operates two MaxFlight© Simulators for the pleasure of our visitors. Before being assigned to this simulator, docents and staff must receive safety and special training by a qualified Museum employee. Only Museum employees are allowed to start up and shut down the Simulator.

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VI. Guidelines and Policies

One of the wonderful things about the Museum is that no day is the same as the last one, so every volunteer needs to be flexible and positive. While each day brings its unique challenges, certain standards must remain consistent.

Rules must be enforced but in a positive and friendly manner. Look for opportunities to promote education and growth.

By working within the Museum's policies and guidelines you help us preserve a professional standard and present our best work.

Visitor Guidelines

Food and uncovered drinks are not allowed in the display area, except for beverages with lids.

Photography with flash is allowed. When asked or offered, volunteers may take photos of visitors at various locations throughout the Museum.

If ever **challenged on facts** by a visitor, a reasonable approach is to tell them the information being presented is the best available and that every attempt will be made to confirm it as correct and then proceed to do so. Never argue or debate with a guest. It is okay to say, "I don't know" or "I didn't know that".

It must be kept in mind that many of our visitors will have a technical background in aerospace, and every effort should be made to handle those situations with the utmost diplomacy.

For the safety of our young visitors, all guests under the age of 17 must always be accompanied by an adult (18 or older).

At no time are Museum volunteers allowed to transport visitors in their private vehicles while on duty at the Museum.

For the convenience of our visitors, we offer:

- Wheelchairs and scooters
- Elevators to the:
    - Second floors
    - Spruce Goose cargo bay
    - Titan Missile Control Room

Physical Contact Guidelines

Museum seeks to uphold the highest professional standards from all our team members (staff & all volunteers including Board Members, Docents, Archives, and Restoration) with regards to guest engagement and interactions. Our museum shall be an exemplary of a safe and welcoming space for all our guests, especially for children, so they may learn and explore in a positive and enriching environment. No exceptions.

When physical contact is initiated by a guest (e.g., a handshake, "knuckles" or "fist bump", a high-five, etc.), Museum team members are encouraged to reciprocate in a positive and

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favorable manner that reflects the kindness extended by the gesture and enhances the guest experience.

Museum team members are reminded that physical contact is not to be initiated by a team member with the following exceptions:

- Responding to a safety incident and/or rendering first aid
- Assisting* guests with safety harness and ingress/egress of the MaxFlight Simulator
- Assisting* guests with safe ingress/egress of approved exhibits. This list includes, but is not limited to Spruce Goose tours, DC-3 tours, BD-5D, and Flight Training Center activities involving the Maxflight Simulator, Cockpit Access, etc.

*Assistance from an Museum team member shall be a last resort and only if necessary or requested. A parent or guardian shall always be requested to engage with the guest in need first while supporting activities that may require physical contact.
Never touch a guest without their request or permission.

If in doubt, please consult with the Museum Leadership Team members from your respective departments to ensure you comply with these guidelines. We must continue to provide a safe, welcoming, and positive environment for all our guests. These guidelines are designed to support that.

Volunteer Dress Code and Personal Appearance

When meeting the public, the volunteers set the tone for their impressions of the Museum. Accordingly, volunteers must be well groomed and present a neat appearance in both dress and personal demeanor:

- **Hair,** including facial, should be kept neat and well-groomed at all times.
- **Body piercing** ensure piercings are discreet and not overly distracting
- **Tattoos** can't be offensive or extremist

All volunteers are issued identification badges. These must always be worn when working in the Museum.

Clothing should be clean and free of wrinkles and fit on the body appropriately without being too loose or tightly fitting. Comfortable, close-toed shoes are also required unless medical necessity requires open-toed shoes.

Men and Women may wear appropriate earrings. No body piercings such as lips, tongue, and eyebrows shall be worn while in uniform.

Since **Docents** are the most visible of all volunteers, they are rewarded with a green vest after completing their mandatory training and 50 hours. The clothing worn by the docents when working is Khaki colored (tan or beige) pants and light colored (light blue) button-down shirt/blouse or polo shirt with collar. The shirt shall contain no pattern. Women may wear beige or tan skirts or capris at an appropriate length. Please remember to wash your vests occasionally.
Shorts may be worn by the Docents between the Memorial Day and Labor Day holidays under the following conditions:

- Khaki golf shorts (10" inseam or just above the kneecap)
- No cargo style, frayed, damaged, sweats or cutoffs will be allowed

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- Socks will be worn; will be no higher than 6” above the ankle; be a solid color (can have a logo – Nike, Under Armour, etc.); no sock garters allowed
- Shoes will be worn, no sandals or flip flops per the Museum Safety Manual

Badges and vests are to be worn only on the Museum campus unless at a Museum approved event. If you are wearing a vest and badges you are on duty.

Restoration and Archive Volunteers should wear clothing appropriate to the tasks they are performing. Follow your supervisor’s instructions.

Fragrances: Fragrances are permitted in moderation; however, excessive fragrance usage that becomes bothersome to other volunteers, staff, or visitors may be addressed by a Day Captain, ranking Lieutenant, or Sr. staff member.

Alcohol & Drug-Free Workplace

The Museum has a **zero-tolerance policy** against drugs or alcohol in the workplace.

All current volunteers are subject to drug and alcohol testing as described in this policy. The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive drug-free environment. Intoxicants will not be tolerated at the Organization. With these basic objectives in mind, we have established the following zero tolerance policy:

- It is a violation of policy for any volunteer to use, possess, distribute, sell, trade, or offer for sale alcohol or drugs in the workplace, or in circumstances that we believe might adversely affect our operations or safety; and
- It is a violation of policy for any volunteer to report to work under the influence of drugs or alcohol, to be in this condition while on Organization property or in other circumstances we believe might adversely affect our operations or safety.

Violations of this policy subject the volunteer to disciplinary action up to and including termination.

Caution: Volunteers, staff, or visitors thought to be under the influence of drugs or alcohol may be suffering from a medical or mental health condition and not drugs or alcohol. Allow the Day Captain, ranking Lieutenant or Sr. staff member, make the final determination.

Unlawful Harassment & Discrimination

The Museum fosters an environment where every volunteer feels productive and comfortable. It’s our policy that all volunteers can work in a setting free from all forms of unlawful discrimination and retaliation.

Harassment is verbal or physical conduct that demeans or shows hostility or aversion toward an individual because of their race, color, religion, gender (sex), national origin, age, veteran status, sexual orientation, gender identity, physical characteristics historically associated with race, disability, genetic information or that of their relatives, friends, or associates.

Sexual Harassment is a form of gender (sex) discrimination. The Equal Employment Opportunity Commission has defined sexual harassment as follows:

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Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitute sexual harassment.

Reports of Harassment: If you believe that you have been harassed, sexually assaulted, or otherwise, experienced discrimination, report the incident immediately. The report should be directed to:

1. Your Day Captain or a Sr. Staff Member
2. The CEO, COO or Board of Directors

You may report an incident to CEO or COO without first contacting your manager. The Museum will not retaliate against a volunteer who in good faith reports discrimination, sexual assault or harassment to the Organization or participates in an investigation.

Retaliation will not be tolerated in our workplace. Reports of discrimination, sexual assault, harassment, or retaliation will be investigated fairly. All volunteers are encouraged to report and document any acts of discrimination, sexual assault, or harassment. The Museum will attempt to maintain confidentiality, consistent with the Organization's need to conduct an adequate investigation, and to take prompt corrective action in response to any discrimination, sexual assault, harassment, or retaliation.

See Appendix F for details.

Workplace Monitoring

To promote the safety of employees, volunteers, and visitors, as well as the security of facilities, The Museum may conduct video surveillance of the work areas premises at any time. Employees and volunteers have no right to privacy in general working areas.

The Museum respects the privacy of its employees and volunteers. To that end, video cameras will not be placed in restrooms, changing rooms, showers, and other private areas.

Volunteer Safety

Your health, safety, and well-being should never be compromised in the performance of your volunteering services at the Museum all year round.

All volunteers during their shift are provided with the opportunity for a break and time to eat a meal. Be sure to keep hydrated.

The summer months can pose a more serious risk even while remaining indoors. Ensuring proper hydration and frequent breaks remain critically important. People experience the effects of heat differently. Please become aware of the additional resources that are provided for you (e.g., Water located in each pavilion's breakroom, and portable air conditioning unit(s) in designated areas, etc.).

Pregnant and Nursing Volunteers

The Museum will provide a requested reasonable accommodation that would enable a pregnant volunteer to perform the essential functions of their job such as break periods, rest, assistance with manual labor, and modified work schedules or job assignments.

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Nursing volunteers are entitled to take a period to express milk each time they have a need to do so. With advanced notice, we will make reasonable efforts to provide a room near your regular work area to allow you to express milk in private.

Social Media

Employees and volunteers making use of social media to discuss matters related to the Museum should avoid using statements, photographs, video, or audio that are political, malicious, obscene, threatening or intimidating, or that constitute harassment.

No volunteer should suggest or represent that the volunteer is authorized to comment on an organization's legal matter on behalf of the Museum. Unless specifically instructed by the CEO or COO.

Reporting Workplace Concerns

If you find an error on an interpretive panel, would like to have an exhibit or something else moved to a better place, or see an ongoing problem in the facilities, do not take it upon yourself to use any tape, handwritten notes, unauthorized signs or yellow Sticky Notes. Follow the approved method to submit your idea or observation through your Day Captain or Lead to executive level management.

Reporting Deficiencies, Discrepancies, and Requesting Changes: Volunteers have an excellent relationship with the Museum's staff. However, any suggestions, complaints, ideas, etc. should be brought to the attention of the Day Captains or Leads, not the staff. If needed, forms are available from the Day Captains to bring your issues to executive management. This process is in place to reduce friction and frustration that may be caused by unsolicited and redundant feedback.

The forms are:

- **The Facilities Deficiency Report** for reporting any issues with facilities such as plumbing, lighting, safety issues, etc.
- **The Exhibits and Displays Discrepancy Report** for reporting any issues with exhibits and displays such as MaxFlight©, Gemini, monitors, sound systems, etc.
- **Artifact Change Form** to foster collaboration for proposed changes to exhibits or elements of the guest experience.

Filled out forms should be given to your Day Captain or supervisor.

Other Workplace Concerns: Use this procedure to resolve disputes or voice concerns regarding work rules, working conditions, disputes with employees or other volunteers, unfair practices, and any type of harassment.

1. Bring your concern to your Day Captain or Lead within 72 hours of the situation causing the concern.

   Note: *If for some reason you feel that you cannot take your complaint to your Captain, Lead, take it to the next higher level of museum management.*

2. You have the right to appeal the decision to the next higher level of management.

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3. If you are still not satisfied with the results from Step 2, you may appeal to the CEO, COO or Board of Directors. All decisions made at this level are final and binding upon both the Organization and volunteers.

Inclement Weather Closure

The Museum will utilize ODOT and Local Weather Reports, in addition to conferring with the MMP Facilities Director to determine the severity of the conditions on campus and direct the appropriate response. The CEO or Chief of Operations will make the determination to close the campus, and employees Day Captains and Leads will be notified per Museum's call alert process. If the campus opens, you must consider your local conditions and determine if it is safe to proceed to the museum or not.

If the severe weather sets in after opening the Museum, the Day Captain and the President & CEO or Chief of Operations will determine the proper response.

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VII. Volunteer Rights and Benefits

Volunteering is a form of philanthropy. It is the unselfish gift of one's time and talents to further a cause. In most museums, as it is here, volunteers are the lifeblood of the organization. As one, you will be extended certain rights and benefits. They may not be used for personal or business gain.

During the First 50 Hours of Service or Training

Volunteers will receive the following privileges and benefits:

- Discounted lunch for a four hour or more shift (not including the lunch).
- Free admission to the Museum for the volunteer only.
- Discount in the Museum Store.
- Attendance at all appreciation events.

After Successfully Completing the 50-Hours of Service or Training*:

Volunteers in good standing will receive the following additional privileges:

- All rights and privileges of Museum Volunteer Membership.
- A Volunteer Membership is good for free admission to the Museum for you and four (4) adults and up to four (4) children, age 16 or younger, per week. The volunteer must accompany the visitor(s) throughout the visit to gain free admission.

- The awarding of a Lifetime Volunteer Membership for the volunteer upon completion of five years of service to the Museum and remaining in good standing. Free admission to the Museum for you and four (4) adults and up to four (4) children aged 16 or younger per week. The volunteer must accompany the visitor(s) throughout the visit to gain free admission.

- Upon completion of ten years of service to the Museum, a volunteer in good standing may transfer their Lifetime Membership to an immediate family member one time. Free admission to the Museum for you and four (4) adults and up to four (4) children aged 16 or younger per week. The Lifetime Volunteer Membership holder must accompany the visitor(s) throughout the visit to gain free admission.

- Volunteers awarded a Lifetime Membership will receive an ASTC passport ID card with the volunteer's name and "Lifetime" embossed on the card.

* *In addition to the 50-hours of training, Docents must complete the quiz and receive the Day Captain's recommendation to be certified as a Docent.*
Volunteer membership, including Lifetime Membership, can be revoked based on disciplinary or corrective actions.

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VIII. Corrective Procedures and Resignation

Discipline and Corrective Procedures

If a volunteer is not performing their duties at an acceptable level as prescribed in this Handbook, the Day Captain or Supervisor should schedule a meeting with the volunteer to discuss the deficiencies and outline what must be done to correct them. If, after the meeting the Day Captain or Supervisor feels the volunteer will improve, further action need not be taken.

If the deficiencies are serious enough or if it is felt they may not be corrected after discussion with the volunteer, the following procedures must be followed:

- The Day Captain or supervisor schedules a meeting with the volunteer.
- The volunteer's deficiencies are outlined and documented.
- A plan of assistance is developed which may include being assigned a mentor.
- A timeline is developed.

During the duration of the plan for assistance the following procedures must be followed:

- Periodic observation by the Day Captain and/or mentor.
- Periodic meetings to evaluate progress with volunteer and mentor.
- A written record of progress must be kept.

At completion of the plan of assistance, an evaluation and recommendation must be made that may include but not limited to:

- Extending the plan of assistance.
- Modifying the plan.
- Fully reinstate the volunteer.
- Dismiss the volunteer.

Dismissal

If dismissal is warranted, the following procedures must be followed:

- The volunteer will be notified of the issue and dismissal.
- The volunteer will be notified of the appeal process.
- The dismissal action must be documented and Board of Captains notified
- An appeal may be submitted to the Board of Day Captains.
- The volunteer may appear before the Board of Captains for their defense.
- The volunteer will be notified in writing of the Board of Captains decision.
- If the decision is dismissal, it is considered final. However, if compelling extenuating circumstances are later found, the Board of Day Captains may reinstate the volunteer by unanimous vote.
- Turn in all Museum equipment such as name tags, vest, uniforms, any tools, and keys issued.

Certain offenses will result in immediate dismissal:

- Inappropriate behavior toward visitors, staff, or fellow volunteers.
- Theft of Museum property.

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- Willful damaging of a Museum artifact. This includes changing or damaging computer programs on displays.

  NOTE: Volunteers are not allowed to move aircraft or get into cockpits because of potential damage. Remember, not all exhibits are owned by the museum, some are on loan. The Museum would be responsible for repairs, and it could impact current loans or future loans from the owner.

  Exceptions: Restoration volunteers in the performance of their duties and when appropriate, on guided tours Ex. Spruce Goose cockpit tours.

Certain offenses may result in immediate dismissal:

- Repeated absences without explanation.
- Disobeying Museum rules.
- Continually misinforming visitors about artifacts.
- Continual behavior that puts the Museum in a bad light.
- Changing artifact positions without Curator/Exhibits Manager approval.
- Discussing private information learned at the Museum that is not yet approved by the CEO/President for public discussion or dissemination.
- Being overtly and disrespectfully critical of Museum Exhibits, Staff, or Operations to the public or fellow volunteers. **Note:** Volunteers are encouraged to politely share their opinion directly with the Museum's senior leadership. Volunteers are not allowed to be malicious, or insubordinate.
- Espousing partisan political doctrine.

Special Circumstances

Reporting to Work Under the Influence of Alcohol or a Controlled Substance:

- The Day Captain, ranking Lieutenant or supervisor will make sure the volunteer is not experiencing a medical emergency due to physical issues or suffering from an authorized prescription drug which is having a poor result.
- If the volunteer is found to be likely be under the influence of alcohol or an unauthorized controlled substance, they must immediately be removed from the Museum floor.
- The Day Captain, ranking Lieutenant or Supervisor will advise the CEO/President or COO of the situation.
- If the volunteer rejects their situation, they will be referred to CEO or COO for appropriate testing according to Oregon State guidelines.
- The Day Captain, ranking Lieutenant or Supervisor will make appropriate plans to ensure the volunteer does not drive and is safely returned to their home.
- Confirmation will result in immediate dismissal.

Unlawful Harassment, Discrimination, and Retaliation

All volunteers have signed the form under this title distributed and held in the volunteer file cabinet. This should be considered an Oregon State legal mandate. If this situation arises, the following will take place:

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- The Day Captain, ranking Lieutenant, or Supervisor will notify the volunteer who shall be removed from the Museum floor immediately.
- Investigation and review will be conducted by the Day Captain and senior staff at a minimum.
- On confirmation the CEO/President will make an appropriate decision based on Human Resources finding and recommended action. It may include corrective action or immediate dismissal.

Resignation

Any volunteer who feels they are unable to continue serving the Museum should:

- Notify the Day Captain or Supervisor.
- Turn in all Museum issued equipment such as name tags, vest, uniforms, any tools, or keys issued.
    - Long-time volunteers may keep their green docent vests, at the discretion of the Day Captain.

The Day Captain may choose to conduct an exit interview with the volunteer.

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IX. Safety

It is the responsibility of each volunteer to work in a safe and efficient manner. Report all accidents, injuries, and unsafe activities, conditions, and equipment to your Day Captain or Sr. Museum staff member. First Aid Kits and AEDs are available in each Museum behind the admissions desks. Find and know the locations for these items and fire extinguishers in your assigned workplace.

The Museum's Safety Manual: All volunteers shall read and follow the Museum's Safety Manual. The Safety Manual is located in the volunteer break room, and in the manual binders behind the Admissions Counter.

Firearms and Weapons: The Museum strictly prohibits handguns, firearms, and Prohibited Weapons of any kind in the musuem regardless of if the person is licensed to carry the weapon. This policy applies to all Museum employees, volunteers, and anyone who enters the Museum campus or property, except law enforcement personnel in the course of their regular duty.

"Prohibited Weapons" include any form of weapon or explosive restricted under federal, state, or local regulation. This includes all firearms, illegal knives, or other weapons covered under the law applicable. Refer questions to the CEO/President.

As Oregon is an "open carry" State, most violations will be a person carrying a personal weapon without evil intent. Regardless, notify your Day Captain or ranking Lieutenant immediately. If you believe, for any reason, there is a risk, call 911.

Unruly Visitors: Not a common occurrence but should a visitor become unruly the following procedures should be followed:

- Ask them to stop the unruly behavior.
- Notify your Day Captain or ranking Lieutenant and staff. They are qualified to ask the unruly visitor to leave the premises if the behavior continues.
- If the situation requires immediate and severe action, call 911 for police assistance. Also contact the CEO or COO immediately.

Driving and Parking on Museum Grounds: Volunteers should park their vehicles in locations that do not interfere with the convenience of visitors and Museum operations. Volunteers are shown where to park during their orientation, generally north of the Museum buildings. At times, volunteers may be asked to take part in alternative areas because of special events scheduled for the parking lots.

Volunteers are expected to drive with extreme caution on the campus to ensure the safety of everyone. Volunteers must be aware there are pedestrians walking all over the campus and weather conditions often make visibility difficult for drivers and pedestrians alike. A maximum speed of 20 MPH should be observed. Unsafe vehicle operations may be the cause for dismissal.

Smoking and Vaping: The Oregon Indoor Clean Air Act, also known as the Smoke-free Workplace law, prohibits smoking, aerosolizing, or vaporizing of inhalants in the workplace and within ten feet from all entrances and exits (including stairs), accessibility ramps, windows that open, or intakes. The Museum intends to be fully compliant to the state law and makes additional efforts to ensure employees, volunteers, guests, visitors, vendors, and

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contractors can enjoy their experiences on campus without exposure to nicotine and its by-products. If you smoke, take a break, and go to a designated smoking area.

X. Emergency Procedures

It is simply not possible to provide a checklist of all possible events that might occur at the Museum. All volunteers should read and review the Emergency Procedures Section of the Museum's Standard Operating Procedures Manual from time to time to make sure they are aware of current procedures and issues. Vigilance and common sense will be your best guide. Find and know the locations of the first aid kit, AED, and fire extinguishers in your assigned workplace.

Evergreen Museum Campus Safety Manual: All volunteers should read and follow the Museum's Safety Manual including the Maps of the Buildings Evacuation Routes.

The Safety Manual is located in the volunteer break room, in the manual binders behind the Admissions Counter and on the Museum's website, easmcrew.com.

Medical Emergencies: Most medical events are minor, a cut finger or scrape. Medical kits and AEDs are available behind the admissions desk in both Museums.

- For any life-threatening situation: Direct another volunteer, staff member, or bystander to call 911 immediately. If alone, call 911.
- Notify your Day Captain, ranking Lieutenant or Lead of the situation.
- Do not move the patient unless imminent danger exists (fire, chemical exposure, etc.).
- Only provide first aid for which you have been properly trained by Museum. Many of the Staff have been trained in emergency first aid, CPR, and AED.
- Remain with the patient until relieved.
- Assist injured party in completing an Injury/Accident Report and submit within 24 hours to Human Resources. Forms and Medical Emergency Procedures are provided at the Admissions desk in each facility in a binder labeled Volunteer Leader's Continuity Book. These are mandatory reporting forms.

Fire: Remove people from immediate danger.

- Activate the fire alarm.
- Assist all visitors, staff, and volunteers out of the building. Exit should not be made from main entrances as the first responders will need the area clear for their equipment. For the Hercules pavilion, use the north, south, and west exits. For the Titan pavilion use the north, south, and east exits.
- Every effort should be made to keep visitors from leaving the Museum campus in their vehicles. They could block the main street preventing emergency vehicles from reaching the museum.

Active Shooter: An active shooter is an individual engaged in killing or attempting to kill people. The person may be a current or former team member of the Museum or former volunteer or a completely unknown person.

- Call 911.
- Without undue risk to yourself, assist all visitors, volunteers, and staff out of the targeted area.

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- RUN. If unable to run, HIDE. As a last resort, FIGHT.
- Follow the instructions of responding police.

Suspicious Objects: It is possible that any staff member or volunteer might receive a suspicious parcel or may discover a suspicious object somewhere on the premises.

Although most packages, purses, backpacks, and other objects are simply forgotten by our visitors, we must consider any object left unattended as suspicious and potentially dangerous. If a package or object deemed suspicious is found, the following procedures must be implemented:

1. Prevent anyone from touching or going near the object.
2. Notify your Day Captain or ranking Lieutenant, and staff immediately and provide the following information:
    a. The location of the object.
    b. A description of the object.
3. The Day Captain or supervisor will Call 911 for assistance. McMinnville police are qualified and prepared for this possibility.
4. Promptly write down everything you can remember about finding the object for the police investigators.
5. Stand by for instructions from your Day Captain or supervisor. They will make the call to evacuate or not. If instructed to evacuate, move all visitors, volunteers, and staff to the designated assembly area. As directed in the Safety Manual.
6. **Do not:**
    a. Use two-way radios or cellular phones near the object
    b. Evacuate until police arrive and evaluate the threat.
    c. Activate the fire alarm.

All emergencies cannot be anticipated in this handbook, but a good rule of thumb is that your first responsibility is to our visitors. Let those trained for emergency situations manage them; they are the professionals.

More details concerning safety and emergencies procedures can be found in the Museum's Safety Manual.

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I. Glossary

Accession - process of accepting an artifact or archive into the Museum's Archives.

Archive - historical records i.e., documents, manuscripts, personal papers, maps, or the physical facility in which they are located. A major archive for us is the Hughes Flying Boat, a.k.a. Spruce Goose reports, engineering drawings and photos.

Artifact - anything created by humans which gives information about the culture of its creator and users. A 'cultural object'.

ASTC – Association of Science and Technology Centers (Museum passport program)

Collections - receiving, cataloging, and displaying donated, loaned, or purchased items. Everything the Museum has in its possession, displayed or not, on loan or owned.

Curation - to select the best or most appropriate, especially for presentation, distribution, or publication.

Curators – manage, collect, interpret, preserve, research, and protect objects of historical importance in museums. Curators are responsible for exhibit development and the proper presentation of the artifacts.

Exhibit – public display of the museum's collection in public to tell stories and share information.

Facsimiles - Copies or reproductions of documents, books, manuscripts, maps, or prints.

Inactive Status - A volunteer agrees to commit a minimum of 16 hours per month to the Museum. Failing to meet this criteria, a volunteer will be placed on inactive status after three months. The volunteer may have to reapply to the Museum, attend orientation, submit to a background check, and serve as a Volunteer-In-Training for an amount of time to be determined by their Day Captain or supervisor. To prevent being placed on Inactive status keep your Day Captain or supervisor informed of any leave you need to take.

Interpretative Panels – reader boards near exhibits

Primary Sources - firsthand accounts, original information or raw data that provide direct evidence or information about a particular topic, event, or time period. Examples of primary sources include letters, interviews, autobiographies, eyewitness accounts, original research studies, historical documents, artifacts, photographs, and audio or video recordings created at the time of the event.

Replica - an exact duplicate of a real artifact made out of the same raw materials. Sometimes they are created to help with preserving original artifacts. Examples: The Museum's Spirit of St. Louis and Wright Flyer.

Reproduction – a copy of any artifact that uses the same materials and construction techniques as the original. Example: The Museum's Me 262 jet fighter.

Restoration - restore, move, and maintain the museum's exhibits.

Rotors, Wings, & Things – Museum's gift shop

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Secondary Sources – are created after the fact by researchers and commentators that interpret, analyze, or comment on primary sources or events to provide context, analysis, or commentary. Examples of secondary sources include textbooks, scholarly articles, biographies, documentaries, reviews, and critical analyses.

Shifts – a period starting at a specific day and time of the volunteer's choosing with a duration of four (4) hours or more. Shifts should be constant from week to week except occasionally when the volunteer notifies their Day Captain or supervisor of a temporary change of their shift. Volunteers are allowed to change to another shift, if available, after approval from their Day Captain or supervisor.

StoryTeller Series – presentations by docents and others on a specific topic.

UGE - Ultimate Guest Experience

VIP – (Very Important Person) is a distinguished guest who receives special treatment or privileges due to their status, importance, or relationship with the museum.

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APPENDIX A: VOLUNTEER OFFICER RULES and GUIDELINES

VOLUNTEER OFFICERS

Each day and each adjunct area have volunteer officers (Day Captains, First and Second Lieutenants) in charge of supervising the volunteers working on that day or in that area. Generally, there is at least one first lieutenant and two second lieutenants in each building serving one Day Captain.

DAY CAPTAIN

The Day Captain has the responsibility of volunteer retention and to organize volunteers to ensure the mission of the Museum and the volunteer core is attained. The Day Captains report to the CEO or COO.

- Assign a tour guide for each tour.
- Assign a volunteer to each entry desk to ensure all visitors have paid admission.
- Assign volunteers to all areas of the Museum for security of the displays.
- Organize lunchtimes and breaks to ensure adequate coverage in the Museum.
- Select, train, and assign a docent to mentor all volunteer trainees.
- Maintain volunteer profile and record in Volgistics.
    - Leave of absence: Update volunteer status and Notes tab in Volgistics
- Manage and supervise all volunteers on each shift.
- Along with the Volunteer Officers, be sure that all visitors have left the Museum and all doors and windows are shut and secured at the end of each day.

To fulfill the job of Day Captain, the volunteer must have specific qualifications.

- Candidates for Day Captain must have at least two years' experience in the Museum.
- They must have an above average knowledge of the daily operation of the Museum.
- They must be willing to dedicate the time the Officer assignment requires.
- They must be willing to cooperate and work with paid staff.
- They must be willing to accept the responsibility and day assignment for which they are being considered.
- Use basic computer software; MicroSoft Office products and email.

Certain procedures should be followed in selecting new Day Captains.

- Lieutenants serving on the specific day will be given first consideration upon the recommendation of the departing Day Captain.
- Lieutenants from other days will have an opportunity to apply for the open Officer assignment.
- Candidates must meet all the requirements and qualifications for Day Captain.
- The Board of Day Captains may interview the candidate.
- The candidate will be elected by the Board of Day Captains with the approval of the CEO/President.

Should a Day Captain fail to satisfactorily fulfill the requirements and obligations of the Officer assignment, a discipline or dismissal procedure shall be instituted.

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- In closed session, excluding the offending captain, the Board will examine the deficiencies.
- The deficiencies will be made known to the captain either in person or in writing.
- The captain will be permitted to appear before the Board of Day Captains to present their position.
- In closed session, the Board of Day Captains will consider all aspects and decide upon a course of action.

    - Immediate dismissal
    - Plan of correction to be decided upon by the board.
    - A timeline will be developed

- Recommendations of the Board of Day Captains will be made known to the offending Day Captain.
- If the captain remains in place, the Chairperson of the Board of Day Captains will assign a committee made up of the serving captains to monitor progress.
- At the completion of the plan of corrections, a recommendation by the committee will be made to the Board of Day Captains.
- The recommendation may be either for dismissal, extension of the plan of correction or full reinstatement.
- The Board of Day Captains will vote on the recommendation.

LIEUTENANTS

Each Day Captain may have two first lieutenants and as many second lieutenants as deemed necessary.

The Day Captains shall assign specific responsibilities to each lieutenant.

- The first lieutenant shall oversee the day in the absence of the Day Captain.
- The second lieutenants shall perform the assignments given to them by the Day Captain or the first lieutenant.
- In the absence of the Day Captain and first lieutenant, an appointed second lieutenant shall assume the responsibility for the daily operation.

Candidates for lieutenant must have certain qualifications.

- A candidate must have at least one year’s experience in the Museum.
- They must have an above average knowledge of the daily operation of the Museum.
- They must be willing to dedicate the necessary time to fulfill the Officer assignment.
- They must be willing to accept the responsibility assigned to them.

Certain procedures should be followed in selecting new lieutenants.

- Docents serving on the specific day will be given first consideration upon the recommendation of the Day Captain.
- Docents from other days will have an opportunity to apply for the open Officer assignment.
- Candidates must meet all the requirements and qualifications for lieutenancy.
-

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If it is felt by the Day Captain that a serving lieutenant is not meeting the requirements of the Officer assignment certain steps shall be taken to correct the problem.

- The Day Captain will meet with the lieutenant.
- The deficiencies will be made known to the lieutenant.
- The Day Captain may consult with other captains.

If it is felt by the Day Captain that further steps need to be taken, the following procedures must be followed.

- Immediate dismissal from the position.
- Plan of correction developed to be decided upon by the Day Captain.
- Timeline will be developed.
- The Day Captain will monitor progress.
- It is recommended that the Day Captain keep the Board informed of the progress.

After completion of the plan of corrections, the Day Captain should recommend to the Board for its approval, either dismissal or full reinstatement.

Day officers serve both the Museum and the staff to ensure the Museum's Mission is carried out. Though there may be times when an officer disagrees with staff members, it is not the place of any officer being a Lieutenant or Captain, to openly criticize or argue with what the staff member is saying or doing. All issues with staff should addressed to the Admissions Manager of the day or a Sr. Staff member It is recommended that in such a case, the officer should discuss it with the Day Captain who in turn should discuss the situation with the relevant management staff for that day or the CEO/President and record it in the in the daily logbook.

BOARD OF CAPTAINS

The seven serving Day Captains plus the Leads of Archives and Restoration shall compose The Board of Captains. The board shall meet at least once a month. The purpose of this meeting is to discuss museum business and deal with operations and/or problems arising and function as a liaison between the volunteers and the staff of the Museum.

The Board of Captains shall elect a chairperson, a vice chairperson and a recording secretary. The election of the officers shall be held at the regular May meeting.

CHAIRPERSON [Term: 2 years, eligible to voluntarily extend for 1 year, not to exceed 3 years total]

- The Chairperson of the Board of Captains must be a sitting Day Captain in good standing with both the volunteer corps and the staff.
- The Chairperson shall be elected by the sitting board members for a term of *two/three* years.
- The Chairperson shall serve as chief executive officer of the board.
- The Chairperson shall convene and moderate the regular monthly meeting of the board and any special meetings deemed necessary by the chairperson, the staff**,** or any member of the board.
- After serving one term, the chairperson may not be elected to a consecutive second term. However, after being out of office for at least one term, he/she may be elected to another *two-year, not to exceed three-year term.*

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VICE CHAIRPERSON [Term: 2 years, eligible to voluntarily extend for 1 year, not to exceed 3 years total]

- The Vice Chairperson shall be elected by the Board of Captains per the term stated above.
- The Vice Chairperson shall assume the chairperson's duties in their absence.

RECORDING SECRETARY [Term: 2 years]

- The Recording Secretary shall be elected by the Board of Captains per the term stated above.
- The secretary shall record the minutes of each meeting and distribute them to the board and Executive Management.

The Vice Chairperson and Recording Secretary of the board may be elected to a higher office for the full term of that office. The Recording Secretary may be elected to as many consecutive terms as they wish to serve.

REMOVAL FROM OFFICE

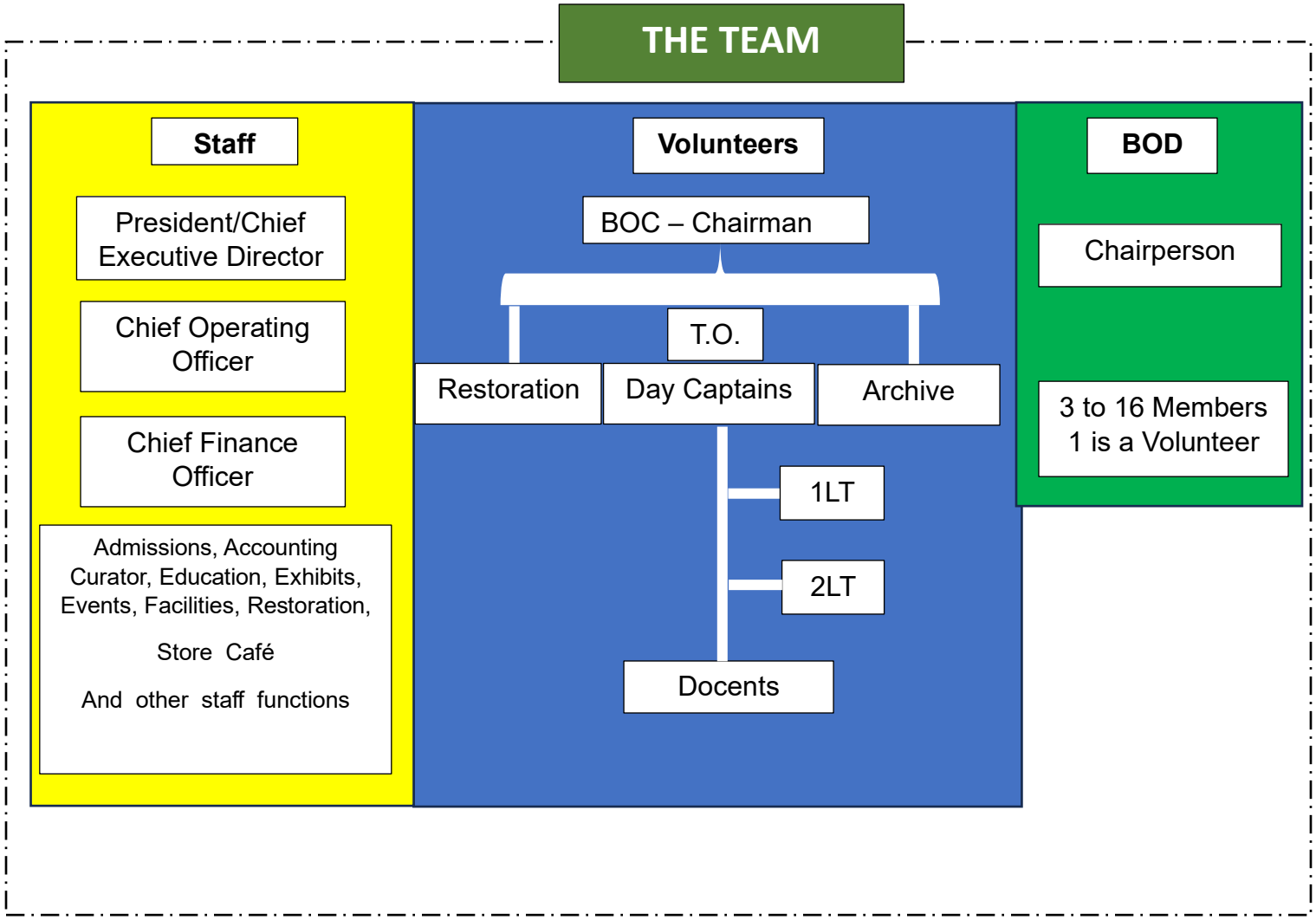
- If it is felt by any member of the board or by the staff executives that an officer of the board is not fulfilling the duties satisfactorily, an evaluation by the board may be requested.
- After evaluation, if the board feels the officer has failed to meet the requirements, they may vote by a majority of the members of the board, for removal from the rank held.
- If the chairperson is removed, the vice chairperson shall assume their duties to fulfill the remainder of the term and will be eligible to be elected to a full term of *two/three* year as Chairperson of the Board of Captains.
- If the Vice Chairperson or Recording Secretary is removed, the chairperson of the board shall appoint a replacement to fulfill the remainder of the term.

Captain's Resignation process: If a captain wishes to resign the commission as Day Captain, but remain as a volunteer, a letter of resignation should be submitted to the Chairperson of the Board of Captains who will submit it to the board for approval. If approved, the resigning captain must turn in their silver bars and cease to wear their white shirt. They will then be assigned the status of Captain Emeritus and issued a set of gold captain's bars to be worn as a sign of their former rank as an Officer. They will no longer be voting members of the Board of Captains but may be consulted on specific issues.

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APPENDIX B: ORGANIZATION CHART

Museum Organization Chart



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APPENDIX C: VOLUNTEER ROLE DESCRIPTIONS

Role: Docent Volunteer

Reports to: Volunteer Day Captains and 1st/2nd Lieutenants'
Staff Support: Administrative Staff
Location: The Hercules and Titan pavilion

Objectives

The Museum Volunteer's objective is to ensure that each visitor of the Museum feels welcome and enjoys their visit. Our mission: To Inspire and Educate all generations, to Promote and Preserve Aerospace History, and to Honor the patriotic service of those who have served our nation, both civilian and military. As a volunteer, you will be on the Museum floor sharing your knowledge of our artifacts, exhibits, and displays; maintaining a safe environment for our visitors; and protecting our artifacts.

Role Responsibilities

Role responsibilities may include some or all the following**:**

1. Follows the Volunteer Handbook
2. Follows EASM's Safety Manual. May assist with evacuations and other emergent situations.
3. Assists with providing security for the Museum campus.
4. Assists with protecting the artifacts, exhibits, and displays.
5. Assists with recording any injuries or incidents witnessed by our guests, employees, or fellow volunteers.
6. Politely greet guests of Museum.
7. Provides excellent customer service by answering guests' questions, giving directions, and monitoring the traffic flow.
8. When asked or offered may take pictures of guests at various locations throughout the Museum.
9. May operate the MaxFlight ride for visitors (currently available in the Hercules pavilion)
10. May assist with new volunteer training.
11. Provides tours as requested or assigned.
12. May assist with light repair work, cleaning and dusting of aircraft, artifacts, exhibits, and displays per a staff approved project list. (Only as directed)
13. May assist with Educational groups visiting the Museum i.e., tours, educational activities.
14. May assist with special events i.e. set up, clean up, activities.
15. Assists with providing Museum Membership information.
16. May transport guests between buildings on campus via shuttle golf cart.
17. Assists with providing Museum Membership information.

Knowledge, Skills & Abilities Needed

- Must be able to demonstrate excellent interpersonal skills.
- Must be able to demonstrate good public speaking skills.
- General knowledge of aviation and space is desired.

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Role: Archive Lead/Volunteer

Reports to: President/CEO, Curator
Staff Support: Administrative Staff
Location: The Titan pavilion office

Objectives

The Archive Lead/Volunteer's objective is to assist with the documentation, record keeping and preservation of archival, artifact and research material held in each of the Collections within the Museum. It is expected this objective will be met through the application of accepted Museum standards and practices with adherence to the Museum's Collection Management Policy, within the stated mission of the Museum.

Role Responsibilities

Role responsibilities may include some or all the following:

1. Detailed Cataloging of artifacts and archive items accessioned into the Archives.
2. Provide research support for Aviation and Space related queries.
3. Assists Curator/Exhibits Manager in displaying donated items.
4. Assists in preservation and storage of items within the Collection and on Exhibit.
5. Follows Volunteer Handbook.
6. Follows EASM's Safety Manual. May assist with evacuations and other emergent situations.

Knowledge, Skills & Abilities Needed

- Intermediate computer skill level and working knowledge of databases and MS Office.
- Must be able to demonstrate excellent organizational and team coordination abilities.
- Must be able to demonstrate excellent interpersonal skills.
- Must be able to demonstrate great attention to detail.

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Role: Restoration Lead/Volunteer

Reports to: Restoration Manager
Staff Support: Administrative Staff
Location: The Hercules pavilion

Objectives

The Restoration Volunteer's objective is to assist with aircraft restoration and other artifacts. This includes, but is not limited to, assembling, conditioning, cleaning, painting, and repairing aircraft, as well as other mechanical artifacts displayed in our Museum.

Role Responsibilities

Role responsibilities may include some or all the following:

1. Assists with aircraft restoration.
    - Clean aircraft as necessary.
    - Tooling: properly and safely uses tooling; from hand tools to heavy machinery i.e., wrenches, sockets, torches, handsaws, forklift.
    - Removes and installs parts/components i.e., panels, wings, engines.
    - Bodywork/fabrication/engineering: Fabricate items for aircraft and other displays using aluminum, steel, wood, plastics, composites, and resin. This may consist of grinding, sanding**,** and cutting product.
    - Electrical: Troubleshooting, rewiring, and soldering.
    - Painting: Prep, sand, clean and paint using a brush, roller**,** or sprayer.
    - Welding: May consist of the arc, tig, mig, and gas welding.
    - Assists with towing and moving aircraft and artifacts.
    - Assists with hoisting and rigging items.
2. Assists with inspecting, protecting**,** and preserving the artifacts, exhibits, and displays.
3. Interacts with customers, visitors, vendors, donors**,** and staff.
4. Maintains a clean and safe environment.
5. Assists with recording any injuries or incidents witnessed by our visitors, employees, or fellow volunteers.
6. Follows Volunteer Handbook.
7. Follows EASM's Safety Manual. May assist with evacuations and other emergent situations.

Knowledge, Skills & Abilities Needed

- Must be able to demonstrate excellent interpersonal skills.
- Must be able to demonstrate good public speaking skills.
- General knowledge of aviation is desired.
- Mechanically inclined is a plus.
- Ability to lift, climb, squat, and kneel in various positions.

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Role: Training Officer

Reports to: Board Chairperson for Day Captains
Staff Support: Administrative Staff
Location: Hercules and Titan pavilions

Objectives

The Training Officer's primary objective is to recruit and prepare reliable volunteers for service at the Museum and facilitating their integration into our mission: To Inspire and Educate all generations, to Promote and Preserve Aerospace History, and to Honor the patriotic service of those who have served our nation, both civilian and military.

Recognizing the invaluable contributions of our volunteers, the Training Officer is tasked with sparking enthusiasm among newcomers, clarifying the many opportunities and rewards associated with contributing to our museum's mission.

Role Responsibilities

Role responsibilities may include some or all the following:

1. Collects, processes, and files volunteers' applications and signed forms.
2. Conducting comprehensive orientation training sessions for new volunteers.
3. Coordinating with Human Resources for background checks and ensuring all required forms are completed.
4. Issues temporary name badge and gives volunteer their Day Captain or Staff Manager's name.
5. Discusses and coordinates volunteer assignments with Day Captains or staff managers according to the volunteer's interests, knowledge, abilities, and availability.
6. Obtains signatures on all required forms and forwards Background Check form to Human Resources for processing.
7. Notifies New volunteer and Day Captain or staff manager that the newly assigned volunteer has attended orientation and passed background check.
8. Sends Day Captain or staff manager appropriate paperwork and badges for docents (The Package).
9. Sends the docent certificate to the Day Captain after return of paperwork, notification of completion of 50 hours training, and review of final quiz.
10. Adheres to current Volunteer Handbook.
11. Follows EASM's Safety Manual. May assist with evacuations and other emergent situations.

Knowledge, Skills & Abilities Needed

- Intermediate computer skill level and working knowledge of databases and MS Office.
- Must be able to demonstrate excellent organizational and team coordination abilities.
- Must be able to demonstrate excellent interpersonal skills.
- Must be able to demonstrate great attention to detail to ensure accuracy in paperwork and processes.
- Must be able to demonstrate good public speaking skills.

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APPENDIX D: SERVICE AND ASSISTANCE ANIMALS

Frequently Asked Questions

What law defines the accommodation of service animals?

Oregon state law and Title II and III of the Americans with Disabilities Act (ADA) requires a reasonable accommodation in the places of public accommodation. Museums fall under this category.

What is the definition of Service Animal under ADA?

Service animals are defined as *“An animal which is trained to do a task or service directly related to a disability".* Oregon State law also uses the term *“assistance animal”.* This also covers service animals that are in training. Service animals are working animals, not pets.

What about dogs for comfort or emotional support?

Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. However, under State law, they are considered an *"assistance animal"* and are allowed.

What animals are allowed under the law?

Under ADA, service animals are defined as dogs. It also includes miniature horses in certain conditions. Miniature horses that have been trained to do work or perform tasks for people with disabilities. They generally range in height from 24 inches to 34 inches measured to the should and generally weigh between 70-100 pounds. Entities covered by the ADA must modify their policies to permit miniature horses where reasonable.

How is it determined whether miniature horses can be accommodated in our facility?

There are four assessment factor to assist us in making this determination: (1) whether the miniature horse is housebroken; (2) whether the animal is under the owner's control; (3) whether our facility can accommodate the miniature horse's type, size**,** and weight; and (4) whether the miniature horses' presence will not compromise legitimate safety requirements necessary for safe operation of our facility.

Where are service animals allowed to be at the Museum?

Service animals must be allowed in all areas where members of the public are allowed.

What can I ask a guest regarding their service animal?

You can ask if their service animal is required because of a disability, and what tasks it has been trained to perform. Under the ADA and Oregon state law, you **cannot** ask what their disability is or ask to see documentation.

What can I not ask a guest regarding their service animal?

You **cannot** ask about the person's disability, require medical documentation, require a special identification card or training documentation for the animal, or ask that the animal demonstrate its ability to perform the work or task. If you ask one of these questions, the guest will be able to file a complaint with the Civil Rights Division of the Oregon State Bureau of Labor and Industries (BOLI).

Can we charge an admission fee for a service animal?

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No. A public accommodation may not charge a fee as a condition of allowing the animal to accompany a guest.

What service must the animal be able to provide?

Service animals must be individually trained to do work or perform a task for people with disabilities. The work or task a dog has been trained to provide must be directly related to a person's disability. However, do not get into what a guest's disabilities are.

Examples include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting**,** and protecting a person with a seizure disorder, reminding a person with a mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties.

Does the service animal have to be certified?

There is no formal certification process or paperwork recognized by the state or federal government.

Is the service animal required to wear a vest, tag, or another item to identify them as a service animal?

Vests, tags, and other "working animal" accessories are **not** legally required or recognized. The guest may choose to have them wear one of these items to make it easier for other people to identify a service animal.

Am I able to pet the service animal?

Service animals are not to be approached because they are working.

Can I require a service animal to be under control of their handler?

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devises interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Can I ask a person with a disability to remove their service animal from the premises?

No, unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, you must offer the person with the disability the opportunity to obtain goods or services without the animal's presence. Only in extreme circumstances should we be asking them to remove their animal from the premises.

Are service animals allowed in our eating areas?

Yes, establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

What else should I be aware of?

People with disabilities who use service animals cannot be isolated from other patrons or treated less favorably than other patrons.

Staff are not required to provide care or food for a service animal.

Who should I contact if I have any questions about service animals and what is allowed/not allowed?

Please contact a member of the management team.

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APPENDIX E: UNLAWFUL HARASSMENT, DISCRIMINATION, and RETALIATION FORM

EVERGREEN AVIATION & SPACE MUSEUM

UNLAWFUL HARASSMENT, DISCRIMINATION, AND RETALIATION

EASM embraces the right for all volunteers who donate their time in an environment free from all prohibited forms of discrimination, including harassment, based on any legally protected status or characteristic, including race, ethnicity, color, religion, sex, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other status protected by applicable federal, state, or local law. Harassment based on any legally protected status is prohibited, whether by employees or nonemployees including applicants, volunteers, guests, clients, vendors, independent contractors, or other visitors. Alleged violations of this policy will be promptly investigated and EASM will take appropriate corrective and remedial actions. Retaliation against those who have made good faith complaints or participated in an investigation under this policy is prohibited.

Definition

Sexual harassment is one form of prohibited harassment that has received particular attention in our society and the courts. Conduct that may constitute sexual harassment includes repeated, unsolicited verbal comments, gestures, or physical conduct of a sexual nature which is unwelcome and damaging to the integrity of the employment relationship. Examples of such conduct include:

- Unwelcome or unwanted physical advances of a sexual nature. This includes patting, pinching, brushing up against, hugging, cornering, kissing, fondling, and any other similar physical contact unacceptable to another individual;
- Requests or demands for sexual favors. This includes subtle or blatant expectations, pressures or requests for any type of sexual favor accompanied by an implied or stated promise of preferential treatment or threat of negative consequences concerning an individual's employment status;
- Verbal abuse or joking that is sexually oriented and unacceptable to another individual. This includes comments about an individual's body or appearance where such comments go beyond a mere compliment. This also includes sexually oriented comments, innuendoes or actions ("dirty jokes") that should reasonably be known to be unwanted or offensive to others; and,
- Any type of sexually-oriented conduct that unreasonably interferes with another individual's work performance.

Pleasant, courteous, mutually-respectful, and non-coercive interaction between individuals that is acceptable to all the parties is not sexual harassment.

These same principles apply to prohibited conduct based on an individual's legally protected status or characteristic other than sex. Examples of other types of prohibited harassment include the following:

- Verbal abuse slurs and jokes. This includes oral or written ethnic and racial jokes and slurs and comments that stereotype individuals based on their race, color, religion, age, national origin, sexual orientation, gender identity, disability or other legally protected status or characteristic;

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- Graffiti, cartoons or other graphic materials. This includes written materials, pictures and other depictions that are demeaning or hostile and that are based on the race, color, religion, age, national origin, sexual orientation, gender identity, disability or other legally protected status or characteristic of an individual or group; and,
- Threats, pranks, or vandalism. This includes intimidating comments and/or conduct directed at individuals based on their race, color, religion, age, national origin, sexual orientation, gender identity, disability or other legally protected status or characteristic.

Procedure for Complaint Investigation and Resolution
Volunteers who believe they have been subjected to discrimination, sexual harassment, or some other form of prohibited harassment on the job are strongly encouraged to bring the matter to the immediate attention of CEO or COO. Volunteers should choose the way with which they are most comfortable to report their concerns. If, for any reason, volunteers have not received a response within a reasonable time frame, volunteers should raise the matter with the Executive Director or the Board Chair.

Volunteers who believe they have information suggesting that this policy has been violated are strongly encouraged to bring the matter to the CEO or COO. Complaints will be promptly and adequately investigated. To the extent permitted by law, complaints will be kept confidential and will be disclosed only as necessary to investigate and act on information. Any special concerns about confidentiality should be addressed at the time complaints are raised. All volunteers have a responsibility to assist in providing relevant information requested during the investigation of these issues.

After the investigation has been completed, prompt and effective corrective action shall be taken against anyone found to have violated this policy. If the investigation was initiated by a complaint, the volunteer(s) making the complaint will be notified at the close of the investigation whether corrective action and/or remedial action will be taken.

EASM expressly prohibits any retaliation against any volunteer who makes complaints or who provides information about possible violations of this policy. Volunteers who feel that they have been retaliated against for bringing forward a complaint or participating in an investigation should promptly notify one of the persons designated above for the receipt of complaints.
By signing below, I acknowledge that I have read, understand, and agree to abide by the above written policy for Unlawful Harassment Discrimination and Retaliation.

Volunteer Printed Name: _____

Volunteer Signature: _____

Date: _____

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APPENDIX F: VOLUNTEER ACKNOWLEDGEMENT FORM

Volunteer Acknowledgement

I acknowledge that a current copy of Museum's Volunteer Handbook, which describes important information about the museum, will be sent to me via email and that I can obtain a current copy on the Museum's easmcrew.com website. I understand that I should consult with my Day Captain or supervisor if I have questions. I will check the box below if I prefer to receive a printed copy of the Handbook.

I understand that I will be notified of any information, policy, or procedural changes in the Volunteer Handbook in writing. These changes will supersede any prior policy or procedures that were in place.

I understand and agree that I'll read and comply with the policies and procedures contained in this Volunteer Handbook.

Volunteer Name (printed): _____

Volunteer Signature: _____

Date Acknowledged: _____

☐ I prefer to receive a printed copy of the Handbook.

Revised May 2026

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