



Hermosa Beach Historical Society & Museum

Museum Collections Volunteer Policy and Procedure

Updated: January 2022

Hermosa Beach Historical Society and Museum

710 Pier Avenue

Hermosa Beach, CA 90254

Welcome!

Welcome to the Hermosa Beach Historical Society & Museum (HBHSM). We would like to thank you for sharing your time with us, and making our museum a part of your life. Volunteers are an important part of why we are able to accomplish our mission statement, which is as follows:

The Hermosa Beach Historical Society was founded in 1987 with the mission to engage, delight, and educate the community through the presentation and exploration of history. The collection is extended to the public as a source of lifelong learning.



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1. INTRODUCTORY POLICIES

1.1 Introductory Statement

This volunteer policy is provided to inform you of the HBHS's STAFF-related policies and practices. Your understanding of and compliance with them is a term and condition of your volunteer service. The HBHS reserves the right to revise, add, or delete policies and procedures from this volunteer handbook, as well as from the terms or conditions of your volunteer service except the at-will policies. Written changes to the volunteer handbook will be distributed to all volunteers via hardcopy, email, or online.

This volunteer handbook contains the policies and practices in effect at the time of publication. All previously issued volunteer handbooks and any inconsistent policy or benefit statements or memoranda are superseded. It is important that all volunteers read, understand, and follow the policies outlined in this handbook. Should you need further information, or should you wish to discuss any policy in this volunteer handbook, please feel free to contact a member of HBHS STAFF.

1.2 "At-Will" Volunteer Service

Volunteer Service with the HBHS is on an "at-will" basis. This means that either the volunteer or the HBHS may terminate the volunteer relationship at any time and for any reason, with or without cause or notice. Nothing in this volunteer handbook or in any change made to the handbook, or in any document or statement shall limit the right to terminate volunteer service "at-will" or limit the HBHS's right to suspend, or change the terms and conditions of volunteer service at its sole discretion. Volunteers will not receive any form of financial compensation or formal benefits for their time.

1.3 Equal Opportunity

It is the policy of the HBHS to provide equal opportunity in volunteer service for all persons and to prohibit discrimination based on race, sex, sexual orientation, gender identity, color, religion, ancestry, national origin, citizenship, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, age or other legally protected characteristics in every aspect of personnel policy and practice in employment, development, advancement, and treatment of volunteers. The HBHS recognizes that it is not enough to proclaim that we do not discriminate and that we must in good faith actively strive to build a community in which opportunity is equalized.

1.4 Safe Work Environment Policy

As part of our policy to ensure equal opportunity to all, regardless of race, color, religion, sex, sexual orientation, gender identity, age, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, national origin, citizenship, or ancestry, or any other consideration made unlawful by federal, state or local laws, the HBHS is committed to provide a work environment which is free of unlawful harassment. Our commitment is reflected in the policy prohibiting acts of unlawful harassment in the workplace.

The HBHS is committed to provide a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, the HBHSM practices a strict policy that prohibits any volunteer from threatening or committing any act of violence in the workplace, while on duty, while on HBHSM-related business. This policy applies to all employees and volunteers.

The HBHS values the physical safety of all staff and volunteers working on site, and is dedicated to providing a safe work environment. Every volunteer is responsible for the safety of themselves as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times, especially when sharing a workspace with other HBHSM volunteers and/or staff. Floors around workstations and in storage areas must remain as clear as possible, and collection items must be stored in a way that will prevent them from falling and causing injury. If at any time you are unsure about our safety policies, please consult a member of staff.

1.5 Code of Ethics

The HBHS established this Code of Ethics for the Board of Directors, STAFF, volunteers and all other personnel. It is intended to act as a guide in ensuring that all conduct their official business with social responsibility that encourages public trust.

Sections relevant to the volunteer and intern role have been provided here for your convenience. Please refer to the document in its entirety as necessary.

- HBHS is firmly committed to excellence and integrity in governance, management, operations and dealing with the public.
- HBHS is accountable to the public and responsible for the stewardship of its collection, programs and property.
- HBHS is dedicated to making sure all members of the Board of Directors, STAFF, volunteers and personnel are informed about the Code of Ethics, understand how it is applied and are committed to compliance. All HBHS policies, bylaws and related documentation should comply with The Code of Ethics.
- The HBHS Code of Ethics should be approved by the Board of Directors, and reviewed periodically and updated if needed; furthermore The Code should be used as a standard to measure individual conduct and used to inform decision making regarding the Museum.

Legal Compliance

All Board of Directors, employees, volunteers and personnel will comply with all applicable City, State and Federal laws; furthermore compliance with all applicable regulations and international conventions is required. Compliance with the spirit and letter of the law is expected.

Personal and Professional Conduct

All Board Members, employees, volunteers and personnel are responsible for being aware of the policies and procedures that address their conduct. HBHS will make policies and procedures available to all personnel.

HBHS has an ethical responsibility to have fair personnel policies, procedures and enforcement of such throughout the entire institution. Rights and responsibilities of all Board of Directors, personnel and volunteers will be clearly communicated, documented and available.

All persons acting as representatives of HBHS will act in good faith in all agreements and will strive to provide excellent customer and public service; furthermore quality merchandise and fair pricing of items for sale.

Resolution of issues and/or conflicts will take into account professional judgments of relevant personnel and the best interest of HBHS.

Gifts, Favors, Discounts and Personal Dispensations

No one representing HBHS, including Board of Directors, employees, volunteers and personnel can accept gifts, bribes, political contribution, favors, discounts and/or personal dispensations while serving in their professional capacity at HBHS.

Collections

The stewardship of collections requires public trust, suitable management, accurate interpretation and the best conservation and care.

HBHS will work to ensure that the collection in its care is properly documented, preserved, conserved, cared for, displayed, interpreted and managed; this includes maintenance of the facility the collection is housed in.

HSBS will abide by all city, state and federal laws; furthermore compliance with all laws that apply to collections and the act of collecting.

HBHS will adhere to and utilize the 'best practices' and most current information related to collection conservation, care, preservation and management.

HSHS agrees to recognize all rights of ownership and gain proper permissions in writing if needed concerning reproduction. No objects in the collection can be photographed, filmed and/or reproduced without the written permission of the HBHS Museum Board of Directors or Museum STAFF. *Refer to the HBHSM Collections Management Policy.*

Confidentiality

All personnel are required to maintain the highest level of privacy concerning proprietary and privileged information they may come into contact with as a result of their duties.

Use of this Code of Ethics

The HBHS Code of Ethics applies to all personnel, including but not limited to Board of Directors, STAFF, volunteers and personnel. The Code guides how the personnel and the Museum will operate with regard to expected ethical behavior. The Code of Ethics is the standard by which all internal and external conduct will be measured.

Definitions

Personnel – including but not limited to, Board of Directors, STAFF (paid) and Volunteers; all persons acting on behalf of HBHS.

2. STANDARDS OF CONDUCT

2.1 Volunteer Responsibilities

- To know and understand the rules and responsibilities of the HBHS and abide by them
- All HBHS Volunteers will complete an orientation with a member of HBHSM STAFF
- To dress appropriately for the volunteer position
- To arrive on time and stay for the entire agreed upon shift
- To reach out to HBHS STAFF if you are unable to make it to your shift
- To communicate any issues and concerns to a member of HBHS STAFF as soon as possible
- To maintain confidentiality of proprietary and privileged information entrusted with access to
- To treat HBHS property with care, consideration, and respect and in accordance with the Hermosa Beach Historical Society and Museum Collection Management Policy

- To seek approval from HBHS STAFF before speaking to the press and/or representing the HBHS in any official capacity
- To communicate to the a member of HBHS STAFF of any physical limitations, conditions or needs
- To remain professional and courteous to visitors, STAFF, and other volunteers. Any behavior in violation of this clause will result in disciplinary action

2.2 Concerns and Grievances

HBHS Volunteers and or volunteer guardians are encouraged to express any concerns or grievances that they may have to the preferred member of HBHS STAFF in writing. All concerns and grievances will be addressed in a timely manner and with confidentiality. HBHS STAFF will report all concerns or grievances to the Hermosa Beach Historical Society Executive Committee as necessary.

3. VOLUNTEER DEFINITION

3.1 Volunteer Classification

At the HBHS we have several different types of volunteers, all of which play an integral role in how the museum operates successfully. Each role is provided with different resources, training, and responsibilities. For this reason, all volunteers are asked to function within the description of their assigned role. The definitions of other volunteers are included here for convenience.

- Docent
 - Docents monitor visitors and exhibitions during hours open to the public. They are responsible for the sale of merchandise, opening and closing of the museum, answering the phone, giving tours and answering museum guest questions.
Refer to HBHSM Docent Handbook for additional information.
- Events Volunteer
 - An events volunteer is responsible for assisting with the planning, set up, and running of events held on site at the museum, or on behalf of the museum. This may include receptions, working refreshment tables, etc. They may make approved purchased in accordance with the Event Committee budget.
- Museum Collections Volunteer / Intern
 - Museum volunteers work with the Museum STAFF to document, process, and examine the Museum Collection. They may also assist with other curatorial functions at the discretion of the STAFF, ie. Exhibition installation and object maintenance.

Museum Volunteers abide by the Collection Management Policy of the Museum.

- Student Intern: Volunteers may be classified as Student Interns if they are functioning in their role for academic credit or project completion with an outside educational institution. If this is the case, the requirements from the educational institution must be outlined and submitted in writing to the Museum STAFF.

3.2 Volunteer Personal Requirements-WORK, COMFORTABILITY LEVEL/LIABILITY

- Possesses an interest in the preservation and archival documentation of local history, and is willing to work with HBHS Staff.
- Has proficient oral and communication skills.
- Has a reliable means of transportation to and from the HBHS, and can arrive on time for regularly scheduled shifts.
- Is at or above the age of 15, and if necessary is accompanied by a legal guardian or has submitted a signed permission form.
- Has completed an emergency contact form, Waiver of Liability, and signed/ had a guardian sign a Museum Collections Volunteer Agreement Form, all of which will be kept on file at the HBHS. The volunteer must also complete and submit an application form.

3.3 Museum Volunteer Role

HBHS Volunteers may have a variety of functions within the HBHS that will be determined at the discretion of the STAFF. Tasks may also be assigned based on prior experience or relevant work skill. A Museum Volunteer has the opportunity to assist with but is not limited to:

- Assisting STAFF as needed with current projects
- Accessioning objects into the Museum Collection in accordance with policy
- Documentation and research of museum archival material and objects
- Installation and de installation of temporary museum exhibitions
- Organization and maintenance of Museum storage areas
- Maintenance of Museum objects on display in Museum
- Lifting and carrying of objects and archival material in storage
- Data entry into Museum database

4. ADDITIONAL INFORMATION AND REQUIREMENTS

4.1 Academic References

Academic references may be provided to Volunteers or Student Interns. Hours worked and project contributions will be kept on file at the HBHS to be utilized as a reference point.

4.2 Background Checks

The HBHS reserves the right to perform background checks on any volunteers over the age of 18, at the discretion of the HBHS.

4.4 Emergency Procedure

IN CASE OF AN EMERGENCY

1. Dial 911
2. Call or contact the Community Service person on duty (310) 629-3538
3. After contacting emergency services, please contact the HBHS STAFF.

(please see Board of Directors/ STAFF roster)

If the non-emergency is related to the building and requires attention e.g. leaking pipe, broken alarm system, repairs to the building, etc. contact the supervisory HBHS STAFF member on site ASAP

NON-Emergency Telephone Numbers:

1. HB Police -NON-Emergency Dispatch (310) 524-2750;
Office (310) 318-0306
2. HB Fire Department – NON Emergency (310) 376-2479
3. STAFF

Volunteer Application

Contact Information:

Name	
Email Address	
Phone Number	
Address	
City	
Zip Code	

Please tell us why you are interested in being a Museum Collections Volunteer:

Summarize any special skills, education, or qualifications from previous employment or volunteer work:

Let us know your availability:

Museum Volunteer Agreement Form

By submitting this Museum Volunteer Agreement Form, I affirm that the facts set forth in my Volunteer Application are true and complete.

I also acknowledge that I have read the entirety of the Museum Volunteer Policy and Procedure document, and understand the contents.

If applicable, as a parental/ custodial guardian I agree to take full personal and/or financial responsibility for the actions of my child.

Signature of Volunteer

Date

Signature of Parental/ Custodial Guardian (is applicant under 18) Date

Please complete this form and return it by mail or email to a member of Museum Staff

Release of Liability

In return for being allowed to participate in Museum Volunteer Activities at the Hermosa Beach Historical Society and Museum and all related activities, the undersigned Volunteer, or Parent/Legal Guardian of Volunteer if Volunteer is under age 18, releases and agrees not to sue the Hermosa Beach Historical Society and Museum or its employees from all present and future claims that may be made by me, my family, estate, heirs, or assigns for property damage or personal injury arising as a result of my participation in the Volunteer Activities wherever, whenever, or however the same may occur.

I understand and agree that the Museum is not responsible for any injury or property damage arising out of the Volunteer Activities.

I also agree to indemnify and hold harmless the HBHS for all claims arising out of my participation in the Volunteer Activities.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the state in which the Volunteer Activities take place and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Volunteer

Date

I am the parent or legal guardian of the Volunteer. I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Parental/ Custodial Guardian (is applicant under 18)

Date

Please complete this form and return it by mail or email to a member of Museum Staff.

Emergency Contact Information Form

This information is extremely important in the event of an accident or medical emergency.

Please be sure to complete and sign this form, and inform Museum staff should any information change.

Volunteer Information

Name	
Home Phone	
Cell Phone	
Email	
Home Address	

Primary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Secondary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Preferred Local Hospital:

Insurance Information:

Comments (Include any special information you would want an emergency care provider to know, or special contact information):

Please complete this form and return it by mail or email to a member of Museum Staff.

Hermosa Beach Historical Society
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