



# Volunteer Handbook

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## **Section 1. Introduction**

### **Mission Statement**

The Bradbury Science Museum Association (BSMA) exists to support and expand upon the educational, science, and mathematics activities of the Bradbury Science Museum in Northern New Mexico. In keeping with its philosophies, the BSMA desires to provide its volunteers with a flexible and pleasant working environment that promotes volunteers' personal fulfillment. The BSMA expects its volunteers to be dedicated to achieving its goals as well as their own individual goals.

### **Policy Document Purpose**

The purpose of these volunteer policies is to provide overall guidance and direction to persons engaged in volunteer involvement and management efforts. By promulgating these policies, the BSMA does not intend to create a binding, contractual agreement. The BSMA explicitly reserves the right to modify any of these policies at any time and without notice and to expect adherence to the changed policy.

Notwithstanding any provisions of these policies, your assignment as a Volunteer is "at will." This means that your assignment may be terminated either by you or the BSMA at any time, for any reason, or no reason, with or without notice, regardless of length of service.

### **What It Means to be a Volunteer**

Associations like the BSMA convey value to the organizations they support. A value of the BSMA is giving community members, who enjoy sharing their passion for mathematics and science, the opportunity to engage with Bradbury Science Museum (BSM) visitors. Volunteers are especially important to the BSM. They give their time to museum visitors, they share their personal stories, and they demonstrate their sincere interest and love for our community and museum.

### **Volunteer Criteria**

- Volunteers must be at least 16 years old.
- Must be able and willing to generally volunteer for at least one two-hour shift per week, or an equivalence over time.\*
- Must be able and willing to work with customers making cash and credit purchases, complete a "beginning and ending cash" form, and learn the "Point of Sale" computer system currently in place. (Professional customer service skills and experience are desirable.)
- Must be able to speak English fluently. (The ability to speak a second language commonly encountered in the Museum [e.g. Spanish] is desirable.)
- Must be able and willing to push, pull, and guide the rolling 60- to 70-pound sales kiosk.
- Must consent to a background check.
- Familiarity with the Los Alamos National Laboratory and Bradbury Science Museum is not required.

\*Exceptions will be made to accommodate personal circumstances such as illness and vacations.

## **Benefits**

One of the better-known benefits of being a volunteer is the positive impact one can make on the community. Below are benefits volunteers nationwide experiences.

- Being a volunteer strengthens your ties to the community and helps you make it a better place; broadens your support network; and exposes you to people with common interests, neighborhood resources, and fun and fulfilling activities.
- Helping out with even the smallest tasks can make a real difference in the lives of people and organizations in need.
- Volunteering can benefit you and your family as much as the cause you choose to help.
- Donating your time as a volunteer helps you boost your social skills.
- Volunteering is a great way to meet new people, especially if you are new to an area.

## **Volunteer Opportunities**

The BSMA currently supports the following volunteer positions:

- Volunteer Coordinator /Museum Store Manager
- Museum Store Attendant

As of April 2017, The Volunteer Coordinator is a volunteer position, but expected to become a part-time paid position

Position descriptions are available as Attachment A of this document and the volunteer application form is Attachment B.

## **Section 2. Volunteer Policies**

### **Code of Conduct**

The BSMA expects its volunteers to conduct themselves in a responsible, professional and ethical manner. Report any unethical, dishonest, or unprofessional behavior to your immediate supervisor, the Volunteer Coordinator, or the President of the BSMA.

The Volunteer Coordinator or the President of the BSMA will investigate reported activities and determine appropriate means for resolution. Employees or volunteers found to be acting in an unethical, dishonest, or unprofessional manner will be subject to appropriate disciplinary action, up to and including termination.

### **Equal Volunteering Opportunity**

The BSMA will not engage in discrimination, in the provision of service against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military, or status as a protected veteran.

### **Background Investigations**

The BSMA reserves the right to conduct background investigations on volunteer applicants.

### **Adult Volunteers Interacting with Minors**

Adult volunteers, who are interacting with minors, be they volunteers or museum visitors, will do so only in public spaces (such as the museum galleries). If it becomes necessary for an adult volunteer to interact with a minor volunteer or museum visitor in a place that is not accessible to the public, then at least two adults who are not relatives of the minor must be present.

### **Orientation and Emergency Procedures**

The BSMA will provide orientation training. This is mandatory for all volunteers before they begin their service.

The museum has building emergency procedures; the volunteer orientation will include training delivered by the museum staff so that volunteers will know how to respond in the event of an emergency. Museum staff will take the lead in official response to an emergency.

### **Emergency Contacts**

All volunteers are required to provide emergency contact information in their application for volunteering.

### **Absenteeism and Substitution**

Volunteers are expected to perform their duties as assigned. We know there will be times that you will be ill, on vacation or unable to volunteer for one reason or another. When a volunteer expects to be absent from a scheduled assignment, the volunteer should attempt to find a substitute and inform their immediate supervisor and the Volunteer Coordinator about the substitution. If you cannot find a substitute, inform their immediate supervisor and the Volunteer Coordinator as far in advance as possible so alternate arrangements can be made. If you find

that will be late or absent on the day you are scheduled to work, please call the Volunteer Coordinator.

### **Confidential Information**

As you perform your volunteer duties, you may encounter information of a confidential nature such as members' personal contact information or financial information about retail purchasers. You must not share this information with anyone who does not have a professional right or need to know. Such information is not to be shared with your family, friends or acquaintances or posted on Internet sites.

### **Dress Code**

Volunteers are expected to dress casually, with safety in mind and appropriately for the tasks they are performing. Further definitions of casual clothing vs inappropriate clothing are:

1. **Casual shirts:** All shirts with collars, business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include T-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops. In specified circumstances, T-shirts may be approved and provided for specific events only.
2. **Casual Pants:** Slacks and trousers and jeans without holes, frays, etc. Examples of inappropriate pants include shorts (except for walking-length shorts), camouflage and pants worn below the waist or hip line.
3. **Footwear:** Slip-on or tie shoes, dress sandals with heel straps, and athletic shoes if appropriate to the activity. Examples of inappropriate footwear include floppy sandals, flip-flops, and construction or hunting boots.

### **On Duty at the Museum**

Volunteers are valued members of the general public who are spending time at the Museum performing various task in support of BSMA's STEM educational mission. They are not Bradbury Science Museum Staff i.e. (Laboratory staff), so do not have the same access to the Museum facility, which is a Laboratory facility as Museum staff. Specifically,

- BSMA Volunteers are able to do their task on the floor of the Museum. BSMA Volunteers do not have access to the second floor of the Museum (i.e. Museum Administrative offices);
- BSMA Volunteers can be in the Museum during regular business hours when the Museum is open to the general public. BSMA Volunteers may not be in the Museum before or after business hours.
- BSMA Volunteers can use materials and systems designated for their task by the BSMA. BSMA Volunteers may not use other material and systems owned by the Laboratory staff use only, including but not limited to Laboratory-owned computers, telephones, and key systems.

Volunteers will receive training specific to their task, and materials and systems necessary to carry out the task provided by the BSMA. Volunteers should refrain from performing task outside of their assignment, especially if this task is being performed by Museum staff (i.e. Museum Guides who orientate visitors to the facility, answer questions about the content of the Museum,

and handle emergencies). They should direct inquiries of this sort to the Museum Guides or alert the Museum Guides to the situation.

BSMA Volunteers will receive specific training from BSM Management on these duties in the Museum policies when they begin their work as a BSMA Volunteers, and will be updated by the BSM Management regarding any changes. BSMA Volunteers must follow any directives from BSM Management and Laboratory safety and security personnel related to the operations of the BSM as a Lab facility.

## **Harassment**

The BSMA is committed to maintaining a quality environment in all operations and activities that is free from intimidation, insult or discrimination. We expect all volunteers and employees to conduct themselves with dignity and with respect for fellow volunteers, employees, contractors, donors, clients and visitors. Harassment of others (by employees or volunteers) based on gender, race, national origin or ancestry, religion, physical or mental disability, medical condition, age, marital status, sexual orientation, or any other status protected by federal or state law or local ordinance or regulation is strictly prohibited. Any physical contact with another person that is harmful, intimidating, inappropriate or unwelcome will not be tolerated.

Examples of sexual harassment include, but are not limited to:

- Unwelcome or inappropriate physical touching.
- Verbal conduct or written communication (including communication over the internet) such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments.
- Graphic or degrading verbal comments about an individual or his/her appearance.
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.
- Threats and demands to submit to sexual requests as a condition of continued employment or association with BSMA, or to avoid some other loss, and offers of benefits in return for sexual favors.
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual.
- Retaliation for having reported or threatened to report sexual harassment.

A volunteer should speak with their immediate supervisor or the Volunteer Coordinator immediately if he or she has been subjected to harassment or other improper behavior. Complaints of harassment, discrimination or other inappropriate conduct will be investigated promptly, thoroughly and given serious consideration. Appropriate action will be taken to eliminate such behavior from BSMA operations and activities. To the highest possible degree, allowing for a fair investigation, all such complaints will be handled in the strictest confidence.

## **Workplace Violence**

The BSMA seeks to provide a work environment that minimizes workplace violence or other security risks. Violent behaviors of any kind, or threats of violence, either implied or direct, is prohibited at BSMA, in properties, at BSMA sponsored events, or when volunteers are working at the Bradbury Science Museum (BSM). Such conduct by a volunteer, BSMA employee, Officer or Director will not be tolerated. Any volunteer, employee, Officer or Director who

exhibits violent behavior may be subject to criminal prosecution and shall be subject to disciplinary action up to and including dismissal. Violent threats or actions by a non-employee may result in criminal prosecution. BSMA will investigate all complaints filed and will also investigate any possible violation of this policy of which we are made aware. Retaliation against a person who makes a complaint regarding violent behavior or threats of violence made to him/her is also prohibited.

Violence in the workplace may include, but is not limited to the following list of prohibited behaviors directed at or by a co-worker, supervisor or member of the public:

- Direct threats or physical intimidation
- Implications or suggestions of violence
- Stalking
- Possession of weapons of any kind on BSMA property, including parking lots and exterior premises, while engaged in any activities for BSMA or during BSMA-sponsored events - unless such possession is pre-approved by the BSM director
- Assault of any form
- Physical restraint or confinement
- Dangerous or threatening horseplay
- Loud, disruptive or angry behavior or language that is clearly not part of the typical work environment
- Blatant or intentional disregard for the safety or well-being of others
- Commission of a violent felony or misdemeanor on BSMA or BSM property.
- Any other act that a reasonable person would perceive as constituting a threat of violence

A volunteer who: is the victim of violence, believes they have been threatened with violence, or witnesses an act or threat of violence towards anyone else shall take the following steps:

- if an emergency exists and the situation is one of immediate danger, contact the local police officials by dialing 9-1-1, and take whatever emergency steps are available and appropriate to protect yourself from immediate harm, such as leaving the area.

If the situation is not one of immediate danger, report the incident to your immediate supervisor or the Volunteer Coordinator as soon as possible. The person receiving the report will document it in writing and report it to local police officials as warranted.

### **Substance Abuse**

The BSM cannot tolerate illegal activity and must ensure a work environment that is free from unauthorized or illegal use, possession, or distribution of alcohol or controlled substances.

Volunteers who are involved with illegal drugs or other controlled substances, or who abuse alcohol, pose unacceptable risks to safe and efficient operations. Such behavior may also undermine public or customer confidence in safe and efficient operations.



Unlawful manufacture, distribution, dispensing, possession, use, transfer, or sale of drugs is prohibited regardless of whether this occurs at the workplace, at official BSMA functions, on BSMA business, or on an individual's private time or property.

Although medical and recreational marijuana use is permitted in some states, such use remains illegal under federal law. Therefore, its use is prohibited under this document.

The unauthorized use or possession of alcohol or alcoholic beverages on BSM property or at BSMA-sponsored functions is prohibited.

The serving of alcoholic beverages at BSMA-sponsored events may be authorized from time to time, with the concurrence of the BSM Director and the BSMA Board.

### **Smoking**

Smoking is not permitted in the BSM or near building entrances. This prohibition applies to cigarettes, e-cigs, and any other form of smoking products.

### **Use of Personal Vehicles**

A volunteer (including a member of the Board of Directors acting as a volunteer) must have permission from their immediate supervisor or the Volunteer Coordinator before being allowed to use a private vehicle to transport individuals, supplies or equipment on behalf of the BSMA. Prior to granting such permission, the immediate supervisor or Volunteer Coordinator must assure that the volunteer has (1) provided the BSMA's Board Secretary or Executive Director with a copy of a valid driver's license, his/her date of birth, and proof that the vehicle to be used is covered by effective liability insurance applicable for that driver in a minimal amount of \$100,000 per individual and \$300,000 per incident, and (2) that BSMA's Board Secretary or Executive Director has verified that the driver's license and insurance are valid and effective.

All volunteers will be provided with written notice that BSMA does not carry automobile insurance and that any loss, injury or damage resulting from an accident while providing any form of transportation for BSMA will be the sole responsibility of the employee or volunteer owning or driving the vehicle at the time of the accident.

## **Attachment A. Bradbury Science Museum Association Volunteer Positions Description**

The following volunteer positions are available.

### **Volunteer Coordinator/Store Manager**

The Volunteer Coordinator supervises volunteers and provides direction, coordination, and consultation for all volunteer functions within the Museum to strengthen public or private programs and involve a community of supporters in the Museum's essential functions. Ensure volunteers are staffed to support the various areas of operations, to include: Kiosk Operations. Hours are generally 5-10 hours a week, various days of the week, as needed. Must be available for special events and training and to attend monthly meetings of the BSMA. Qualifications are a college education, or equivalent work experience such as working in a museum, managing volunteer programs, leading teams and/or organizations and knowledge of management principles and evaluation techniques related to programs that involve a cadre of volunteers. The BSMA President or Executive Director supervises this position.

The Store Manager supervises and ensures that the kiosk inventory is kept in good stock and monitors when new stock is needed. Store Manager supports the volunteers when they have questions or concerns with kiosk operations. Makes sure inventory is properly priced and in the Point of Sale System and ensures that all volunteers know how to operate the POS system. The Store Manager is often engaged in product development and is the point of contact with the approved products vendor on product development, ordering, making sure the invoicing goes to the Treasurer on a timely basis. The Manager also picks up inventory shipments when they arrive, and stores items in storage closet and stocks the kiosk. Store Manager works with the Board of Directors for inventory budget approvals. Approximately 5-10 hours a week as needed.

### **Museum Store Attendant**

Provide customer service at the BSMA retail kiosk in the lobby of the museum. First attendant of the day sets up and opens kiosk, tends kiosk diligently while open, and provides point of sale services to customers. Second attendant picks up service from opening attendant. All attendants restock kiosk as necessary, and at the end of shift, either hands it over to next attendant, or closes down and secures kiosk. Qualifications include being able to learn and master the point-of-sale system on the kiosk and having excellent customer service and interpersonal skills. The museum is open 7 days a week and there are 2 and 3-hour shifts available each day: Sunday and Monday: 1-3 p.m. and 3-5 p.m.; Tuesday through Saturday: 10 a.m.-noon, noon-2 p.m., 2 – 5 p.m. Position is supervised by BSMA Store Manager.

**Attachment B. Volunteer Application Form**

**Complete this form prior to meeting with the BSMA secretary or officer**

Name: \_\_\_\_\_

Address (street, city, state, zip code): \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Date of Birth (month and year): \_\_\_\_\_

Why are you interested in volunteering at the Bradbury Science Museum Association?

\_\_\_\_\_  
\_\_\_\_\_

Provide two references, other than family members.

1. Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

2. Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Emergency contact:

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Street Address: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Alternate Phone: \_\_\_\_\_

Where did you hear about volunteering at Bradbury Science Museum Association?

- From a friend
- Radio/TV ad
- Museum staff member or volunteer
- Parents or other family member
- Museum newsletter
- Other (please list): \_\_\_\_\_

Have you ever been convicted of any crime?

Yes \_\_\_ No \_\_\_ If yes, please explain.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please note the days of the week and times you may be available to volunteer.

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Please provide any further information you would like us to have in the space below.  
(Particular skills you could offer as volunteer, volunteer positions you are interested in,  
etc.)

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The agreement between Bradbury Science Museum Association (BSMA) volunteers,  
\_\_\_\_\_, is as follows.

THE VOLUNTEER AGREES TO THE FOLLOWING, to:

1. Abide by all policies and procedures of BSMA, as outlined in the Volunteer Handbook.
2. Provide accurate and up-to-date information on all application materials.
3. Successfully complete volunteer orientation prior to service.
4. Schedule volunteer service in advance by agreement with the Volunteer Coordinator, through phone call, e-mail, or by signing up on the calendar in the volunteer office.
5. Arrive on time as scheduled, willing to carry out assignments and duties with a positive attitude and in a responsible manner.
6. Provide a minimum of 24 hours notice if unable to work, except in the case of emergency or sudden illness.
7. Successfully complete all required training for his/her particular position.
8. Commit to providing volunteer service on a regular basis.
9. Sign in and sign out accurately each time volunteer service is provided.
10. Accept BSMA's right to dismiss any volunteer for poor performance, including attendance, conduct or attitude.

THE BRADBURY SCIENCE MUSEUM ASSOCIATION AGREES TO THE FOLLOWING, to:

1. Provide a professionally structured and well-managed volunteer program.
2. Provide orientation, on-the-job training, evaluation, and supervision for the volunteer.
3. Provide accurate record keeping of service and recognition for that service.
4. Provide enrichment opportunities for volunteers in addition to regular training.
6. Allow for change of assignments as appropriate for both BSMA and the volunteer.
7. Provide each volunteer with a nametag and a copy of the volunteer handbook.
8. Provide responsible volunteers with a reference, if needed, for future employment or education.

**I understand that a background check will be conducted as part of my volunteer application.**

\_\_\_\_\_  
Adult Volunteer Signature/Date

\_\_\_\_\_  
Volunteer Coordinator/BSMA Executive Officer Signature/Date

## **Attachment C Background Investigation Form**

**Complete this form after discussing your volunteer activity with the BSMA Secretary.**

# **DISCLOSURE AND AUTHORIZATION FORM TO OBTAIN CONSUMER REPORTS FOR EMPLOYMENT PURPOSES**

*Please Read Carefully Before Signing the Authorization*

## **DISCLOSURE**

In considering you for employment and, if you are employed, in considering you for subsequent promotion, assignment, reassignment, retention, or discipline, Bradbury Science Museum Association (“the Company”) may request and rely upon one or more consumer reports or investigative consumer reports about you that we obtain from a consumer reporting agency, such as IntelliCorp Records, Inc.

IntelliCorp Records, Inc. can be contacted by mail at 3000 Auburn Dr, Suite 410; Beachwood, OH 44122; or phone: 1-888-946-8355; or website: [www.intellicorp.net](http://www.intellicorp.net).

For explanation purposes:

- a “consumer report” is a written, oral or other communication of any information by a consumer reporting agency bearing on your credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in making an employment-related decision about you. Such information may include, for example, credit information, criminal history reports, or driving records; and
- an “investigative consumer report” is a consumer report in which information on your character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with your prior employers, neighbors, friends, or associates, or with others who may have knowledge concerning any such items of information. In the event an investigative consumer report is requested about you, you are entitled to additional disclosures regarding the nature and scope of the investigation requested, as well as a written summary of your rights under the Fair Credit Reporting Act (“FCRA”).

Under the FCRA, before the Company can obtain a consumer report or investigative consumer report about you for employment purposes, we must have your written authorization. Before we take adverse action on the basis, in whole or in part, of information in that report, you will be provided a copy of that report, the name, address,

and telephone number of the consumer reporting agency, and a summary of your rights under the FCRA.

AUTHORIZATION

I have read and understand the foregoing Disclosure, and authorize Bradbury Science Museum Association to obtain and rely upon consumer reports or investigative consumer reports concerning me. By my signature below, I authorize the Company to obtain any such reports and to share the information received with any person involved in their decision about me.

I do \_\_\_\_\_do not\_\_\_\_\_ authorize you to contact *my current* employer for Employment and Reference Verifications

(This will authorize immediate inquiries to the Human Resources Department and to any listed supervisors or references in the Employment/Reference Section of your application.)

I also agree that this Disclosure and Authorization in original, faxed, photocopied, or electronic (including electronically signed) form will be valid for any consumer reports or investigative consumer reports that may be requested about me by or on behalf of the Company.

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

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent or Legal Guardian Signature  
(for searches conducted on minors under  
the age of 18)

\_\_\_\_\_  
Date

## ***Personal Data***

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Last Name

First Name

Middle Name

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Current Address

Dates Lived Here

Addresses for the Past Seven Years: (include street, city, state, zip code) Dates of Residence:

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Date of Birth

Other Names Used (including maiden name)

Years Used

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Social Security Number

Driver's License #

State

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Email address (may be used for official correspondence)



I have the right to make a request to **Intellicorp Records, Inc**, upon proper identification, to request the nature and substance of all information in its files on me at the time of my request, including sources of information, and the recipients of any reports on me which **IntelliCorp Records, Inc.** has previously furnished within the two year period preceding my request.

I certify that all elements of the personal data I have provided are true, accurate and complete. I understand and agree that any omission, false statement, misleading statement, or answer made by me will be sufficient grounds for rejection or discharge.

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Applicant Signature

\_\_\_\_\_

Date