

Chesapeake Bay Maritime Museum

Volunteer Handbook

2007



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Welcome

Wind in our sails? Solid foundation? Our heart? Our soul? Our conscience?

Whichever cliché you feel comfortable with, be assured it is heartfelt and truthful. Volunteer effort and dedication brought this Museum into existence and has helped shape the mission that still guides us. Volunteer support continues to sustain us today, and allows us to do the important work of preservation and education that has earned us international recognition, professional accreditation, and deep local and regional support.

In the thirty plus years since our founding, the CBMM has expanded dramatically as we have responded to the diverse needs of our growing constituencies. Today, despite an annual operating budget of over \$3 million, the Museum continues to rely on our cadre of volunteers to work alongside staff throughout the institution—as docents, cataloguers, receptionists, gardeners, store assistants, model makers and more. Without all your efforts, we could not maintain our collections, facilities or programs.

As President, and on behalf of our Board of Governors and full-time staff, I would like to express our sincere appreciation for the help you give the Museum. I hope you share my pride in our past accomplishments, and my excitement about what we are yet to achieve. I thank you in advance for your expertise, your energy, your endurance and your dedication.

Stuart L. Parnes
President
Chesapeake Bay Maritime Museum

Our Mission

The Chesapeake Bay Maritime Museum is dedicated to furthering an interest in, understanding of, and appreciation for the culture and maritime heritage of the Chesapeake Bay and its environs.

Our History

History of the Chesapeake Bay Maritime Museum—a Chronology

- 1963** Historical Society of Talbot County begins planning for the establishment of the Chesapeake Bay Maritime Museum.
- 1964** Dodson and Higgins Houses purchased.
- 1965** Eagle House purchased.
Museum opened to the public on May 22, 1965.
- 1966** Hooper Strait Lighthouse moved to Navy Point.
- 1967** Hooper Strait Lighthouse opened to the public.
Museum acquires bug-eye, *Edna E. Lockwood*.
- 1968** Museum acquires the Point Lookout Bell Tower.
- 1969** Aquarium built (becomes Orientation Center in 1993).
- 1970** Small Boat Shed purchased.
- 1971-72** Navy Point bulkheaded.
- 1973** Marine railway built.
- 1975** Rouse Memorial Waterfowling Building opened to the public.
- 1977** Boat Shop built.
- 1978** Restoration completed on *Edna E. Lockwood*.
- 1978** Webb House (the Museum Store) moved to its current location.
Museum acquires Fogg's Landing.
- 1980** Bay History Building built.
Small Boat Shed restored.
- 1981** Mitchell House (Model Guild's current home) moved to Fogg's Landing.

- 1983** Lee Haven House and Log Cabin moved to Fogg's Landing.
- 1985** Tolchester Beach Bandstand moved to Navy Point.
- 1986** Fogg's Landing bulkheaded.
Construction begins on the Steamboat Building.
- 1988** Steamboat and Waterman's Wharf piers are built.
- 1989** Museum acquires skipjack *E.C. Collier*.
Reinstallation of the Decoy Exhibit.
- 1991** Museum acquires Pinkett House (currently intern housing).
- 1992** The Oystering Building (erected around *E.C. Collier*) opened to the public.
- 1993** The exhibit *Mechanical Power: Two Centuries of Change* opened in the Steamboat Building.
- 1994** The Library building is acquired, renovated, and opened.
- 1995** Restoration of *Delaware* completed.
Restoration of Potomac River dory boat completed.
- 1996** Knapps Narrows Bridge acquired.
- 1997** Restoration of *Martha* completed.
- 1997** Waterman's Wharf exhibit opened to the public.
- 1997** The new Admissions Building opened.
- 1998** *Old Point* restoration begins.
- 1998** Knapps Narrows Bridge moved to the Museum.
- 1999** A new off-site collections storage building acquired.
- 2001** Opening of the exhibit, *Oystering on the Chesapeake*.
- 2002** New entrance road and parking lot open.
New Curatorial Storage building.
- 2004** Historic Houses (Eagle, Dodson, Higgins) restoration completed.
- 2005** Marine Railway renovation, Boat Shop renovation, Recreation Building,
At Play on the Bay exhibition
- 2006** Acquired Robert H. Burgess Collection, restoration of *Old Point* completed.

The Volunteer Association

The object of the Volunteer Association is to recruit and promote effective use of volunteer services for the Museum; to act as an agency through which individual volunteers, and accepted special-interest groups of volunteers contribute to the vision of the Museum, and to foster unity among the volunteers.

Any person who is a member of the Chesapeake Bay Maritime Museum and has completed a minimum of 20 hours of volunteer service to the Museum (within a calendar year) is eligible to become a member of the Volunteer Association. Upon submission of the completed application indicating willingness to serve as a Museum volunteer, membership with the Association shall be conferred.

The Volunteer Association officers consist of a President, Vice President, Recording Secretary, Corresponding Secretary, and Treasurer. The Executive Board shall have direction of and responsibility for the government, management and administration of the affairs, funds, and activities of the Association.

The Volunteer Association currently meets monthly. The Annual meeting is held in April.

Departments

Administration

Administrative services include the office of the President and the Finance Department. The Finance Department includes Accounts Payable, Accounts Receivable, Information Technology, Human Resources, Volunteer Administration (an extension of Human Resources) and the Museum Store. The office of the President is located on the first floor of Dodson House; the Finance office, information technology, human resources and volunteer administration are located on the second floor of Dodson House.

The Museum Store

The Museum Store, located in the entrance courtyard, provides a service to the Museum visitor and is a continuation of the Museum experience through the sale of related merchandise. It is a major source of income for the Museum. A fine collection of books and prints as well as items unique to the Chesapeake Bay are featured.

An important aspect of the Museum Store is the volunteer staff. Opportunities include greeting the public, operating the cash registers, pricing the merchandise, and restocking the shelves.

Museum Advancement and Development

Museum Advancement and Development is responsible for soliciting funding for all aspects within the Museum. Advancement endeavors include: identifying appropriate funding agencies in both private and public sectors, writing grant proposals, encouraging individual and business support, administering a planned giving program, and managing the annual fund. In addition, the Museum Advancement and Development department is responsible for Membership, Marketing, Publications, and Visitor Services.

Volunteers in the Museum Advancement department can provide support services by helping with administrative tasks such as mailings, data entry and proposals. Other advancement volunteers help plan and organize special events, marketing programs and more. The Advancement offices are located on the second floor of Eagle House. Volunteers of all backgrounds are encouraged to apply.

Membership

The Museum relies heavily upon the revenues generated by membership dues to support the Museum's operating budget. At present, there are approximately 6,700 members. The Membership office is located on the first floor of Eagle House.

Membership benefits include unlimited free admission to the Museum, discounts on education classes, programs, special events and Museum Store purchases. They also receive our quarterly Museum publication. Information concerning the various categories of membership and accompanying privileges is available through the Membership Department.

Marketing

The Marketing Department is responsible for increasing public participation at the Museum, in which Public Relations play an important role. The Marketing Department works closely with all Museum departments in an effort to increase visitor attendance at the Museum, expand our membership, solicit donations and sponsorships, work with other organizations and corporate bodies, encourage enrollment in education programs, attract consumers to the Store, and inform the public about the many opportunities offered by the Museum.

The Marketing Department acts as the Museum's official liaison with all media. This includes travel writers who make inquiries about the Museum and who come to visit, announced and unannounced. Marketing also generates all of the Museum's publicity from special events to exhibition openings and all other newsworthy topics.

Visitor Services

Visitor Services provide direct customer service to Museum visitors. Customer service includes Museum admissions, docking, and Museum security, both during the hours of operations and after-hours, and telephone reception. Visitor Services also schedules and coordinates group reservations and tours as well as organizing special events. The Visitor Services Manager assists the Director of Marketing with other customer service issues as they arise.

Center for Chesapeake Studies

The Center for Chesapeake Studies produces original research of the history of the Bay which is used to guide the development of Museum collections, exhibits, and public programming. The Center leads and oversees the Museum's curatorial, education, and exhibits departments.

The Center provides a consistent, strategic educational framework and organizational structure for the Museum's activities (collection, preservation, interpretation, and presentation). It also expands the Museum's program content, audience, and network (collaborations, outreach, internships, and fellowships) and generates revenues through grants, educational programs, and research.

The Vice President for Program's office is located on the second floor of Higgins House.

Curatorial

The Curator of Collections is concerned with the acquisition, documentation, restoration and preservation of artifacts in the Museum's collection. The Collections Manager catalogs, inventories, tracks and cares for the collection. The Museum's collection—which is used for exhibition, education, research, and publication—is the nation's most comprehensive assemblage of maritime material culture relating to the tidewater Chesapeake region, with extensive and significant holdings documenting the evolution of the Chesapeake's maritime technologies. With the decline of maritime industries in the past thirty years, the core of the Museum's collections has been formed through an outpouring of donations from residents of the surrounding region. The tools, vessels, and documents of the oyster fishery; a traditional African-American sail loft; and business records from crab processing and packing companies—all are particularly relevant to regional audiences.

The Museum's 85 vessels built from the 1880s to the 1970s (wooden sail, power, and row boats) are the largest and most important collection of Chesapeake Bay watercraft in existence. Six historic vessels are maintained afloat, including a National Historic Landmark, the 1889 oyster-dredging bugeye Edna E. Lockwood. Our collection of over 9,000 artifacts is diverse in media and thematically covers the Museum's scope, including items relating to commerce and trade, navigation, fisheries, and waterfowling (decoys, marine engines, ship models, paintings and prints, vessel plans, and tools of maritime trades, as well as figureheads, decorative carvings, anchors, ceramics, paper ephemera, navigational instruments, textiles, and rigging gear).

The Museum's research library is a substantial repository of unique photographs and documentary materials that support interpretive exhibitions and programs, artifact collections, and research initiatives, as well as significantly augment its importance as a center for scholarly research (10,200 bound volumes, 100 linear feet of manuscripts, 9,200 photographs, 155 audiotaped oral histories, and over 1,000 ships plans.) Volunteers are welcome to use the library located, along with the Curatorial Department, at 100 North Street.

The library is staffed by a dedicated group of volunteers and extra help is always needed. Volunteers catalog books, magazines, documents, and objects. They also assist library visitors and respond to research inquiries. There are always projects that involve some aspect of the collection, providing a behind-the-scene view of curatorial work.

The Curator and Collections Manager are generally available during business hours (weekdays 9:00am - 5:00pm) to answer any questions that volunteers or visitors may have regarding objects in the collection. Please call in advance to make an appointment.

Exhibits

The major functions of the Exhibits Department are design, construction, and maintenance of all exhibits. This department employs the Museum's experts in graphics, drafting, carpentry and audio-visual equipment.

Volunteers who have experience in these areas, or who are creative and artistically inclined, are encouraged to apply. The Curator of Exhibits office is located on the 2nd floor of Higgins House and the Exhibits staff are located in the Exhibits Building on Mill Street.

Education

The Education Department is responsible for developing , implementing, and evaluating the Museum's educational programs. The department researches, develops and implements a variety of programs that explore the historical and cultural aspects of the Chesapeake Bay. Chesapeake People demonstrators talk with visitors about their working lives and experiences; school children study the cultural and environmental history of the Bay through hands-on programs; families enjoy festivals and special events; young people experience the life of a lighthouse keeper by spending the night in the Hooper Strait Lighthouse. Young and old experience the water first-hand through recreational sailing classes and cruise programs on the Miles River. Guided tours, trips, and lectures highlight the heritage of the Chesapeake Bay.

The Education Department volunteers, known as docents or interpreters, play an important role. Docents enhance the Museum visitors' experience by interpreting exhibits and giving guided tours. All docents participate in an ongoing training program designed to familiarize them with the Museum, its collections and exhibitions, and Chesapeake Bay history.

The Education Department staff offices are located on the first floor of Higgins House.

The Operations Department

The Operations Department oversees the Boat Yard, Facilities Management, and the Boat Donation Program.

Boat Shop

Located on the St. Michaels harbor side of Navy Point, the Museum has a large, well-equipped shop with a staff of experts in boat restoration and construction. The Boat Shop offers a visiting apprentice program with a curriculum to carry out its primary function of the maintenance and restoration of the Museum's boat collection. The Museum has five historic vessels that are maintained afloat: the 1889 oyster dredging bugeye *Edna E. Lockwood* (a National Historic Landmark), the 1912 river tug *Delaware*, a 1931 Potomac River dory boat, the 1934 Hooper Island draketail *Martha*, and the 1955 skipjack *Rosie Parks*. The 1909 power crab dredger *Old Point* is currently under restoration in the Museum's working Boat Yard.

Behind the Boat Shop is an enclosed pole shed that is used for storage of spars, small boats, lumber, and protection for some of the large power tools. The marine railway, located next to the Pole Shed, can handle boats up to 65 feet and to about 100 tons.

Volunteers for the Boat Shop are always encouraged to apply. Applicants should have knowledge of boatbuilding and advanced carpentry skills. Volunteers must commit to regular volunteer schedule and be able to endure the physical requirements associated with this placement.

Facilities Management

The visual impact of the Museum—its pleasing layout and well-kept buildings and grounds—plays an important role in attracting visitors to the Museum.

The Facilities Management Department consists of maintenance and custodial staff as well as groundskeepers that are responsible for the maintenance and upkeep of the Museum's building, equipment, and grounds. The department is also involved in restoration of expansion projects as needed.

The Facilities Manager's office and Carpenter's Shop is located in the old Shannahan Building on Mill Street.

Facilities Management volunteers are always in demand to help with the grounds or general maintenance such as painting and minor repairs. Facilities Management need volunteers who are physically capable to complete these assignments.

Opportunities

Support Volunteers

Support volunteers work behind-the-scenes providing much needed support to various departments within the Museum. Projects and activities require direct contact with staff and can involve administrative support such as data entry, phones, filing and answering inquiries. Other duties may include research, writing/editing, retail support or other activities.

Volunteers who choose to participate in this program should enjoy working in an office environment, demonstrate an interest in serving as a resource person, and must be able to commit to volunteering on a regular basis.

Special Events Volunteers

Special events volunteers assist with activities, conferences or special events hosted by the Museum. Volunteers work on an on-call basis depending on event location and time frame. Volunteers who choose to participate in this program should enjoy working with a variety of people and ages. Commitment and duties vary depending on the location of events and activities. Antique & Classic Boat Festival, Crab Days, Big Band Nights and OysterFest are examples of these fun events.

Curatorial Volunteers

The Museum's library has volunteers who process donated or acquired books with the Library of Congress system, process the manuscript collection, and maintain the vertical file. Volunteers also work with the photograph collection by entering image information into a database, and support the artifact collection by processing objects into our cataloging system.

Those interested should have a strong background in database management and Word software as well as be highly organized and detail oriented.

Education Volunteers

The Education Department volunteers, known as docents, have an important role to play. Docents enhance the Museum visitors' experience by interpreting exhibits and giving guided tours. All docents participate in an ongoing training program designed to familiarize them with the Museum, its collections and exhibitions, and Chesapeake Bay history.

Interested applicants should enjoy public speaking, working with people of all ages and from various backgrounds, and should physically be able to lead a guided tour of the exhibits and grounds.

Facilities Management Volunteers

There is an ever present need for Facilities Management volunteers. Volunteers help maintain the Museum's beautiful gardens through the Adopt-A-Plot program for those volunteers interested in gardening. Maintenance volunteers assist with general maintenance items such as painting and minor repairs.

Facilities Management require volunteers who are physically capable. Please be mindful of your physical condition for these volunteer positions. While we will work to make your volunteer time as pleasant as possible, please note that these positions will require outdoor work.

Model Boat Volunteers

The Model Guild supports the curatorial needs of the Museum with display models and other exhibition items, in addition to assembling model kits to sell in the Museum Store. Annual sales of these kits have generated thousands of dollars for the Museum in recent years.

Currently, approximately forty volunteers make up the organization. Every Wednesday morning several members meet to work on their many projects. In addition, a monthly gathering presents an occasion to review current and future endeavors. The group is not all business though: the social atmosphere has been another draw for the Guild. Members enjoy not only the group dynamic, but also the chance to share their love of model building with the public through classes and open houses during the Museum's festivals.

New members of any experience level are always welcome.

Boat Yard Volunteers

The Museum's Boat Yard creates anew the tradition of a working waterfront. From the restoration of the commercial skipjacks, to the preservation and maintenance of the Museum's own floating fleet of Bay boats, to the presence and preservation of visiting traditional wooden vessels, the Museum's shipwrights and apprentices are a tangible connection to the Chesapeake's rich story of boat building.

Boat Yard volunteers interact with our visitors, explaining their work and the boats for which the Bay is known. Volunteers work under the guidance of a Museum shipwright to learn the art of Boatbuilding.

This is a labor intensive program. Boat Yard volunteers must have advanced carpentry skills and a keen commitment to the program. Training will be provided for selected volunteers.

Student/Service Learning Volunteers

Students can complete needed community service requirements by participating in CBMM's volunteer program. Students must provide school contact information to receive recognition for their service hours. Project durations can vary depending on the number of hours the student is required to complete. All student volunteers must be approved by the Volunteer Administrator and have parent/guardian approval before the individual's start date.

Please note that students are responsible for their own transportation.

Volunteer Administration

The Volunteer Administration Office provides a centralized point of effective volunteer management throughout the Museum. The goal of the office is to direct and assist staff and volunteer efforts jointly by providing a collaborative and productive relationship.

The responsibilities of the Volunteer Administrator are to foster volunteer involvement in the organization, identify productive and creative volunteer opportunities, recruit suitable volunteers, provide management support and guidance to supervisors, develop tools for volunteer and staff for training, serve as a liaison between the volunteers and the Museum and develop a sustainable program which includes monitoring, tracking, evaluating and recognizing the contributions of our volunteers.

Structure

Volunteer Rights and Responsibilities

Volunteers are an invaluable resource to the Museum, its staff and constituents. Volunteers are extended the right to be given meaningful duties, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for service provided.

In return, volunteers shall agree to actively and consistently perform their duties to the best of their abilities and remain loyal to the mission, goals and procedures of the Museum.

Volunteer Service

The Museum recognizes your right, as a volunteer, to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the organization, we also reserve the right to discontinue the volunteer service relationship.

Diversity

The Museum aims to fulfill its mission by providing a diverse volunteer environment. The Museum is a stronger organization for embracing those who share its goals, but the organization also understands the importance of reaching out to non-traditional communities that are not aware of the Museum and its mission.

Benefits

Volunteers play an essential role in the mission of the Chesapeake Bay Maritime Museum and we are grateful for the time you give. In recognition of the commitment you have made to your volunteer assignment, the Museum offers the following benefits to members of the Volunteer Association.

Discounts in Museum Store

As a Museum member, you are entitled to a 10% discount on purchases at the Museum Store. Please present your Volunteer Association Membership Card as identification to receive a 20% discount.

Volunteer Newsletter

Members of the Volunteer Association receive a complimentary quarterly Volunteer Newsletter. The newsletter is designed to keep volunteers informed about all activities and opportunities at the museum.

Library Privileges

Volunteers are encouraged to use all of the collections in the Chesapeake Bay Maritime Museum Library. The Library is non-circulating to the general public; however, as a volunteer you are allowed to check out books for a three week period. The library hours are by appointment. It is recommended that all visitors wishing assistance from the Curator call ahead before planning to use the Library to check availability. All visitors are required to sign-in. A description of the collections, their finding aids, and copying guidelines is available upon request.

Income Tax Deductions

A number of tax benefits are available for volunteers under the general charitable contribution of the Internal Revenue Code. Be sure to check with your attorney or accountant. A complete description of federal tax deductions for volunteers can be obtained from your local I.R.S. office.

Training Programs

One of the unique benefits associated with being a part of the staff and volunteer program is the variety of opportunities available for learning. You are encouraged to attend lectures, workshops, and training sessions organized by the Education Department.

Volunteer Recognition Reception

Each year a reception is held to recognize the efforts of the volunteer staff. Awards are presented for the hours of service donated as follows:

100 hours

300 hours

500 hours

750 hours

1,000 hours

1,500 hours

2,000 hours

Policies

As a volunteer, you are part of the staff of the Chesapeake Bay Maritime Museum and are considered a valued and vital partner in the process of preserving the past and helping to interpret it to the visitor in meaningful ways.

Because we depend so much on the volunteer staff, we ask that you consider this undertaking very carefully. ***Please do not accept an assignment if you cannot carry it through.***

General Meetings

The Volunteer Association holds regular meetings at least four times a year with the April meeting designated as the Annual Business Meeting. Other meetings include the annual recognition reception, annual cruise on the Patriot, a fall program and a Holiday party.

Attendance

As a volunteer at the Museum, your assignment is as important as that of a paid staff member. The department to which you are assigned depends on you, and appreciates your promptness and reliability. If you are unable to work on your assigned day or are going to be delayed in getting to the Museum, please notify your supervisor in advance. This will help eliminate confusion and wasted time for other volunteers and staff members.

Recording of Hours

The Museum maintains records of hours donated by each member of the volunteer staff. This includes travel time to and from the Museum and time used for training and research. Volunteers are encouraged to use the Volunteer website, www.volunteer.cbmm.org to sign up for shifts and to track your time. This method saves time and is most accurate. The website is password protected and only available to our volunteers with a username and password which is provided at the time you start your service. Instructions for use of the website is in the next section of this handbook. If you do not have a username and password, please contact the Volunteer Administrator. If you do not have email or web access, we have log books located in the Admissions Building and in the Reception Area of Eagle House for you to maintain a written account.

Each hour you volunteer is important to the Museum; the hours are tabulated annually and a figure reflecting the estimated monetary value of those hours appears in many reports and grant applications.

Identification

Names badges will be issued to all volunteers and should be worn **ONLY** when performing a specific duty authorized by a staff supervisor.

Parking

Parking is available in the Museum parking lot located off Talbot Street. Volunteers, like paid staff, are asked to park on the far side of the lot to better accommodate our visitors. Please do not use the adjacent Crab Claw lot on Mill Street or the small one near the restaurant itself. Occasionally, the staff and volunteers will be asked to park in a specified area during special events.

Liability and Image Release Waiver

All volunteers will be required to read and sign a Volunteer Liability Waiver which releases and holds harmless the Chesapeake Bay Maritime Museum from all liability, claims, and demands of whatever kind from the volunteer's activities with the Museum. The waiver includes a photographic release allowing the Museum to use your image in marketing and other program collateral.

Safety and Liability

The Chesapeake Bay Maritime Museum aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an accident report and submit the report to the Volunteer Administrator.

Visitor Interaction

In all circumstances, be unfailingly polite and helpful! Please remember that your attitude and conduct toward our visitors make the difference.

If you see a visitor in danger, take immediate action. Visitors engaged in potentially hazardous activities are large risks to the Museum. Politely explain the potential hazard to the visitor. If the visitor persists despite such warnings, immediately contact a supervisor for assistance.

When in an exhibition you see someone attempting to damage or remove artifacts or exhibitry, follow these steps:

Approach the person(s) and ask, "Excuse me, may I help you?"

If the person(s) argues or persists, then approach once more and explain the Museum's role as preserver of our Chesapeake heritage and if every visitor touches or damages then we will have nothing for future generations to see.

In emergency situations, call the gate staff at ext 142 or call the operator at ext 110. Docents can quickly reach gate staff on provided walkie-talkies. If the gate staff does not respond, call Education Department (ext 133) then Exhibits Department (ext 127).

At the end of your assignment, please fill out an incident report.

If a question is asked in reference to the collection that you cannot answer, please refer the visitor to the proper department or, write the question down with the person's name and address and the Curator's office will take proper action. If you take the opportunity to help them, they will be left with a favorable impression of the Museum and its volunteer staff.

Security

The Museum desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Never leave your purse, wallet, or other valuable items on or under your desk. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in a secure drawer or cabinet. Avoid carrying large sums of money.
- The Museum is not responsible for lost or stolen personal property.

Record Management

The Volunteer Administration Office maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognition received.

Volunteer records, including application, reference checks, and background checks are kept confidential. Volunteers are responsible for submitting and updating information as needed to their files to the Volunteer Administrator.

Dress Code

Volunteers are representatives of the Museum and are responsible for presenting a positive image to constituents and the community. Volunteers are asked to dress appropriately for the conditions and performance of their duties. Volunteers that serve in a capacity of a docent, tour guide, cashier or other face-to-face constituent contact will wear a name tag.

Volunteers are held to the same high standard as paid staff. We request that no denim of any type (pants, vests, shirts, jackets, hats, etc.) be worn on campus while you are working.

We recognize that dress standards may differ from office to office. Volunteers who work as support in an administrative capacity will dress according to the code of that particular office. Volunteers who work in the Facilities Management department or Boat Yard may have a different dress code from those volunteers in an office environment. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

Change of Placement

Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the desired volunteer position and receive all appropriate training.

Service Requirement

Volunteers agree to commit to a minimum number of hours of service over one year. The number of service hours requested is approximately 20 hours each year. There are some volunteer positions that have higher service requirements. Please ask the Volunteer Administrator about specific requirements for your desired position.

Training

Volunteers receive training as part of their volunteer service. All volunteers must complete an orientation, on-the-job or program training, and may participate in continuing education classes.

Volunteer orientation provides an overview of the Museum, its mission, history and goals. Each volunteer will participate in a scheduled orientation within the first month of service. The orientation is designed to provide a framework for volunteering.

Volunteer assignment or program training is provided by the supervisor or trainer for a particular placement. The training details the skills and knowledge necessary to perform their specific volunteer assignment.

Youth/Service Learning Volunteer

Volunteers under 18, must have written consent of a parent or guardian before volunteering. Students are responsible for their own transportation.

Evaluation

Volunteers, like paid staff, receive periodic evaluations to review their performance. Each evaluation allows a volunteer and a supervisor to suggest changes, seek feedback and enhance the relationship between the volunteer, supervisor, and the Museum. The evaluation is a discussion period, and both supervisor and volunteer should establish an open line of communication.

Recognition and Support

The Museum sponsors an annual recognition event for volunteers to highlight the contributions of volunteers to the organization. Continuing support of volunteers is vital and will occur throughout the year through activities, support group meetings and personal meetings with the Volunteer Administrator.

Conduct

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and the Museum. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal or possession of Museum property or that of any Museum volunteer, staff, agent or visitor.
- Altering Museum reports or records.
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
- Creating a disturbance on Museum premises, at sponsored activities or in areas which could jeopardize the safety of others.
- Improper use of Museum property.
- Lack of cooperation, or other disrespectful conduct.
- Violation of Museum, federal, state, or local safety and health rules.

- Inappropriate use of telephones, computer equipment or systems, mail system, E-mail system, facsimile machines, or other Museum-owned equipment.
- Unauthorized disclosure of Museum proprietary or confidential information.

Smoking

The Chesapeake Bay Maritime Museum intends to provide a safe and healthy environment. Smoking in the workplace is prohibited.

Drug-Free Environment

The Chesapeake Bay Maritime Museum provides a drug-free, healthy, and safe environment. While on Museum premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Emergency Closings

On rare occasions, the Museum will close the exhibits and/or administrative buildings because of bad weather. The President will notify department heads who will inform their staff. Please call the Museum if there is any question of closings. Volunteers will be responsible for contacting the Volunteer Administrator if they will not be performing their scheduled service.

Return of Property

Volunteers are responsible for Museum property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in a volunteer's possession or control. All Museum property must be returned on or before your last day.

Pets

Pets should not be brought on volunteer assignments and are prohibited in Museum buildings.

Emergencies

Medical Emergencies

Determine the nature of the medical emergency. In an emergency dial 9-911 and inform the dispatcher of the emergency at the Chesapeake Bay Maritime Museum. Otherwise, call the gate staff at ext 142. Docents can quickly reach gate staff on provided walkie-talkies. If gate staff does not respond, call the front desk (ext 110) or John Ford (ext 119). Please notify staff of the nature of the emergency.

Please be aware that a defibrillator is available at the gate in cardiac emergencies.

Volunteers are strongly encouraged to take first aid courses when offered. Both CPR and first aid classes will be offered as a normal part of volunteer training on alternate years.

Please ask if you require first aid training in between regularly scheduled training.

If you are party to, or witness of a medical emergency, please complete an incident report with the Volunteer Administrator.

Fire

Upon sounding of the Automatic Alarm, or discovery of a fire:

1. Get the people and yourself out of the building; keep calm, be firm.
2. Do not waste time determining if the alarm is false; consider all alarms authentic.
3. If there is another Museum staff member or Volunteer available, recruit them to assist with building evacuation while you report the fire.
4. Dial 9-911 and report a fire at the Chesapeake Bay Maritime Museum.
5. Everyone should be thoroughly familiar with the location of fire extinguishers and the special procedures that might apply to your work area. Please be aware of exits in case of an emergency.
6. Please complete a fire report with the Volunteer Administrator.

The Volunteer Website

The volunteer website is www.volunteer.cbmm.org. This site allows volunteers to sign-up for volunteer assignments and shifts online and is a great tool for our volunteers and department supervisors. It enables everyone to see volunteer schedules in real time and makes it easier for our volunteers to sign-up for shifts and for supervisors to know when they can count on having help. Additionally, the website is the main tool for tracking and logging volunteer hours. We ask everyone to make a concerted effort to log and track your hours on the website. This helps us more accurately track volunteer hours and will, in turn, help us secure funds through grant opportunities.

In addition to logging your volunteer hours at home, we will make it easy for you to sign up here at the Museum! A computer is accessible in the Admissions Gate. This allows you to sign up for shifts and log hours here at the Museum if you don't have computer access at home.

You must have an email address to be able to use the volunteer website. If you have email and have not received a username and password, please call the Volunteer Administrator.

If you have any questions regarding your account or the use of the volunteer website, please contact the Volunteer Administrator.

Volunteer Website Instructions

To sign up for a volunteer shift:

- Go to www.volunteer.cbmm.org. The home page will reflect some volunteer activities for the day.
- Go to "login" and type in your user name and password and press the log in button. This takes you to the Front Page.
- On the left column of the Front Page, in the Volunteer Links box, choose the type of volunteer position you are signing up for. (Example: Museum Store, Admissions Gate, Reception Area, Public Tour) This link will take you to the current month's signup sheet. You can then choose the date and time you are available to work. It will take you to a confirmation page and you click "Sign me up!" to confirm this shift. [Please remember that you should only sign up for activities in departments where you have already been placed. *For example*, please do not sign up for the Admissions Gate if you have not discussed this with the Volunteer Administrator and have been trained by the department supervisor. If you are interested in signing up for an activity that you are not trained for, please contact the Volunteer Administrator.

To change your username and password:

- Go to www.volunteer.cbmm.org. The home page will reflect some volunteer activities for the day.

- Go to “Login”, in the upper right corner and type in your user name and password and press the “Login” button. This takes you to the Front Page.
- On the left column of the Front Page, under Volunteer Links, choose “Change Login”
- Type in your new chosen username and password. It will ask you to type in the password twice as a confirmation. It will also ask for a password hint to help you if you have forgotten your password.
- Now press the “Change” button. Your username and password have been changed to one of your choice.

To log your hours:

Remember, if you have signed up for a shift online, those hours and your travel time will be logged for you. If you have other hours (i.e. – Volunteer in membership, Boatyard, library or other hours that are not regular shift hours) please manually log these hours and include your travel time also.

- Go to **www.volunteer.cbmm.org**. The home page will reflect some volunteer activities for the day.
- Go to “login”, in the upper right corner and type in your user name and password and press the “login” button. This takes you to the Front Page.
- On the left column of the Front Page, in the Volunteer Links box, under “Volunteer Hours” choose the current fiscal year. This will link you to the page to log your hours given to the Museum.
- Choose “Add Hours” and log the date, activity and hours donated. Be sure to log the hours under the correct department. Scroll down to see a list of activities and the department they fall in.
- Click “Save” to log these hours.
- The site will then reflect your total volunteer hours logged.

To view and edit your profile:

The website helps volunteers maintain a more accurate accounting of all time you volunteer, including your travel time. You may want to alter the amount of time that is added to your shift for your travel time.

- Go to **www.volunteer.cbmm.org**. The home page will reflect some volunteer activities for the day.
- Go to “login” and type in your user name and password and press the “login” button. This takes you to the Front Page.
- In the Volunteer Links box, click on “My Profile”. Your profile enables you to change the amount of travel time the computer will automatically record for you when you sign up for a shift.
- Change your travel time to reflect round-trip travel and click “Save.”

To delete a commitment:

If you have signed up for a shift or tour and need to modify it or delete your commitment.

- Go to **www.volunteer.cbmm.org**. The home page will reflect some volunteer activities for the day.
- Go to "login" and type in your user name and password and press the log in button. This takes you to the Front Page.
- In the Volunteer Links box, click on "Commitments". Your present and future commitments will appear.
- If you need to delete a commitment, check the box next to that commitment and press the "Delete checked commitments" button. You are now free of that commitment.

Your username: _____ Your password: _____

Thank you.

As a volunteer, you are part of a team of staff and volunteers working together to enable the Chesapeake Bay Maritime Museum to achieve its goals. Your contributions, dedication, and commitment are vital to our growth. Each volunteer opportunity, although different, contributes an important part to the organization as a whole.

This Volunteer Handbook is designed to introduce you to the Museum, its mission, history, guidelines and policies. You are encouraged to familiarize yourself with the handbook and keep it as a reference. This is a valuable resource and will assist you in your volunteer duties.

Thank you for volunteering.