



Volunteer Policies and Procedures

Thank you for your interest in becoming a volunteer with the Dallas Holocaust Museum/Center for Education and Tolerance! Please read through the following information and sign where necessary.

Attendance and Time

Volunteer attendance is important to the operation of our museum. Volunteers should notify the Volunteer Coordinator at least one day in advance if they cannot be present on their scheduled day and time to reschedule their commitment.

Record Management

The volunteer coordinator will maintain records on each volunteer, including dates of volunteer service, positions held, duties performed, training attended, evaluations, and awards and recognitions received. Volunteer records, including application, reference checks, and background checks are confidential. Volunteers are responsible for updating information in their files with the Volunteer Coordinator.

Training

Volunteers with the Dallas Holocaust Museum must complete an orientation before assuming volunteer duties. The orientation will include an overview of the DHM/CET/CET's mission, history, and goals. Training will be offered on-the-job with supervision by an appropriate employee and will include the skills and knowledge necessary to perform volunteer assignments. Background reading on the Holocaust is suggested but not required; a reading list can be provided upon request.

Youth Volunteers and Service Learning

Volunteers under 18 must have written consent of a parent or guardian before volunteering. Students volunteering for service learning credit hours must submit their school name and contact information before volunteering.

Evaluations

Volunteers will receive periodic evaluations which will consist of both a written self-evaluation and a discussion with the volunteer coordinator. The evaluation will allow time to suggest changes, seek improvements, and enhance the relationship between the volunteer and staff of the DHM/CET.

Recognition

Recognition of the important work of volunteers will be offered through special events and will be ongoing throughout the year. Individuals will be recognized for both length of service and quality of service.

Dress Code

Volunteers represent the Dallas Holocaust Museum and should dress in attire appropriate to present a positive image to the public.

Conduct

All volunteers will be expected to follow rules of conduct consistent with protecting the interest and safety of all volunteers. Following is a list which includes only some examples of inappropriate conduct which could lead to dismissal:

- Theft of any of DHM/CET's property or that of any DHM/CET volunteer, staff member, or visitor, including failing to cooperate fully in any DHM/CET investigation.
- Altering DHM/CET reports or records.
- Volunteering under the influence of alcohol or illegal drugs or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs while in the volunteer environment.

- Creating a disturbance on DHM/CET premises or at any DHM/CET sponsored events.
- Improper use of DHM/CET's property or property owned by any other individual or organization.
- Lack of cooperation or other disrespectful conduct
- Violation of DHM/CET, federal, state, or local health and safety rules.
- Inappropriate use of telephones, computer equipment or systems, mail or email systems, or any other DHM/CET-owned equipment.
- Unauthorized disclosure of NWF proprietary or confidential information
- Unsatisfactory performance or conduct

Use of Dallas Holocaust Museum Property

Telephones and Mail Services—Telephones are for business only. Personal calls should be kept to a minimum and should not interfere with volunteer service. Any long distance charges resulting from a volunteer's use of a DHM/CET phone must be reimbursed to DHM/CET. The use of DHM/CET paid postage for personal correspondence is prohibited.

Return of Property—Volunteers are responsible for DHM/CET property, which includes all materials, files, keys, passwords, or any other written or electronic information issued to volunteers or in their control. All DHM/CET property must be returned on or before your last day. DHM/CET may take all actions deemed appropriate to recover or protect its property.

Smoking

DHM/CET maintains a smoke-free environment in the interest of a safe and healthy environment. Smoking is prohibited except in outside locations specifically designated as smoking areas.

Drug-Free Environment

DHM/CET provides a drug-free, healthy, and safe environment. While on DHM/CET premises and while participating in DHM/CET-sponsored activities off DHM/CET premises, a volunteer may not use, possess, distribute, or sell or be under the influence of alcohol or illegal drugs. Occasionally DHM/CET may sponsor an event where alcohol is served; a volunteer at such an event who consumes alcohol will be expected to act in a responsible manner.

The use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's duty to perform essential functions effectively and does not endanger other individual in the workplace. Volunteers must advise their supervisor if they are taking prescription or over-the-counter drugs which could adversely affect safety or performance.

Safety and Liability

DHM/CET intends to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of volunteer service, the volunteer must notify his or her supervisor immediately and complete an incident report to be submitted to the supervisor. DHM/CET's general liability insurance, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at DHM/CET's direction and within the scope of their duties for DHM/CET. This general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions. Please contact the Volunteer Coordinator for more information about insurance and liability.

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 on your person or out of sight in a secure drawer or cabinet. Avoid carrying large sums of money.

Reimbursement of Expenses

Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, while engaging in volunteer service for DHM/CET. Free parking at the nearby ACE parking lot is offered to volunteers with an appropriate sign, provided by DHM/CET, on their windshield.

Emergency Closings

DHM/CET strives to ensure the safety of all volunteers. In the event of inclement weather, or any other emergency, volunteers will be responsible for contacting the Volunteer Coordinator if they cannot perform their scheduled service. If the DHM/CET should close unexpectedly, the Volunteer Coordinator will notify volunteers via phone as soon as possible.

Sexual Harassment in the Workplace

DHM/CET is committed to providing volunteers with an environment DHM/CET is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. DHM/CET encourages volunteers to bring any incidents of sexual harassment to the immediate attention of a supervisor or the Volunteer Coordinator.

Conflict of Interest

DHM/CET is judged, in part, by the individual and collective performance of its volunteers. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of DHM/CET. Volunteers must not engage in any transaction in which personal interests conflict with those of DHM/CET. An actual or potential conflict of interest can occur when a volunteer is in a position to influence a decision that may result in gain for themselves or a relative as a result of a DHM/CET business dealing. A relative is a person related by blood or marriage, or has a relationship to the volunteer similar to that of persons related by blood or marriage. Participation in any activity by

this Policy can result in termination of volunteer service. The following list is illustrative of some conflict-of-interest situations, but is not all-inclusive:

- **Accepting Payment or Gifts**—No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services, or other similar item or benefits) for services rendered as part of his or her volunteer service. This includes payment for speaking engagements and participation in workshops.
- **Improper Influence** – Any volunteer, whether acting on his or her own behalf or on behalf of another person, should not attempt to influence DHM/CET’s position on any issue, matter or transaction nor participate in any discussions pertaining to a related organization.
- **Inside Information** – Inside information should not be used either for the purposes of gaining advantage for oneself, a close relative, or another organization or for any other purpose not specifically approved by DHM/CET.
- **Competing with DHM/CET** – No volunteer shall prevent or hinder DHM/CET from lawfully competing with others or divert business or personnel from DHM/CET.
- **Political Activities** – Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of DHM/CET, volunteers participating do so as individuals and not as representative of DHM/CET. To avoid any inference of support or sponsorship by DHM/CET, a volunteer must never represent that his or her political donation, endorsement or other political activity was made or engaged in with the approval, or on behalf, of DHM/CET. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of DHM/CET.
- **The Making of Statements** – No volunteer shall use DHM/CET stationary or any title of DHM/CET or refer to DHM/CET or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of DHM/CET and to express an opinion on its behalf.

Dallas Holocaust Museum Front Desk Volunteer Description

Dallas Holocaust Museum front desk volunteers can expect to perform a wide variety of tasks from helping to organize the museum gift store to one-on-one interaction with guests, including greeting and explaining the audio guide tour procedure to guests. Prior to beginning their volunteer service, front desk volunteers will be given the opportunity to take the DHM/CET's audio guide tour, if they have not already done so, so that they understand the tour process and can answer any questions guests may have regarding the tour. Other front desk duties may include shelving audio guides and headsets, as well as constructing and labeling gift shop products such as wristbands and key chains. All volunteers will be expected to keep the front desk area orderly and, when answering phones, will need to use a professional manner.

Important: Each volunteer must sign the "Release and Waiver of Liability" before volunteering at the Dallas Holocaust Museum. If the volunteer is under age 18, the parent/legal guardian is required to sign the waiver in addition to the volunteer. Please complete this form and bring it with you before you begin your volunteer service. *Please read very carefully before you sign.*

Waiver of Liability

This Waiver of Liability (the "Waiver") executed on this ____ day of _____, 20 __, by _____ (the "Volunteer") in favor of Dallas Holocaust Museum/Center for Education and Tolerance ("DHM/CET"), a nonprofit corporation organized and existing under the laws of the State of Texas, USA.

I, the Volunteer, desire to work as a volunteer for DHM/CET.

I hereby freely and voluntarily, without duress, execute this Waiver under the following terms:

1. Waiver and Release. I, the Volunteer, release and forever discharge and hold harmless DHM/CET and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my volunteer work with DHM/CET.

I understand and acknowledge that this Waiver discharges DHM/CET from any liability or claim that I, the Volunteer, may have against DHM/CET with respect to bodily injury, personal injury, illness, death, or property damage that may occur during my volunteer service at DHM/CET. I also understand that DHM/CET does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury, illness, death or property damage.

2. Insurance. I, the Volunteer, understand that I expressly waive any such claim for compensation or liability on the part of DHM/CET beyond what may be offered freely by the representative of Habitat in the event of such injury or medical expense.

3. Medical Treatment. I hereby release and forever discharge DHM/CET from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my time with DHM/CET.

4. Photographic Release. I grant and convey unto DHM/CET all right, title, and interest in any and all photographic images and video or audio recordings made by DHM/CET during my work for DHM/CET, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

5. Other. I expressly agree that this Waiver is intended to be as broad and inclusive as permitted by the laws of the State of Texas in the United States of America, and that this Waiver shall be governed by and interpreted in accordance with the laws of the State of Texas. I agree that in the event that any clause or provision of this Waiver shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

Volunteer's Signature

Date

Print Volunteer's Name

Organization (if applicable)

Street Address

City

State

Zip Code

Parent/Legal Guardian Signature (required if volunteer is under age 18)