



Manitowoc County Historical Society VOLUNTEER HANDBOOK

Welcome to our Manitowoc County Historical Society! Please read this handbook carefully and contact the museum with any questions at (920) 684-4445.

BEFORE YOU VOLUNTEER FOR THE FIRST TIME, YOU WILL NEED TO:

- Attend a new volunteer orientation
- Review volunteer expectations with staff
- Learn how to record your volunteer hours

Volunteer orientation annually or can be arranged for a one-on-one orientation. You'll find the latest volunteer updates in our quarterly volunteer e-newsletter, found on the Volunteer webpage at ManitowocCountyHistory.org.



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VOLUNTEER HANDBOOK

Welcome to the Manitowoc County Historical Society!

We are excited and grateful that you've decided to share your time and talents with us. Our Manitowoc County Historical Society is one of the largest attractions in the region and one of the most visited outdoor museums in the state of Wisconsin. We have a long history of innovation that spans the fields of science, history, art and nature. On our grounds, every guest has the opportunity to pursue fun and knowledge in a way that is tailored to them. We provide families with opportunities to come together, interact and learn in new and unique ways in the heart of Wisconsin.

Each and every day, we inspire curiosity and foster meaningful interaction with unique, engaging experiences that don't exist anywhere else. As a volunteer, you are an important part of making our Manitowoc County Historical Society the magical place it is today. You'll have the opportunity to learn, grow, and make new and lasting friendships as you immerse yourself in various programs and activities. You'll help with educational programming, school tours, clerical support, and maintaining our historic artifacts and gardens. You may even wish to help our sewing guild or woodworkers with making or repairing a variety of items. And, you receive great perks in return including free general admission passes, free admission to the special events that you help with, discounts in the Museum Store, flexible time commitments, and recognition for your time and talents. You will be kept informed of the latest volunteer news and opportunities via our monthly online newsletter at ManitowocCountyHistory.org under the volunteer portal. This is where you will also find the dates when you can register to volunteer for specific events via our web-based scheduling and tracking system.

For now, please take time to review this handbook and become familiar with our volunteer procedures. It contains instructions on a variety of topics like where to park and how to record your volunteer hours, for example. We strongly recommend you join us at one of our new volunteer orientation sessions where we will further explain some of the procedures covered in this handbook and give you a tour of the Welcome Center and some outdoor areas (weather permitting). We also offer more in-depth tours of our grounds. Upcoming dates for orientation and RSVP information can be found in the online newsletter. Again, thank you and welcome to our Manitowoc County Historical Society. We could not offer the programming we do without the support of volunteers like you!

Mission

The Manitowoc County Historical Society collects, interprets, preserves, and promotes the history and heritage of Manitowoc County, Wisconsin, in order to educate the public and heighten its understanding and appreciation of the past as it proceeds into the future.

Our vision is to inspire curiosity and foster lifelong learning about Manitowoc County's past by providing engaging, individualized and unique experiences.

About the Handbook

This handbook is designed to introduce you to the Museum and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. As a volunteer staff member, we extend to you the same rights as paid staff with regards to the work environment, necessary job training, supervision, evaluation, and recognition. In return, we expect you to honor your commitments to the Museum, respect other staff members – both paid and volunteer – and perform your assigned duties to the best of your abilities. As our organization grows and changes, there will be a need to modify the policies, practices, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is then your responsibility to keep current with the policies and changes that affect you. If you have any questions or need any clarification of the information contained in this handbook, please contact MCHS.

Address/Phone

The Manitowoc County Historical Society campus is located at 924 Pinecrest Road, Manitowoc.

Phone Number: (920) 684-4445

Interviewing and screening

An application and interview process is required for core volunteers. This process helps determine how the desires, skills and capabilities of the volunteer relate to the needs of MCHS. This process also includes a criminal background check.

Selections and Placement

Volunteers shall be selected and assigned to volunteer jobs that will best meet the needs of the museum, volunteers and our visitors.

Attendance and Absenteeism

As a volunteer staff member, we depend on you to complete your scheduled shifts. We do understand that from time to time, certain situations may arise that prevent you from doing so. In the event of an unscheduled absence – illness or emergency – please alert MCHS as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with MCHS will be reevaluated.

Dress Code

Yes we have a dress code, but don't worry. It's very simple – Clean Comfortable Casual Clothes. There are a few things we ask you NOT to wear: When working directly with the public MCHS logo T-shirts are ideal. Please no other pictures or words on shirts. Keep warm-no low necklines, bare midriffs or tank tops! If working as a docent, please wear appropriate clothing to your volunteer and building assignment. A collection of clothes is available to borrow for docent roles.

Representing the Organization

Volunteers are only authorized to act as a representative of the Museum if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from MCHS before engaging in any actions which may affect or hold the organization liable including but not limited to, social media posts (i.e. – Facebook, Twitter, etc.), public statements to the press, signing contracts or entering into financial agreements, accepting donations, creating purchases, or lobbying or forming partnerships with other organizations.

Your interactions with the public do reflect on the Manitowoc County Historical Society. Volunteers, especially front line (Welcome Center and interpreters) must be mindful to follow discussions that follow the created interpretive plans and appropriate topics. If you have a question on appropriate discussion points or interpretation methods,

please ask MCHS staff.

Concerns

To ensure a satisfying experience for the volunteer and museum, if a concern should arise by either party, immediate discussion is important. Please contact MCHS staff. While we anticipate an enjoyable relationship with all of our volunteers, in the unfortunate circumstance that misconduct may occur, the staff and Board of Directors will take necessary remedial action. Remedial action may include any or all of the following:

- Written warning
- Suspension from volunteer assignments
- Dismissal as a MCHS volunteer

Examples of misconduct include the following, non-exclusive list:

- Performing volunteer position while under the influence of alcohol or drugs
- Theft
- Deliberate injury to another person or property
- Violation of safety rules or engaging in conduct that creates a safety hazard
- Repeated unexplained absences
- Unauthorized or unkind representation on behalf of MCHS
- Failure to cooperate and work harmoniously with other staff and volunteers.
- Failure to remain neutral or non-adversarial on many subjects which may be brought up in the course of contact and interpretation with visitors
- Unauthorized promotion of personal causes, political opinions or religious beliefs while representing MCHS.

Ending Your Volunteer Service

You may resign from your volunteer service with MCHS at any time.

Recording Volunteer Hours

It is very important for our museum to record your contributed hours. Please check with MCHS staff for instructions on recording methods appropriate to your position. The total number of volunteer hours donated is needed for many grant applications to indicate the size and scope of our volunteer program.

Customer Service

Everything we do at MCHS is intended to meet one goal: provide an environment where all our visitors (families, field trips, parties etc.) can have a unique learning experience – get excited about art, science, culture, music, whatever fits their age and interest. We want the parents/caregivers to be engaged with them, not detached. This means we have to “set the stage” for their visit. This is a service-driven business, so the service we provide will set the mood for the adults and will in turn encourage them to get involved with their kids, want to come back again and again. CUSTOMER SERVICE and GUEST SAFETY are our top priority. First Impressions are important. In the first 7 seconds a parent or other adult guest will assess our level of service. We want to convey a sense of friendliness, professionalism, courtesy, and helpfulness. All of these will make adults and children feel welcome as they walk in the door. Next, we want to make sure the Museum has an overall sense of cleanliness and that the layout is attractive and inviting. Finally, staff needs to be helpful, confident, understanding and responsive to our guests’ needs. If our visitors have a happy experience here they are likely to tell 4-5 people. If they have a bad experience they will tell 9-12 people.

Work Environment

MCHS is an equal opportunity employer and makes employment decisions on the basis of merit. MCHS prohibits unlawful discrimination on the basis of race, color, creed, sex, sexual orientation, gender identity, genetic information, religion, age, national origin or ancestry, physical or mental disability, medical condition, veteran status, citizenship status, marital status or any other consideration made unlawful by federal, state or local laws. Such discrimination is unlawful and will not be tolerated at MCHS.

Fundraising and Collections

MCHS will comply with donor intent for gifts that are accepted in pursuit of budgeted priorities approved by the Board and in accordance with the current strategic plan to support the mission of MCHS. MCHS will ensure each

donation is handled with respect and confidentiality to the extent provided by the law and in accordance with standard fundraising practices and the Association of Fundraising Professionals Donor Bill of Rights.

Collections are processed and cared for in accordance with the MCHS collections policy and the American Association of State and Local History (AASLH) professional standards and ethics practices, to the best of our ability. Funds obtained through the removal and sale of items de-accessioned from the collections should be used to enhance the MCHS' collections (either for the care and preservation of current collections or in new acquisitions).

MCHS Film Policy

Film, video and still photography is permitted at MCHS for personal, non-commercial use, provided all the following apply:

Photos cannot be sold.

No tripods are allowed to block outdoor or indoor visitor pathways.

Photos must be taken during regular hours and admission must be paid for admittance

Professional photo shoots need to have approval from MCHS staff.

All video shoots need approval from MCHS staff.

Site Accessibility and Animals

Walking through the site is required. No motorized vehicles are allowed.

The MCHS Welcome Center is wheelchair and handicap accessible.

Because MCHS' Pinecrest Historical Village simulates the rural environment of the 1800s and early 1900s, some exhibit areas have limited accessibility. This is due to the scale used in historic restorations and the rural setting.

Reasonable accommodations will be made for individuals requiring wheelchairs for mobility. During special events, trams are equipped to transport visitors. Call ahead for questions about accessibility or to make arrangements at (920) 684-4445.

No motorized vehicles are allowed inside the Historical Village.

While no pets are allowed on the museum grounds, service animals are permitted for persons with disabilities in accordance with the Americans with Disabilities Act.

Emergency Procedures

Immediately report any unsafe conditions.

Fill out an incident report form for all injuries, however slight, and obtain immediate first aid.

A phone is located in the Welcome Center.

Fire Safety

Fire extinguishers are located in every building. Please acquaint yourself with their location.

Make note of exits from all buildings.

Remind visitors there is no smoking in any of the buildings.

Weather Safety

Tornadoes are a present threat during our tour season. If a tornado warning is issued alert all visitors and lead them to shelter if necessary. Shelter can be found in the Welcome Center basement. A flashlight can be found inside the basement door. A weather radio is located in the Welcome Center.

Sexual Harassment Policy

It is the purpose of this policy statement to clearly communicate that MCHS will not condone sexual harassment and will take appropriate actions to ensure that all employees and volunteers are protected from sexual harassment. Any

unwelcome sexual advance, any request for sexual favors or any other verbal or physical conduct of a sexual nature constitutes sexual harassment when submission to such conduct is made the basis for employment (or a volunteer position) or promotional decisions. Any sexual contact, actions or speech which results in a work environment that is hostile, offensive or abusive may also be construed as sexual harassment and will not be condoned or tolerated. If you believe that you have been subjected to sexual harassment, immediately notify the staff or Board of Directors.

Retaliation against anyone who files a complaint will not be allowed and should such an occurrence take place, disciplinary action will be taken. All complaints of sexual harassment will be taken seriously and an investigation will be conducted in as confidential a manner as is possible.

Drug Free Work Place

In compliance with the Drug Free Workplace Act of 1988, it is the policy of MCHS to maintain a safe workplace free from the use, abuse or effects of alcohol or drugs and controlled substances. MCHS volunteers and employees have the right to work in an environment that is free from drug or alcohol abuse or misuse. Working under the influences of drugs or alcohol may adversely affect you, your co-workers (whether employees or volunteers) and the public as well. Therefore, you are prohibited from the following: reporting to volunteer while under the influence of alcohol or a controlled substance; illegal or non-prescribed use of controlled substances during time volunteering; unauthorized manufacture, possession, sale, purchase or transfer of any controlled substance or alcoholic beverage while volunteering; consuming any beverage containing alcohol on MCHS premises except during special MCHS sponsored functions (donor or sponsored reception, event, etc.). Engaging in any of these prohibited conducts or activities may result in dismissal as a volunteer. MCHS recognizes that drug and alcohol dependencies are treatable illnesses. Such dependencies can cause major health problems as well as safety and security problems. If you need help dealing with such problems, you are strongly encouraged to seek counseling and/or treatment.

Child Abuse & Sexual Misconduct Reporting

As an employee or volunteer of MCHS, each of us is called to stop inappropriate actions and immediately report such actions to our staff and the President. Bullying, hazing and corporal punishment are never permissible. Children must have adult chaperones when touring the museum and interpreters should ensure that a chaperone is present when interpreting programs to youth. Furthermore, if a child informs you of alleged inappropriate behaviors, it is imperative that you report this incident immediately to the staff and the President.

Violence in the Workplace

MCHS does not tolerate fighting, threats and other acts of violence against employees, volunteers, co-workers, contractors working on the grounds, job applicants, visitors, or any members of the general public. In addition, possession of firearms, weapons, ammunition or explosives on MCHS property or while on MCHS business is strictly prohibited. Acts or threats of violence, whether made directly or indirectly, violate the safe and professional conduct of our business. If you are subjected to or threatened with violence by a co-worker, contractors working on the grounds, job applicants, visitors, or any members of the general public, or if you become aware of another individual who has been subjected to or threatened with violence, or if you know of circumstances which might result in violence, you should report this information to the President or staff immediately.

Social Media

The Manitowoc County Historical Society understands that social networking web sites, blogs, multi-media and wikis have become a prevalent method of self-expression in our culture. We respect your right to use these mediums during personal time; however, if you choose to identify yourself as a MCHS employee, volunteer or associate, you must adhere to the following guidelines:

1. Be transparent. If you choose to comment or post about your work at MCHS, use your real name, identify that you work for the organization and be clear about your role, while keeping confidentiality around proprietary information.
2. When expressing your views and opinions, always include the disclaimer "the views expressed are mine alone and do not necessarily reflect the views of the Manitowoc County Historical Society" and never claim nor imply that you are speaking on behalf of the organization.
3. Do not disclose any information that is confidential or proprietary to MCHS, including non-public information about security, sales, company performance, marketing or advertising, payroll or internal policies.

4. Use good judgment when using social media, including personal or non-personal web sites or blogs, and discussing MCHS, employees, volunteers, guests or others related to the organization. As a volunteer, your comments reflect on the organization.
5. In your role as a volunteer, you may become aware of information protected by the attorney-client privilege. Accordingly, you must be cautious about commenting about legal matters, litigation or any parties MCHS may be in litigation with. These matters generally are confidential.
6. Be smart about protecting yourself, your privacy and MCHS. What you publish is widely accessible and will be around for a long time, so pause and consider the content carefully before posting.
7. Failure to comply with the MCHS Social Media Policy may result in disciplinary action and/or dismissal as a volunteer.

Period Clothing Policy and Guidelines

For all MCHS Staff, Interns and Volunteers

Updated 2017

“Period clothing” is a standard term for reproduction clothing and accessories for staff in museums. This designation avoids the term “costume” which can refer to theater garb and also “historical” which is used to describe original clothing in museums and private collections.

Period clothing is an important part of living history interpretation. You, the interpreter, are an exhibit which moves and works and breathes. Visitors watch you. The period clothing you wear is based on careful research to make your appearance as authentic as possible. Part of your job as an interpreter is to cultivate this personal authenticity. Effort should be made to demonstrate appropriate appearance and behavior whenever dressed in period clothing.

WOMEN

Hats – All sites have been supplied with appropriate hats or sunbonnets. These are to be worn when outside. The only exception is arriving or leaving the site for the day or shift.

Hair – Long hair should always be pulled back and never left to hang. The basic adult hairstyle is a bun at the back of the head secured with hairpins or bobby pins. No French braids, scrunchies, visible barrettes, or combs except for tortoiseshell-look combs. Only natural-looking colored hair and minimal amounts of styling products should be used. Period Clothing has examples of period hair styles for adults and children. Two good reference books are *Dressed for the Photographer* by Joan Severa and *An Illustrated History of Hairstyles 1830-1930* by Marian I. Doyle.

Jewelry – Wedding rings may be worn. No wrist watches.

Shoes and socks – Shoes should be plain, dark, and comfortable – black or dark brown with dark soles. No white socks. Black or dark knee high socks are recommended for adults, and plain dark opaque tights for girls. Black tennis shoes are not allowed.

Make-up – No make-up is best. If you feel you must wear make-up, restrict it to foundation and a light blush for a natural look. No eye shadow, mascara, eyeliner or lipstick. No nail polish – not even clear.

Tattoos – Any visible tattoos must be able to be covered by period clothing or makeup and must stay covered.

Revlon Colorstay has a good reputation when properly applied.

MEN

Jewelry – Wedding rings may be worn. No wrist watches. No earrings or other visible piercings (eyebrow, nose, tongue).

Hats – Must be worn when outside.

Hair – Only natural colored hair and hair styles without styling products.

Shirts – Always wear your shirt. Always wear your shirt tucked in. **NO EXCEPTIONS.**

Suspenders – Must be worn when wearing trousers. Suspenders and bib overall straps should be worn on the shoulders and not left to hang from the waist.

Shoes and socks – Shoes and boots should be plain, dark and comfortable – black or dark brown with dark soles.

Boots are recommended for Farm sites and the blacksmith’s shop. Shoes are acceptable for other town sites. Socks should also be dark – no white socks. No black tennis shoes.

Tattoos--Any visible tattoos must be able to be covered by period clothing or makeup and must stay covered. Revlon Colorstay has a good reputation when properly applied.

ADDITIONAL INFORMATION

Care—Most issued clothing is machine wash warm and tumble dry, although period clothing will look better and last longer if it is hung up to dry. Do not use chlorine bleach on or near the clothing issued to you. Iron as needed. Spray starch is permitted.

Period clothing should not be worn for any other time or for any other activity outside of interpreting on your specific day or work site. Period clothing may not be worn for parties, parades, pub crawls, school activities or dress-up for another organization's event. If you have been asked to represent MCHS at an off-site event and/or outside of regular hours, you are permitted to wear period clothing. Period clothing should not be worn on days when you are not interpreting, such as training days, cleaning days, staff meetings, staff trips, doing chores or other scheduled work days. You are liable for damages that occur if the clothing is worn for non-interpretive activities. You may wear period clothing to and from MCHS.

Non-period items—TURN PERSONAL CELL PHONES OFF. These and modern purses, lunch and beverage containers, backpacks and other impedimenta do not belong in the 19th century and should be kept out of public view. Staff will show you where these things can be stored. If you need to carry modern objects during the day, please use the satchel or basket with cover that has been provided for your site.

Dressing in layers—You may wear anything you wish beneath your period clothing as long as it is not visible, for comfort or to reduce the need to wash the clothing issued to you. Make sure that modern clothing is not visible at the throat, wrists, or below the knee, particularly beneath skirts. Many interpreters are more comfortable wearing a t-shirt, tank top or shorts under their period clothing on hot days. Long-sleeved t-shirts, thermals, long johns and tights are good for cooler days. Period Clothing also recommends removable dress shields (to save washing dresses), which can be purchased at fabric stores.

Warm Clothing—We suggest you dress in layers beneath your period clothing on cold days in case there isn't a wrap or coat available for you.

Visitors

Visitors are the main reason we are here. They are not just tourists; they are our guests. They should be treated as you treat friends or guests in your own home.

Be especially mindful of our children visitors. Touching of children should be at a minimum. And do not ever allow yourself to be alone with a child. Should a school or youth group come to your location, look for the adult who will be accompanying them and ask him/her to remain with the group during your visit with them.

You will encounter all types of people from all over the world during the season. Treat all visitors in a friendly and courteous manner. It only takes one unpleasant word or facial expression to create a poor impression of our entire museum. Our best people are those who can adapt to meet the needs of our visitors. Be as flexible and accommodating as you can and still adhere to our rules and regulations.

Initiate discussion with our visitors. Be patient! Be prepared to answer the same question many times.

Remember that the visitor who asks questions is making an effort to communicate with you. Visitors come to MCHS expecting and hoping for a positive experience. Please do your part to provide them with that positive experience.

Incidents and Injuries

If an emergency should arise, contact the nearest staff person. A first aid kit is located in the Welcome Center to treat minor injuries. Please allow teachers to treat student injuries.

Fill out an incident report form for any injuries.

In case of any major injury or life threatening condition, call 911 immediately. Arrange to have someone stay with the visitor at all times.

Automated External Defibrillator

An A.E.D is located in the Welcome Center. Anyone can, at their discretion, provide voluntary assistance to victims of medical emergencies. The extent to which these individuals respond shall be appropriate to their training and experience. Responders are encouraged to contribute to emergency response only to the extent that they are comfortable. The emergency medical response of individuals may include CPR, AED or medical first aid.

Volunteer Policy and Expectations

This Volunteer Handbook is an important document intended to help you become acquainted with the Manitowoc County Historical Society.

- I understand that the policies, rules and benefits described in this Handbook are subject to change at the sole discretion of the Board of Directors and Staff at MCHS at any time.
- I further understand that my volunteering is terminable at will, either by the Board of Directors and Staff at MCHS, or myself regardless of the length of my volunteering.
- I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that confidential information must not be released within or outside of MCHS.
- I expressly accept and assume all of the risks inherent in these volunteer activities. My participation is purely voluntary and I elect to participate despite the known and unanticipated risks. I understand that MCHS has taken steps to mitigate these risks but such risks simply cannot be entirely eliminated. I further understand that I am not covered under workers compensation or any other employee insurance policies of MCHS as a volunteer, and verify by my signature below that I have personal insurance or resources to cover any such injuries that may occur while a volunteer.
- The terms of the MCHS Volunteer Handbook are not contractual in that MCHS retains the right to vary from or change the provisions at any point in the future with or without notice.