

# Haan Museum of Indiana Art

## Operations Volunteer Manual

Policies and Procedures

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### Volunteers and Docents

**Operations Volunteer** refers to volunteers who help with the operations of the Museum. Generally this includes office help, kitchen help, grounds work, setting up Christmas decorations, and other tasks of this nature.

**Docent** refers to volunteers who interact with visitors as greeters or tour guides and assist with other tasks.

Generally, docents deal extensively with the public, while operations volunteers are not expected to interact on a substantial basis with visitors.

### Operations Volunteer Dress Code

Operations volunteers may wear casual apparel, including blue denim, t-shirts, shirts with advertising messages, and sneakers, only if they are not working near visitors..

Immodest clothing is not considered appropriate at any time in any volunteer position. This includes plunging necklines, high hemlines, sagging pants, or going without a shirt.

### Parking

Volunteers are asked to park on the street or in the first row along the wall to leave the best places for visitors.

### Cell Phones

Please turn ringers off when working with the public. If you anticipate a call of an emergency nature, get someone to cover for you and take the call out of any public area.

### Purses

Volunteers' purses may be stored in the office off the kitchen.

### Working with Objects in the Museum

Always take great care when working with or around the collections and mansion.

- Don't touch any collections object unless it is necessary to complete your assigned task.

- Don't touch the gold handles on the large Dick Hay vessel under any circumstances—it is real gold leaf.
- Don't be in a hurry to move objects, as it increases the chances of causing damage. Take your time.
- Get help moving long objects such as boards and ladders that could damage woodwork or collections. There should be one person at each end carefully watching and guarding their end of the ladder or board. Any object longer than three feet that can't be carried vertically requires two people.
- Protect wood surfaces:
  - Never write on paper placed directly on a wood surface unless there is adequate padding under it.
  - Don't place hot or wet objects directly on wood. Waterproof heat pads are available for use on tables. Be aware of this issue when working with food, visitors, or caterers. Inform the cater of this policy and find someone who can help if you are unsure of the procedure.
  - Every object in the museum collection that is placed on furniture or the floor must have adhesive felt pads on the bottom. If it doesn't, bring it to a staff member's attention. On furniture legs with casters, do not use furniture coasters with metal.
  - Do not place objects directly on wood surfaces. This includes purses with metal, deliveries, catering equipment, cups and saucers. Use coasters under bottles, cans, and cups. Paper is okay.
- Protect floors and carpets:
  - Remove wet or soiled shoes or boots before entering the Museum.
  - Leave wet umbrellas outside, or place gently in an umbrella stand, taking care not to drip on the hardwood floor.
  - Make sure that there are sufficient mats for guests during inclement weather.
  - Be aware of any wet or dripping objects.
  - Immediately wipe up any water, drink, food, or other spills that could potentially leave spots or stains on the wood floors, rugs, or furniture. The old wood floors do not have any sealant on them and are especially susceptible to damage.
  - No spiked heels are allowed in the Museum.

## **Elevator Use**

Volunteers, especially docents, should be familiar with how to use the elevator. Elevator use is restricted to moving objects between floors, and for use by those who are physically unable to use the stairs. It is not designed to be a high use elevator. Physically challenged visitors requiring the use of the elevator must be accompanied by a companion or docent.

## **Reporting Hours**

Reporting the time that you spend helping the Museum is important for grants, so please record and report your time.

## **Establishing a Healthy Culture at the Haan Museum**

An organization's culture is the sum total of expectations of behavior of staff and volunteers. We have the opportunity to have a tremendous impact on the future of the Museum for years to come by establishing a very positive culture.

Here are the steps we need to take to accomplish this goal.

While Operations Volunteers, except those working inside the Museum, won't have much customer contact, it is important to:

- ☒ Make all visitors feel welcome.
- ☒ Be courteous to visitors, staff and other volunteers at all times,
- ☒ Be sensitive to cultural differences without highlighting them.
- ☒ When you are with visitors, they should be your only focus. Give them your undivided attention.

### **Off-Limit Areas**

The basement and third floor are always off limits to visitors and volunteers unless accompanied by a staff member, or given specific permission.

Please do not open closed doors or drawers except when necessary to complete your tasks.

## **Summary of Museum Policies**

### **Smoking**

To protect museum property and the health of staff, volunteers, and visitors, smoking is not allowed on Museum Property. Anyone wishing to smoke must leave the property.

### **Drugs and Alcohol**

The possession or use of illegal drugs on the Museum premises is strictly prohibited. The use of alcohol on the Museum property is prohibited except for events where wine or other alcoholic beverages may be served and consumed in moderation if approved by the Executive Director.

If an employee, volunteer, or visitor is noticeably under the influence of drugs or alcohol, circumstances may dictate that they be asked to leave, or at least stop consumption if it is during a Museum event.

### **Food and Beverages**

Visitors may bring snacks or lunch to the Museum but they must be consumed outside, either on the grounds or verandas. Volunteers acting in that capacity may bring snacks or lunch to the Museum and consume them on the grounds or verandas, or in the kitchen. Both visitors and volunteers must pick up their food and containers promptly after their meal or snack. Drinks must remain in the kitchen except during official Museum events and meetings, Under no circumstances are drinks to be placed directly on Museum furniture or other objects.

### **Equal Opportunity - Anti-Discrimination**

The Haan Museum accepts staff and volunteers on the basis of merit, qualifications, and competence as related to the position to be filled. Race, color, national origin, religion, sex, sexual orientation or physical condition will not influence acceptance of individuals for staff or volunteer positions. No one acting on behalf of the Museum will act in any manner that discriminates on any of these bases.

## **Harassment**

All volunteers and staff are expected to conduct themselves in ways that ensure that others can work in an atmosphere free of harassment. Harassment can include verbal or physical abuse, unwelcome sexual advances, ethnic, sexist, or religious jokes or slurs, and pictures or posters pornographic in nature. Incidents under this policy should be reported to the Executive Director, and if this is not an alternative, directly to the Board Chairman.

## **Solicitation**

Museum policy prohibits personal solicitation, or passing out, posting, or leaving solicitation materials without the express consent of the executive director. Areas in the museum may be made available for this purpose, but material must still be approved. In no case are materials pertaining to an exhibition to be placed in an exhibit except museum approved didactics.

Special events such as art fairs or paint outs may be held on the Museum grounds, and the executive director can authorize participants to provide their own materials without reviewing each one. Non-participants still must get individual permission.

## **Ethical Conduct**

The Museum is committed to maintaining a reputation of fair, impartial, ethical, and proper conduct. Therefore, integrity must underlie all Museum relationships, including those with employees, volunteers, visitors, and vendors.

## **Conflict of Interest**

Anyone acting on behalf of the Museum, including employees and volunteers, must only consider the best interests of the Museum in their decisions and actions, including accepting compensation. If conflict of interest is possible, the individual must withdraw from the decision-making process on that subject.

## **Theft**

Notify the Executive Director or another person of authority if you have good reason to suspect that any staff, volunteer, or visitor is attempting to steal or damage property, or has already done so.

# **Safety**

## **Visitor Injury**

If a visitor requires medical attention, don't hesitate to call 911 if you think it is necessary. In any case, the Executive Director or other staff member should be notified as soon as possible, and the incident should be documented in writing.

## **Volunteer Injury**

If you or another volunteer requires medical attention, don't hesitate to call 911 if you think it is

necessary. In any case, the Executive Director or other staff member should be notified. There is a small first aid kit in the downstairs bathroom medicine cabinet for small injuries. Assist the staff in documenting the incident in writing.

## **Tornados**

The table tennis room at the bottom of the basement stairs is the designated storm shelter room. At the bottom of the basement stairs, go left through the next door and wait until the all clear signal is given. Lafayette has a storm siren, but the best way to get storm information is through a cell phone. The elevator goes to the basement, but the elevator car floor is not level with the basement floor. In the circumstance where someone is not able to negotiate stairs in the Museum during a tornado warning, volunteers must assist those visitors to the first floor bathroom or the hall at the top of the basement stairs, and stay with them unless they are accompanied by a responsible adult who stays with them.

## **Fire**

In case of fire, direct everyone to either of the two main fire exits:

- The front door
- The door next to the side entry door off the driveway (goes to veranda)

Both are equipped with easy exit door knobs. Mobility challenged individuals should exit the front door, where there is a wheelchair ramp.

If the alarm sounds, it automatically notifies the monitoring company.

If you see fire or smell smoke but don't hear the alarm, immediately call 911, or push the red button on the alarm control panel by the side entry door to notify the monitoring company, who will call the fire department.

If another person is with you, they can use a fire extinguisher while you call 911.

## **Fire Extinguishers**

All volunteers that work inside the building must be familiar with the locations of all fire extinguishers.

- Basement: At the bottom of the basement stairs on the stair post.
- First Floor: In the hall next to the first floor elevator door.
- First Floor: At the office exit door to the outside.
- Second Floor: In the hall next to the second floor elevator door.
- Third floor: Just outside the third floor elevator door.

## **How to Operate a Fire Extinguisher**

- Remove the fire extinguisher from the bracket.
- Pull the pin located at the top of the handle.
- Aim the nozzle at the source of the fire or base of the flames, and not at the actual flames.
- Squeeze the handle.
- Sweep back and forth over the source of the flames until the fire is extinguished. Watch long enough to assure that the fire does not reignite.

## **Earthquake**

In case of an earthquake, follow these steps.

- Do not leave the building due to the danger of falling objects.
- Immediately drop to your hands and knees where you are so you don't get knocked down, and crawl under a nearby table or other object.
- If no table or other object is close by, crawl to an interior wall away from windows, mirrors, or glass.
- Cover your head and neck with one arm, and hold on to the shelter with the other arm until the shaking ends.
- Stay on your knees, and bend over to protect your vital organs.

## **Elevator Problems**

The elevator can occasionally stop between floors. This happens when someone outside the elevator tries to open the outer door, or someone in the elevator opens the inner door. In either case, closing the door firmly and pushing the elevator button inside the car or on the landing will start the elevator again. If there is a problem with the elevator beyond this, you might need to call 911 if Bob is not around.

Information they might need to know:

- A screwdriver in the hole at the top of the outer door can be used to pry the release lever up so the outer door can be opened.
- There is a crank in the elevator control room in the area under the kitchen that can be used to manually raise or lower the elevator.

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