



STRAWBERRY BANKE MUSEUM

VOLUNTEER HANDBOOK

2021

August 10, 2021

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I. WELCOME TO VOLUNTEERING AT STRAWBERRY BANKE MUSEUM!

As a Strawberry Banke Museum volunteer, the importance of your contributions cannot be overstated. The time, experience, and dedication of our volunteers are integral to the success of the organization. Through the efforts of our extraordinary volunteers, Strawberry Banke Museum is able to provide quality programs and events that benefit thousands of visitors each year. Our goal is for your volunteer experience to be mutually beneficial and gratifying.

We are glad you have joined us, and we look forward to working with you.

Sincerely,

Lawrence J. Yerdon
President & CEO

Jessica Crowley
Director of Human Resources and Volunteer Manager

II. ABOUT THIS HANDBOOK

This Volunteer Handbook contains information about the volunteer policies and practices of Strawberry Banke Museum (SBM), and serves as an initial guide to help you become acquainted with the organization and the ins and the outs of the Volunteer Program. We expect each volunteer will read this handbook carefully, as it is a valuable reference for understanding your role and SBM. Please note that this is a “living document”, which is subject to change; your suggestions, comments, and recommendations are always welcome.

III. ABOUT STRAWBERRY BANKE MUSEUM

Strategy, Mission & Vision

Strategic Framework:
Strawberry Banke Museum:

A place to learn,
A place to gather,
A place to preserve.

Mission Statement:

To promote understanding of the lives of individuals and the value of community through encounters with the history and ongoing preservation of a New England waterfront neighborhood.

Toward that goal, Strawberry Banke Museum:

- Acquires and conserves, for today's visitors and for future generations, historic buildings, objects, and other materials pertinent to its mission.

- Conducts research aimed at placing local developments within the broader context of city, state, and national history.
- Disseminates the results of that research to the public through exhibitions, publications, demonstrations, tours, symposia, workshops, and other educational activities and programs.

Vision Statement:

We bring history and people together for delight, discovery and learning.

In doing so, Strawberry Banke Museum will:

- Stand for excellence and entrepreneurship in every aspect of our operation - programs, collections, preservation, and management;
- Champion the primacy of the visitor experience and use innovative and traditional methods to provide life-changing and inspirational learning experiences based on authentic objects, stories and ideas;
- Inspire our Seacoast community with awareness of our collective past, and work together to preserve our cultural and built heritage;
- Serve as a destination where engaging activities connect visitors to our common local, regional and national past; and
- Provide life-long learning experiences incorporating the needs of learners and the community.

History & Background

About Strawberry Banke Museum:

Strawberry Banke Museum, in the heart of historic downtown Portsmouth, New Hampshire, is a 10-acre outdoor history museum dedicated to bringing 300+ years of American history to life. The museum is a place for children, adults, multi-generational families and groups to gather to explore heritage gardens, historic buildings, crafts, preservation programs, hands-on activities, stories told by costumed role-players, and the changing exhibits that offer hours of fun and discovery. The museum’s restored buildings and open space invite visitors to immerse themselves in the past. The museum welcomes 110,000 visitors, members, schoolchildren and volunteers who love New Hampshire history for daily programs, exhibits, skating and signature special events throughout the year.

[Click here](#) for the SBM Site Map.

A Brief History:

English colonists, who established a settlement in 1623 along with what is now the "New Hampshire" coast, built houses along the Piscataqua River and more shelter cove that is now Portsmouth Harbor. They named the settlement "Strawberry Banke" -- either for the wild strawberries growing along the banks or for an estate in England.

Strawberry Banke Museum tells the story of the neighborhood called Puddle Dock, surrounding the tidal inlet. This neighborhood grew from wilderness outpost in the late 1600s through cycles of maritime prosperity to become a multicultural "neighborhood of newcomers."

In the 1950s, city officials slated the neighborhood for "urban renewal" and evicted the residents. The entire area was scheduled for demolition. Determined to preserve the physical evidence of history in the houses, local activists formed Strawberry Banke, Inc. in 1958 and the museum acquired the 10-acre site and about 30 buildings.

It took decades to save and stabilize the houses of Puddle Dock and rehabilitation and preservation efforts continue today, making Strawberry Banke a work in progress, where visitors can observe the process of peeling back layers of time.

The museum allows visitors to time travel over four centuries through historic houses on original foundations, recreated orchards and gardens, costumed roleplayers and traditional craft artisans. Alongside a priceless collection of decorative arts objects whose connections to Portsmouth are validated by the archaeological study of the "most intensively researched urban site in New Hampshire," the families who shaped this community remain in a form that still resonates with "becoming American" experiences of personal tragedy and triumph.

Volunteer Relations Philosophy

The purpose of the Strawberry Banke Museum Volunteer Program is to support the educational efforts, site enhancement, and future sustainability of the Museum through voluntary participation.

We are committed to providing the best possible atmosphere for maximum development and goal achievement for all volunteers and employees. Our practice is to treat each volunteer as a unique individual bringing a wide range of skills and expertise to the museum. We seek to develop a spirit of teamwork; individuals working cohesively together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a flexible and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual volunteer.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

About the Staff & Leadership:

[Click here](#) for the current SBM Organizational Chart and contact list of year-round staff members.

[Click here](#) for the current SBM Board of Trustees list.

IV. VOLUNTEER ROLES, RESPONSIBILITIES & BENEFITS

Volunteers are crucial to the success of Strawberry Banke Museum. Through the efforts of our extraordinary volunteers, Strawberry Banke Museum is able to provide quality programs and events that benefit thousands of visitors each year.

Volunteer Opportunities by Department

Visit the [SBM Volunteer website](#) for more detailed information about the opportunities by department.

The volunteers of Strawberry Banke Museum give their time and talents to support the following activities:

- [Archaeology](#)
- [Development](#)
- [Education](#)
- [Facilities](#) (Landscape Operations & Maintenance Operations)
- [Horticulture](#)
- [Human Resources & Volunteer Program](#)
- [Special Events](#): The Museum hosts several unforgettable signature events throughout the year. Detailed volunteer opportunities for each event are provided to those who express interest in learning more. For a full list of events, programs, workshops, and more view the museum's [Calendar of Events!](#)

There are a wide range of volunteer positions for each event, with opportunities posted and sent via email so volunteers can conveniently sign up for spots online using Signupgenius.com. Detailed instructions including logistics and expectations are provided to volunteers for each event.

- **Waiting Lists for Events:**
You may find that an event is filled when you try to register as a volunteer. It's always worth adding your name to a waiting list because the more popular an event is, the more hastily people sign up, with many eventually realizing there is a schedule conflict. If there's no waiting list, please email and request that one be created. If you're next in line when a spot opens you will be notified and given a chance to sign up.
- **SOS Invitations:**
When we are shorthanded for an event and need your help you may receive an email calling for last minute volunteer help. These are intended to be seen as an SOS and will contain a link for you to sign up as a volunteer. Your assistance with these events is particularly appreciated so our event can operate successfully.

And numerous other important activities that keep Strawberry Banke Museum moving forward!

How to Sign Up as a New SBM Volunteer

1. Visit the [SBM Volunteer website](#) to learn more about the specific opportunities available. If you identify an area(s) of interest, then:
2. Watch [Behind the Curtain: Strawberry Banke Revealed](#) to learn more about the museum.
3. [Click here](#) to submit a new Volunteer Application Form. A staff member will reach out to you as soon as possible to discuss your skills, interests, and next steps.
4. Once we review your information, we will contact you to discuss potential volunteer opportunities.

**Please note: Volunteers must be 18 years of age or accompanied by an adult or guardian (please alert the volunteer supervisor if a volunteer under the age of 18 will be accompanying an adult volunteer). The exception is for our volunteer Junior Roleplayers who undergo extensive training and receive close supervision.*

Volunteer Time Tracking

All volunteers are required to accurately record all time worked and submit to their supervisor on a monthly basis. It is vital that volunteers accurately record their time, and submit volunteer time sheets.

Why is it important to log your hours?

SBM runs reports on an annual basis, and this information is used for a wide variety of purposes including grant applications, and volunteer appreciation incentives! A tiered volunteer incentive system is in progress, and total annual volunteer hours will inform the specific benefit given to each individual volunteer as a token of appreciation for your time.

The [electronic form](#) is preferable for SBM's record keeping. However, a hard copy volunteer time sheet is available upon request and should be submitted to the volunteer supervisor on a monthly basis. This information is tracked in the SBM Volunteer Database and used for a variety of purposes including grant applications, and volunteer appreciation initiatives.

Special Event Volunteer hours are automatically logged using the signup form cross-referenced with the event volunteer check-in sheet. This is one of the reasons we ask all event volunteers to check-in for their shifts, even if you are an experienced SBM volunteer!

Volunteer Benefits

SBM has developed a comprehensive set of volunteer incentives as a token of appreciation for the crucial work that our volunteers contribute to the success of the museum.

SBM reserves the right to amend, modify, or terminate its volunteer benefits at any time. We will keep volunteers informed of any changes.

- Volunteering at Events:
 - 2+ hours of volunteer time: receive a complimentary ticket to a SBM Signature Event or Museum Admission for 1 Adult
- Tiered Incentive System for Ongoing Volunteer Positions:
 - Receive a complimentary or discounted SBM Membership based on the total number of volunteer hours in the previous year. This system is in development and will be rolled out to volunteers in the near future.
- Parking:

Free parking in assigned lots is available to anyone who volunteers at the museum on a weekly basis. These volunteers' supervisors must request a SBM parking sticker from the Administrative Assistant to the President. Volunteers will submit a parking registration form and must display their parking sticker in their vehicle.

For volunteers working Special Events, please park off-site whenever possible. Parking at the museum is extremely limited and during events we try to reserve as many spots as possible for visitors, volunteers, and staff with handicap needs. However, volunteer parking passes are provided upon request; parking passes do not guarantee a spot in a museum lot as parking is on a first-come,

first-serve basis.

SBM is not responsible for loss, damage or theft of your vehicle. Therefore, we suggest that you always lock your car doors.

- **SBM Name Badges:**
All Volunteers working events will receive a temporary name tag upon check-in for each event. All Volunteers who work consistent schedules on-site at least once/week are provided with a personalized, magnetic SBM name badge. These volunteers' supervisors must request a SBM name badge from the Administrative Assistant to the President.
- **Volunteer Referral Incentives:**
Refer someone to become a new SBM volunteer and you will receive a complimentary SBM gift!
- **Volunteer Appreciation Events:**
Each year, SBM hosts a Volunteer Appreciation Event as an opportunity to gather with all volunteers across the organization, and recognize the great work over the last year while sharing in good food, drinks, and conversation. Volunteers are encouraged to attend and mingle with SBM staff members, Trustees, and fellow volunteers and, and to hear from the SBM leadership team about the work taking place across the museum.

V. STAYING CURRENT WITH THE LATEST AT SBM

Become a SBM Member

Volunteers certainly do not need to be SBM Members, although Membership is encouraged and allows an added way of staying up-to-date on the latest at the museum. Note: SBM offers discounted membership based on the number of volunteer hours the previous year; see Incentive System outlined above!

Communications

- Upon completing a [SBM Volunteer Application](#), new volunteers are added to the SBM volunteer database and mailing list and will receive information and updates about upcoming volunteer opportunities throughout the year.
 - Like us on [Facebook](#)! SBM updates and opportunities are posted regularly on our Facebook page.
- The SBM website will have continuously updated event information and announcements.
- Banke Notes: Members receive a print newsletter, Banke Notes, six times a year. This award-winning publication, recognized by the New England Museum Association, provides insight into each of the museum's departments, profiles of new projects, sponsor details and a Letter from the President & CEO or Chair of the Board.
- Members also receive email bulletins with news about upcoming events, member discounts and members-only benefits.

VI. POLICIES FOR CONDUCT AND BEHAVIOR

Cancellations and Punctuality

Remember, SBM is depending on you! We work as a team and this requires that each person be in the right place at the right time. If you are going to be late for a shift or cannot make your shift for any reason, please notify the SBM staff member/volunteer supervisor as far in advance as is feasible under the circumstances, but no later than before the start of the date you are scheduled to volunteer.

Cancellations for Events

When you sign up to volunteer for an event, you have made a commitment to the museum, and you are expected to honor that commitment. When you sign up for a spot, it takes away that opportunity from someone else who might otherwise fill the role. We understand that last minute things arise, so if for some reason you are unable to be here, please cancel your volunteer spot in Signupgenius at least 24 hours in advance, or reach out to us directly via email or phone as soon as you know you need to cancel. Please call or email us directly if you need to cancel less than 24 hours in advance.

Standards of Conduct

Each volunteer has an obligation to observe and follow SBM's policies and to maintain the same standards of conduct that is expected of its employees at all times. If an individual's behavior interferes with the orderly and efficient operation of a department, corrective disciplinary measures will be taken.

Disciplinary action may include a verbal warning, written warning, suspension, and/or discharge. The appropriate disciplinary action imposed will be determined by SBM. SBM does not guarantee that one form of action will necessarily precede another.

The following may result in disciplinary action, up to and including discharge:

- Violation of SBM's policies or safety rules.
- Insubordination.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances, or being under the influence of alcohol while engaged in SBM activities or in SBM vehicles.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, explosives, chemicals, etc., without prior authorization.
- Theft or dishonesty.
- Harassing another employee (sexually or otherwise) or making sexual advances or improper comments to fellow employees.
- Fighting with, threatening physical harm, or use of obscene or harassing language in the workplace (as defined above), directed at any fellow volunteers, staff members, visitors or other members of the public.
- Disrespect toward fellow volunteers, staff members, visitors or other members of the public.
- Performing outside work or use of SBM property, equipment or facilities in connection with outside or personal work while on SBM volunteer time without prior approval.
- Deliberately damaging or defacing SBM or another person's property.
- Using unauthorized, pirated, copied, counterfeited or otherwise non-standard software;
- Falsifying SBM records or documents;

- Representing SBM in an unauthorized or inappropriate manner that embarrasses the organization, its visitors or other employees.
- Being frequently late or absent without prior approval.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Gambling on SBM premises.
- Smoking in undesignated areas.
- Solicitation of fellow volunteers, staff members, visitors or other members of the public on SBM premises during working hours.
- Failure to dress according to SBM policy.
- Refusal or failure to follow safety rules and procedures.
- Disclosure of SBM trade secrets and proprietary and confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of SBM or its visitors, contractors, suppliers, or vendors.
- Gross misconduct.
- Lack of skills required for the volunteer position.

These examples are not all inclusive. We emphasize that discharge decisions will be based on an assessment of all relevant factors.

Nothing in this policy is intended to create any contractual rights or any legally binding conditions of volunteerism.

Equal Opportunity Statement and Non-Harassment Policy

Equal Opportunity Statement

SBM is committed to the principles of equal employment, including on a volunteer basis. We are committed to fostering a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, SBM expects that all relationships among persons in the office and on museum grounds will be business-like and free of bias, prejudice and harassment.

SBM is committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of age, race, color, marital status, national origin, ancestry, religious creed, sex, sexual orientation, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed service member status, or any other status protected by federal, state, or local laws.

SBM will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner. The organization will take appropriate corrective action, if and where warranted. SBM prohibits retaliation against volunteers or staff members who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your volunteer supervisor or any other designated member of management.

Policy Against Workplace Harassment

SBM has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, race, color, marital status, national origin, ancestry, religious creed, sex, sexual orientation, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, volunteers, staff members, visitors, other members of the public, and vendors, are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to SBM or any government agency;
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults, or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion toward an individual because of the individual's age, race, color, marital status, national origin, ancestry, religious creed, sex, sexual orientation, gender identity, pregnancy (including childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), crime victim status, veteran status, uniformed servicemember status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening,

- intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility toward an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
 - A display of symbols, slogans, or items that are associated with hate or intolerance toward any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify one of the following:

Jessica Crowley
Director of Human Resources
603-792-0825
jcrowley@sbmuseum.org

Lawrence J. Yerdon
President & CEO
603-433-1103
lyerdon@sbmuseum.org

Or your immediate volunteer supervisor, or any other member of management.

SBM prohibits retaliation against volunteers or staff members who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If SBM determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, SBM may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, SBM will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

Tobacco, Drugs, and Alcohol Prohibited

SBM is committed to providing a safe, healthy, and efficient environment for the volunteers, employees and visitors we serve.

The unlawful or improper use of controlled substances or alcohol in the workplace presents a danger to everyone. In addition, as a federal grantee, we have a duty to comply with the requirements of the Drug-Free Workplace Act of 1988. For these reasons, the use of alcohol, tobacco, and drugs, are strictly prohibited on

any Strawberry Banke property, unless written consent is otherwise provided by the museum President and CEO.

Volunteers are prohibited from reporting to a volunteer assignment, or working when the volunteer uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor has advised the volunteer that the substance does not adversely affect the volunteer's ability to safely perform his or her job duties.

Your volunteer status with SBM is conditioned upon your full compliance with the foregoing drug and alcohol free workplace policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

Dress Code Policy

Volunteers are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.

Our visitors' satisfaction represents the most important and challenging aspect of our business. Whether or not your volunteer responsibilities place you in direct contact with visitors, you represent SBM with your appearance as well as your actions. The properly attired individual helps to create a favorable image for SBM, to the public and fellow employees.

If SBM volunteer name tags are provided to you, they should be worn at all times when you are volunteering.

Reporting Concerns

SBM has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. We encourage you to bring your questions, suggestions and complaints to our attention. We will carefully consider each of these in our continuing effort to improve operations.

If you feel you have a problem, present the situation to your volunteer supervisor so that the problem can be settled by examination and discussion of the facts. We hope that your supervisor is able to satisfactorily resolve most matters.

If you still have questions after meeting with your supervisor or if you would like further clarification on the matter, request a meeting with the Director of Human Resources. S(he) will review the issues and meet with you to discuss possible solutions.

If at any time you do not feel comfortable speaking with your supervisor or the next level of management, we encourage you to discuss your concern:

- To the person of your choosing: the President and CEO, Director of Human Resources, Board Chair, or Board Treasurer.

- Through the means of your choosing: email, written report, phone call, or by requesting a personal meeting.
- And anonymously, if you so choose.

If the volunteer would prefer to submit a suggestion, concern, or complaint anonymously, they may do so using the online [SBM Volunteer Comment & Suggestion Form](#).

Protecting Strawberry Banke Information

Protecting SBM's information is the responsibility of every volunteer and employee, and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss SBM's confidential business with anyone who does not work for SBM. This includes, but is not limited to: financial reports, sales figures, customer information and transactions, donor information, payroll activity or personnel matters. Any violation of confidentiality seriously injures SBM's reputation and effectiveness. Therefore, any volunteer or employee who violates this policy will be subject to disciplinary action, up to and including termination of employment.

Conflict of Interest/Code of Ethics

SBM's reputation for integrity is its most valuable asset and is directly related to the conduct of its employees, volunteers, and Trustees. Therefore, volunteers must never use their positions with SBM, or any of its visitors, for private gain, to advance personal interests or to obtain favors or benefits for themselves, members of their families or any other individuals, corporations or business entities.

SBM adheres to the highest legal and ethical standards applicable in our business. SBM's business is conducted in the strict observance of both the letter and spirit of all applicable laws and the integrity of each volunteer is of utmost importance.

Volunteers of SBM shall conduct their personal affairs in such a fashion that their duties and responsibilities to SBM are not jeopardized and/or legal questions do not arise with respect to their association or volunteerism with SBM.

Care of Equipment

You are expected to demonstrate proper care when using SBM's property and equipment. No property may be removed from the premises without the proper authorization of your supervisor. If you lose, break or damage any property, report it to your volunteer supervisor at once.

Cell Phone Use

SBM volunteers must not allow the use of such personal cell phones and other mobile devices (i.e. smart phones, tablets, laptops) to interfere with your volunteer duties or impact workplace safety and health.

If operating a vehicle on volunteer time, SBM requires that the driver's personal cell phone/mobile device be turned off. If you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

Safety

It is the responsibility of all SBM volunteers and staff members to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your volunteer supervisor or the Director of Human Resources as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the SBM health and safety rules may result in disciplinary action, up to and including termination of employment.

Safety can only be achieved through teamwork at SBM. Each volunteer must practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Please observe the following precautions:

1. Notify your supervisor of any emergency situation. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
2. Use, adjust and repair machines and equipment only if you are trained and qualified.
3. Get help when lifting or pushing heavy objects.
4. Understand your volunteer position fully and follow instructions. If you are not sure of the safe procedure, don't guess, ask your supervisor.
5. Know the locations, contents and use of first aid and firefighting equipment.
6. Wear personal protective equipment in accordance with the job you are performing.
7. Comply with OSHA standards as written in our safety procedures manual.

Zero-tolerance for violence

Violence by a volunteer against another volunteer, staff member, visitor, or other member of the public will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to volunteers and employees and to reduce the possibility of damage to SBM property.

If you receive or overhear any threatening communications from an employee or outside third party, report it to your supervisor at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor to our premises, call 911 and your supervisor immediately.

All reports of work-related threats will be kept confidential to the extent possible, investigated and documented. Volunteers are expected to report and participate in an investigation of any suspected or actual cases of workplace violence.

Violations of this policy, including your failure to report or fully cooperate in SBM's investigation, may result in disciplinary action, up to and including immediate discharge.

Weapons Prohibited

Possession, use or sale of weapons, firearms or explosives on work premises, while operating SBM machinery, equipment or vehicles for work-related purposes or while engaged in SBM business off premises is forbidden except where expressly authorized by SBM and permitted by state and local laws. This policy applies to all volunteers, including but not limited to those who have a valid permit to carry a firearm.

Volunteers who are aware of violations or threats of violations of this policy are required to report such violations or threats of violations to their supervisor immediately.

Violations of this policy will result in disciplinary action, up to and including discharge.

Emergency Procedure

In case of an emergency, notify your Staff Supervisor immediately and 911 as necessary. If the supervisor cannot be reached, contact the first SBM staff member you can locate on site.

First aid kits are available in all staffed buildings. In case of medical emergencies, Visitors, Volunteers, and Staff may use our first aid kits to self-administer first aid to the extent of their comfort and training level. If you cannot contact your Staff Supervisor, please contact either the Admissions Desk, Museum Store, or find the closest Staff member.

When events warrant an evacuation of the building, you should follow the instructions of the President or other manager. You should leave the building and/or grounds in a quick and orderly manner. Please refer to the [SBM Site Map](#) for all exits (note: some exit gates are locked during events).

Volunteers may elect to receive Emergency Text Alerts (opt-in on Volunteer Agreement Statement below); volunteers and staff who opt-in to this feature will receive an automatic alert should events be cancelled for any reason).

Emergency Contact Information and Changes in Personal Data

To aid you and/or your family in matters of personal emergency, we need to maintain up-to-date information. Changes in name, address, phone number, and emergency contact information should be given promptly to your volunteer supervisor or Human Resources.

Separation from Volunteering

For those volunteers in an ongoing volunteer position, we ask that you provide your supervisor with at least two weeks' advance notice should you decide to leave your SBM volunteer position. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for a volunteer position with SBM.

Volunteer References

All volunteer reference check inquiries from prospective employers of current or former volunteers or other organizations should be directed to Human Resources.

Statement of Liability

This Volunteer Release and Waiver of Liability (the “release”) by me (“Volunteer”) releases Strawberry Banke Museum, (“Nonprofit”), a nonprofit corporation organized and existing under the laws of the State of New Hampshire and each of its Trustees, officers, employees, and agents. The Volunteer desires to provide volunteer services for Nonprofit and engage in activities related to serving as a volunteer.

Volunteer understands that the scope of Volunteer’s relationship with Nonprofit is limited to a volunteer position and that no compensation is expected in return for services provided by Volunteer; that Nonprofit will not provide any benefits traditionally associated with employment to Volunteer; and that Volunteer is responsible for his/her own insurance coverage in the event of personal injury or illness as a result of Volunteer’s services to Nonprofit.

1. Waiver and Release: I, the Volunteer, release and forever discharge and hold harmless Nonprofit and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to Nonprofit. I understand and acknowledge that this Release discharges Nonprofit from any liability or claim that I may have against Nonprofit with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to Nonprofit or occurring while I am providing volunteer services.
2. Insurance: Further I understand that Nonprofit does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of Nonprofit beyond what may be offered freely by Nonprofit in the event of injury or medical expenses incurred by me.
3. Medical Treatment: I hereby Release and forever discharge Nonprofit 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 tenure as a volunteer with Nonprofit.
4. Assumption of Risk: I understand that the services I provide to Nonprofit may include activities that may be hazardous to me including, but not limited to contact with employees, visitors, and other volunteers, and working with sharp tools. As a volunteer, I hereby expressly assume risk of injury or harm from these activities and Release Nonprofit from all liability.
5. Photographic Release: I grant and convey to Nonprofit all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by Nonprofit in connection with my providing volunteer services to Nonprofit.

6. Other: As a volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of New Hampshire and that this Release shall be governed by and interpreted in accordance with the laws of the State of New Hampshire. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.

By signing the Volunteer Agreement Statement below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

VIII. RECEIPT OF VOLUNTEER HANDBOOK

This is to acknowledge that I have received a copy of Strawberry Banke, Inc.'s (dba Strawberry Banke Museum) Volunteer Handbook and understand that it sets forth the terms and conditions of my volunteer status, as well as the duties, responsibilities and obligations of my volunteerism with Strawberry Banke. I understand and agree that it is my responsibility to read the Volunteer Handbook and to abide by the rules, policies and standards set forth in the Volunteer Handbook.

I also acknowledge that my volunteer status with Strawberry Banke is not for a specified period of time and can be terminated at any time for any reason, with or without cause or notice, by me or by Strawberry Banke.

I also acknowledge that Strawberry Banke reserves the right to revise, delete and add to the provisions of this Volunteer Handbook. No oral statements or representations can change the provisions of this Volunteer Handbook.

I understand that the provisions of this Volunteer Handbook are not intended to create any contractual rights or any legally binding conditions of volunteerism with respect to any of the policies or volunteer benefits described in the handbook.

I understand that the use of alcohol, tobacco, drugs, and firearms are not permitted on any Strawberry Banke property, unless written consent is otherwise provided by the museum President and CEO.

If I have questions regarding the content or interpretation of this Volunteer Handbook, I will bring them to the attention of my supervisor.

VOLUNTEER NAME _____

VOLUNTEER SIGNATURE _____

DATE _____

_____ Check here if you wish to opt-in to the SBM Emergency Text Alert System.

Cell phone number to receive Emergency Text Alerts: _____