



Hermosa Beach Historical Society & Museum

Museum Docent & Volunteer Manual

Updated: August 2022

Hermosa Beach Historical Society and Museum
710 Pier Avenue
Hermosa Beach. CA 90254

Welcome!

Welcome to the Hermosa Beach Historical Society & Museum (HBHSM). We would like to thank you for sharing your time with us and making our museum a part of your life. Volunteers are an important part of how we are able to accomplish our mission statement, which is as follows:

The Hermosa Beach Historical Society was founded in 1987 with the mission to engage, delight, and educate the community through the presentation and exploration of history. The collection is extended to the public as a source of lifelong learning.



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1. INTRODUCTORY POLICIES

1.1 Introductory Statement

This volunteer policy is provided to inform you of the HBHS's STAFF-related policies and practices. Your understanding of and compliance with them is a term and condition of your volunteer service. The HBHS reserves the right to revise, add, or delete policies and procedures from this volunteer handbook, as well as from the terms or conditions of your volunteer service except the at-will policies. Written changes to the volunteer handbook will be distributed to all volunteers via hardcopy, email, or online.

This volunteer handbook contains the policies and practices in effect at the time of publication. All previously issued volunteer handbooks and any inconsistent policy or benefit statements or memoranda are superseded. It is important that all volunteers read, understand, and follow the policies outlined in this handbook. Should you need further information, or should you wish to discuss any policy in this volunteer handbook, please feel free to contact a member of HBHS STAFF.

1.2 Voluntary Service

Volunteer Service with the HBHS is on an "at-will" basis. This means that either the volunteer or the HBHS may terminate the volunteer relationship at any time and for any reason, with or without cause or notice. Nothing in this volunteer handbook or in any change made to the handbook, or in any document or statement shall limit the right to terminate volunteer service "at-will" or limit the HBHS's right to suspend or change the terms and conditions of volunteer service at its sole discretion. Volunteers will not receive any form of financial compensation or formal benefits for their time.

1.3 Equal Opportunity

It is the policy of the HBHS to provide equal opportunity in volunteer service for all persons and to prohibit discrimination based on race, sex, sexual orientation, gender identity, color, religion, ancestry, national origin, citizenship, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, age or other legally protected characteristics in every aspect of personnel

policy and practice in employment, development, advancement, and treatment of volunteers. The HBHS recognizes that it is not enough to proclaim that we do not discriminate and that we must in good faith actively strive to build a community in which opportunity is equalized.

1.4 Safe Work Environment Policy

As part of our policy to ensure equal opportunity to all, regardless of race, color, religion, sex, sexual orientation, gender identity, age, marital status, veteran status, military service, medical condition, physical or mental disability, genetic information, national origin, citizenship, or ancestry, or any other consideration made unlawful by federal, state or local laws, the HBHS is committed to provide a work environment which is free of unlawful harassment. Our commitment is reflected in the policy prohibiting acts of unlawful harassment in the workplace.

The HBHS is committed to provide a workplace that is free from acts of violence or threats of violence. In keeping with this commitment, the HBHSM practices a strict policy that prohibits any volunteer from threatening or committing any act of violence in the workplace, while on duty, while on HBHSM-related business. This policy applies to all STAFF and volunteers.

The HBHS values the physical safety of all STAFF and volunteers working on site and is dedicated to providing a safe work environment. Every volunteer is responsible for the safety of themselves as well as others in the workplace. To achieve our goal of maintaining a safe workplace, everyone must be safety conscious at all times, especially when sharing a workspace with other HBHSM volunteers and/or STAFF. Floors around workstations and in storage areas must remain as clear and dry as possible and collection items must be stored in a way that will prevent them from falling and causing injury. If at any time you are unsure about our safety policies, please consult a member of STAFF.

1.5 Museum Code of Ethics

The HBHS established this Code of Ethics for the Board of Directors, STAFF, volunteers and all other personnel. It is intended to act as a guide in ensuring that all conduct their official business with social responsibility that encourages public trust.

Sections relevant to the volunteer and intern role have been provided here for your convenience. Please refer to the document in its entirety, as necessary.

- HBHS is firmly committed to excellence and integrity in governance, management, operations and dealing with the public.

- HBHS is accountable to the public and responsible for the stewardship of its collection, programs and property.
- HBHS is dedicated to making sure all members of the Board of Directors, STAFF, volunteers and personnel are informed about the Code of Ethics, understand how it is applied and are committed to compliance. All HBHS policies, bylaws and related documentation should comply with The Code of Ethics.
- The HBHS Code of Ethics should be approved by the Board of Directors and reviewed periodically and updated if needed; furthermore The Code should be used as a standard to measure individual conduct and used to inform decision making regarding the Museum.

Legal Compliance

All Board of Directors, employees, volunteers and personnel will comply with all applicable City, State and Federal laws; furthermore compliance with all applicable regulations and international conventions is required. Compliance with the spirit and letter of the law is expected.

Personal and Professional Conduct

All Board Members, employees, volunteers and personnel are responsible for being aware of the policies and procedures that address their conduct. HBHS will make policies and procedures available to all personnel.

HBHS has an ethical responsibility to have fair personnel policies, procedures and enforcement of such throughout the entire institution. Rights and responsibilities of all Board of Directors, personnel and volunteers will be clearly communicated, documented and available.

All persons acting as representatives of HBHS will act in good faith in all agreements and will strive to provide excellent customer and public service and provide quality merchandise and fair pricing of items for sale.

Resolution of issues and/or conflicts will take into account professional judgments of relevant personnel and the best interest of HBHS.

Gifts, Favors, Discounts and Personal Dispensations

No one representing HBHS, including the Board of Directors, employees, volunteers and personnel can accept gifts, bribes, political contributions, favors, discounts and/or personal dispensations while serving in their professional capacity at HBHS.

Collections

The stewardship of collections requires public trust, suitable management, accurate interpretation and the best conservation and care.

HBHS will work to ensure that the collection in its care is properly documented, preserved, conserved, cared for, displayed, interpreted and managed; this includes maintenance of the facility the collection is housed in.

HSBS will abide by all city, state and federal laws; furthermore compliance with all laws that apply to collections and the act of collecting.

HBHS will adhere to and utilize the “best practices” and most current information related to collection conservation, care, preservation and management.

HSBS agrees to recognize all rights of ownership and gain proper permissions in writing if needed concerning reproduction. No objects in the collection can be photographed, filmed and/or reproduced without the written permission of the HBHS Museum Board of Directors or Museum STAFF. *Refer to the HBHSM Collections Management Policy.*

Confidentiality

All personnel are required to maintain the highest level of privacy concerning proprietary and privileged information they may come into contact with as a result of their duties.

Use of this Code of Ethics

The HBHS Code of Ethics applies to all personnel, including but not limited to the Board of Directors, STAFF, volunteers and personnel. The Code guides how the personnel and the Museum will operate with regard to expected ethical behavior. The Code of Ethics is the standard by which all internal and external conduct will be measured.

Definitions

Personnel – including but not limited to, Board of Directors, STAFF (paid) and Volunteers; all persons acting on behalf of HBHS.

Docent Coordinator – volunteer or STAFF member tasked with managing the docent program. Ex. Posting shifts, liaising between STAFF and docents.

2. STANDARDS OF CONDUCT

2.1 Volunteer Responsibilities

- To know and understand the rules of the HBHS and abide by them
- All HBHS Volunteers will complete a training or orientation with STAFF
- To dress appropriately for the volunteer position
- To arrive on time and stay for the entire agreed upon shift
- To call and email the Docent Coordinator or STAFF at least 2 days in advance if you are unable to make your shift
- To maintain confidentiality of proprietary and privileged information
- To treat HBHS property with care, consideration, and respect and in accordance with the Hermosa Beach Historical Society and Museum Collection Management Policy
- To alert STAFF to any damage to collections, exhibits, or issues threatening damage such as leaking pipes, broken alarm system, repairs to the building, etc., as soon as it is discovered to assure no further damage is incurred.
- To seek approval from HBHS STAFF before speaking to the press and/or representing the HBHS in any official capacity
- To communicate to the Docent Coordinator or member of HBHS STAFF of any physical limitations, conditions or needs
- To remain professional and courteous to visitors, STAFF, and other volunteers. Any behavior in violation of this clause will result in disciplinary action
- Docents who are working with school groups must abide by the policy outlined in the School Group Policy

2.2 Concerns and Grievances

HBHS Volunteers and or volunteer guardians are encouraged to express any concerns or grievances that they may have to the preferred member of HBHS STAFF in writing. All concerns and grievances will be addressed in a timely manner and with confidentiality. HBHS STAFF will report all concerns or grievances to the Hermosa Beach Historical Society Executive Committee, as necessary.

3. General Museum Activities

3.1 Tours

Docents should express interest in giving tours to STAFF and the Docent Coordinator, who will then assist in training. Tours should be scheduled in advance and can be given during or outside of standard Museum open hours. Tours are contingent upon availability of docents. Docents are not required to give guided tours in order to be classified as a docent, and docents who do give tours are not required to give tours to groups who have not organized with the museum in advance. Any underaged guests must be accompanied by a chaperone. (i.e.: school tours)

General Tours

STAFF will coordinate to schedule trained docents. Unscheduled large groups that visit the museum should be noted in the Docent Binder/Logbook.

School Group Tours

STAFF will coordinate to schedule trained docents. Docents must ensure that students have an adult chaperone accompanying them throughout the tour.

3.2 Merchandise Sales

- We accept payment via cash, check, credit card, or PayPal / Venmo (QR codes); and do not charge Sales Tax (pricing is “recommended donation”)
- Price List is in the Docent Binder and posted in shop cabinet.
- At the end of each shift please ensure that all receipts, cash and checks collected are put into the cash box specifying date, salesperson, item, and amount.
- The docent box is balanced by STAFF on a monthly basis and left with the same amount of ‘seed’ money post cash-out. Checks will be collected and deposited at this time.

4. MUSEUM VOLUNTEER RULES AND REQUIREMENTS

4.1 Volunteer Classification

At the HBHS we have several different types of volunteers, all of which play an integral role in how the museum operates successfully. Each role is provided with different resources, training, and responsibilities. For this reason, all volunteers are asked to function within the description of their assigned role. The definitions of other volunteers are included here for convenience. See section 5.3 for more detailed information.

Docent

Docents monitor visitors and exhibitions during hours open to the public. They are responsible for the sale of merchandise, opening and closing of the museum, answering the phone, giving tours and answering museum guest questions.

Events Volunteer

An events volunteer is responsible for assisting with the planning, set up, and running of events held on site at the museum, or on behalf of the museum. This may include receptions, working refreshment tables, etc. They may make approved purchases in accordance with the Event Committee budget.

Museum Collections Volunteer / Intern

Museum volunteers work with the Museum STAFF to document, process, and examine the Museum Collection. They may also assist with other curatorial functions at the discretion of the STAFF, i.e.: exhibition installation and object maintenance. Museum Volunteers abide by the Collection Management Policy of the Museum.

Student Intern

Volunteers may be classified as Student Interns if they are functioning in their role for academic credit or project completion with an outside educational institution. If this is the case, the requirements from the educational institution must be outlined and submitted in writing to the Museum STAFF.

4.2 Volunteer Requirements

- 18 years of age or older or, pending approval of STAFF, accompanied by a custodial adult
- Complete a Volunteer Training session
- Be member of the HBHS in good standing
- Have a reliable means of transportation to and from the HBHS and can arrive on time for regularly scheduled shifts
- Complete an emergency contact form, Waiver of Liability, and volunteer application.

4.3 Probation Period

All volunteers and docents will complete a probation period after training. This will consist of at least 2 shifts supervised by a member of STAFF or seasoned docent and 1 shift solo. Once the probation period has ended, volunteers and docents will be required to complete a background check.

4.4 Museum Docent Role

Opening the Museum

- To open the museum front door, enter the prior established code on the front door keypad. Enter only through the front door.
- Close the door behind you and turn off the alarm. Enter code on the alarm panel as soon as you come in. The screen will show a green check mark once the alarm has been disarmed.
- Troubleshooting: if the alarm goes off accidentally, it is disarmed by entering the correct code.

- Contact Museum STAFF for the current door keypad and alarm codes. These codes are changed periodically for security purposes.
- You may use the museum parking pass to park your car in one of the designated “HB City Staff Parking” spaces in front of the museum. Laminated passes are located on the shelf at the desk.
- Wednesdays thru Thursdays ask Community Center staff at the desk next door to put the large yellow museum sign outside on the Pier Avenue & PCH lawn. Other signs are kept in the Museum to be placed on the walkway outside and/or on the Pier Ave sidewalk
- Sign in on the HBHS Personnel Sign-In Sheet.
- Turn on the museum lights that are marked ‘upper lights’, ‘case lights’, and ‘track lights’ using the switches located on the walls in all three separate galleries. Each switch plate has labels.
- Turn on extension cord for gift shop display case on lower left side
- Turn on the screen in the Beach Culture room, video should be streaming.
- Turn on the TEAM Hermosa TV behind the front desk.
- Check the Docent Binder for any info, memos, etc.
- Put on a Volunteer badge, found in the Docent Drawer.
- Walk through the museum to familiarize yourself and check for any additions/changes in the displays.
- Keep the North Door locked at all times. The South Door can be opened if there are two docents on duty. Key for the North Door audible alarm, should you need it, is left in the alarm on the door.

Closing the Museum

- Write a brief report in the Docent Binder, including the number of visitors, summary of the day, sales, time/temp/humidity, insect pest issues, and any questions, comments, or issues.
- Put all cash and checks collected into the cash box in the cabinet.
- Put any notes/ correspondence for Museum STAFF or Board Members in appropriate mailboxes.
- Take down all “Museum Open” signs and bring them back into the museum.
- Close all doors.
- Ensure that no food trash is left in the museum- remove any to outside trash cans
- Turn off all lights and unplug all display cases, making sure that the Dimmer Switches on the West Wall (near the door) and in the Commerce Room ‘click’ when shut off.
- Sign out on the HBHS Personnel Sign-In Sheet.
- Put volunteer badge back in docent drawer for safe keeping.
- Set the alarm; before you do this, have all doors closed and all people and bags right by the West Door. Enter the code for closing. You will hear a repetitive “beep” noise for 60 seconds. If you do not hear it, the alarm is not set.

- Leave through the West door. Once outside, confirm that the door is fully closed and locked.
- Remind the HB City Staff at the desk next door to bring in the large museum sign outside on the lawn, if applicable.

4.5 Collections Volunteer Role

HBHS Collections Volunteers may have a variety of functions within the HBHS that will be determined at the discretion of the STAFF. Tasks may also be assigned based on prior experience or relevant work skill. A Museum Volunteer has the opportunity to assist with but is not limited to:

- Assisting STAFF as needed with current projects
- Accessioning objects into the Museum Collection in accordance with policy
- Documentation and research of museum archival material and objects
- Installation and de installation of temporary museum exhibitions
- Organization and maintenance of Museum storage areas
- Maintenance of Museum objects on display in Museum
- Lifting and carrying of objects and archival material in storage
- Data entry into Museum database

5. ADDITIONAL INFORMATION AND REQUIREMENTS

5.1 Academic References

Academic references may be provided to Volunteers or Student Interns. Hours worked and project contributions will be kept on file at the HBHS to be utilized as a reference point.

5.2 Background Checks

All HBHS Volunteers and Docents over 18 must submit to a Live Scan Fingerprinting & background check paid for by the Museum and performed after a probation period. (See section 5.3)

5.3 Emergency Procedure

1. Dial 911.
2. Call or contact the Community Service person on duty (310) 629-3538.
3. Call **Museum STAFF** Jamie Erickson at (310) 956-7467

4. If there is an emergency relating to a member of staff or another docent, check the emergency contact binder and contact the individual's first emergency contact after calling emergency services.
5. Complete Accident/Incident Report form in the Emergency Contact Binder.
6. Complete State of CA DWC 1 form. If docent/volunteer/staff go to the doctor at any point later because of the injury, they must also fill out a State of CA 5020 form.

NON-Emergency Telephone Numbers:

HB Police -NON-Emergency Dispatch (310) 524-2750; Office (310) 318-0306

HB Fire Department – NON Emergency (310) 376-2479

Community Service person on duty (310) 629-3538

Jamie Erickson, Museum STAFF (310) 956-7467

If something occurs that is a non-emergency, please record it in the Docent Binder. In addition, please leave a note for the Administrator, Jamie Erickson, in her mailbox at the docent desk to ensure that the issue is addressed promptly.

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Museum Volunteer & Docent

Policy Agreement and Completion of Training

All docents and volunteers accepting an assignment at the Hermosa Beach Historical Society & Museum will have completed a training session or orientation given by the Docent Coordinator or HBHS Staff. This training will cover the policies and procedures of the museum and its employees, paid or otherwise. Please read the following statements and sign your acknowledgement below.

- By signing this agreement, I affirm that the facts set forth in my Volunteer Application are true and complete.
- I acknowledge that I have read the entirety of the Museum Volunteer Policy and Procedure document, understand the contents, and will abide by the regulations set forth.
- If I have any questions or concerns about what is asked of me, I will go immediately to the Volunteer Coordinator or a member of the HBHS Staff.

Volunteer Name (print)

Date

If applicable, as a parent/custodial guardian I agree to take full personal and/or financial responsibility for the actions of my child.

Signature of Volunteer / Parent or Guardian

Date

Please complete this form and return it by mail or email to a member of Museum Staff

Release of Liability

In return for being allowed to participate in Museum Volunteer Activities at the Hermosa Beach Historical Society and Museum and all related activities, the undersigned Volunteer, or Parent/Legal Guardian of Volunteer if Volunteer is under age 18, releases and agrees not to sue the Hermosa Beach Historical Society and Museum or its employees from all present and future claims that may be made by me, my family, estate, heirs, or assigns for property damage or personal injury arising as a result of my participation in the Volunteer Activities wherever, whenever, or however the same may occur.

I understand and agree that the Museum is not responsible for any injury or property damage arising out of the Volunteer Activities.

I also agree to indemnify and hold harmless the HBHS for all claims arising out of my participation in the Volunteer Activities.

I understand that this document is intended to be as broad and inclusive as permitted by the laws of the state in which the Volunteer Activities take place and agree that if any portion of this Agreement is invalid, the remainder will continue in full legal force and effect.

I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Volunteer

Date

I am the parent or legal guardian of the Volunteer. I am of legal age and am freely signing this agreement. I have read this form and understand the content.

Signature of Parental/ Custodial Guardian (is applicant under 18)

Date

Please complete this form and return it by mail or email to a member of Museum Staff.

Hermosa Beach Historical Society
710 Pier Avenue, Hermosa Beach, CA 90254
(310) 318-9421 - hermosabeachmuseum@gmail.com

Volunteer Application

Contact Information:

Name	
Email Address	
Phone Number	
Address	
City	
Zip Code	

AVAILABILITY:

The Museum is open Tuesday thru Sunday 2 – 4pm. Public events are usually held evenings and weekends. Special tours are often scheduled during normal school hours.

During which hours are you available to docent or provide tours at the museum? Mark all that apply.

- | | |
|---|---|
| ☐ Weekday Mornings | ☐ Weekend Mornings |
| ☐ Weekday Afternoons | ☐ Weekend Afternoons |
| ☐ Weekday Evenings | ☐ Weekend Evenings |

Please tell us why you are interested in being a Museum Volunteer:

--

Summarize any special skills, education, or qualifications from previous employment or volunteer work:

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Hermosa Beach Historical Society
710 Pier Avenue, Hermosa Beach, CA 90254
(310) 318-9421 - hermosabeachmuseum@gmail.com

Emergency Contact Information Form

This information is extremely important in the event of an accident or medical emergency.

Please be sure to complete and sign this form and inform Museum staff of any changes.

Docent Name: _____

Primary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Secondary Emergency Contact Information

Name	
Relationship	
Home Phone	
Cell Phone	
Work Phone	

Preferred Local Hospital:

Insurance Information:

Comments (Include any special information you would want an emergency care provider to know, or special contact information):

By signing below I acknowledge that I have attended a safety training, read the HBHS Safety and Security Policy in its entirety, and understand its contents. If I have questions I will contact HBHS STAFF.

Volunteer Signature or Parental/ Custodial Guardian (is applicant under 18)

Date

Please complete this form and return it by mail or email to a member of Museum Staff.

Hermosa Beach Historical Society
710 Pier Avenue, Hermosa Beach, CA 90254
(310) 318-9421 - hermosabeachmuseum@gmail.com