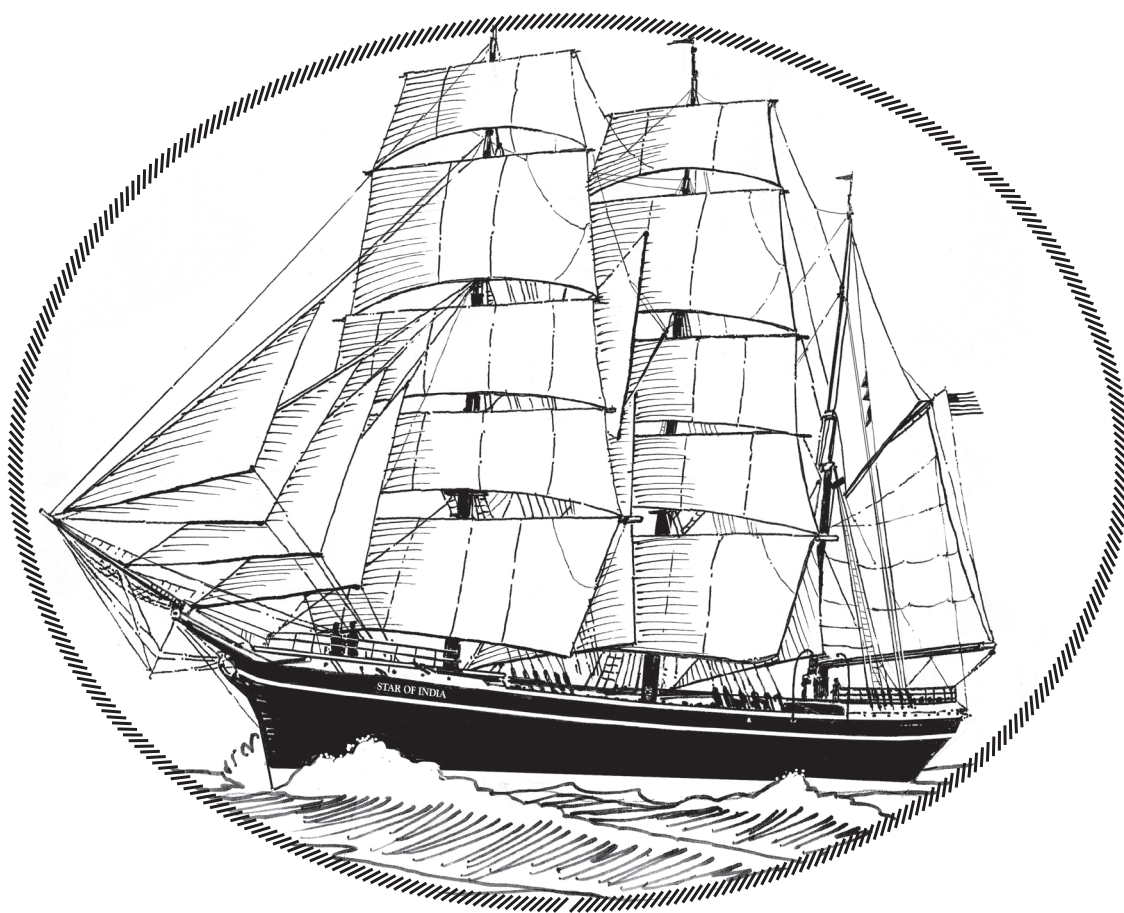


Maritime Museum *of* San Diego

Volunteer Orientation

Handbook



Prepared by Volunteer & Membership Departments

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Welcome Aboard!

On behalf of the Board of Directors, Members, and Staff of the Maritime Museum of San Diego, welcome to the greatest collection of historic vessels in the United States. No matter where we stand in the Museum family, it is our proud duty to serve as stewards for the centuries of technology and maritime tradition that are a part of the Museum fleet. As a 501(c)(3) non-profit, it is our Mission to serve as the community memory of our seafaring experience by collecting, preserving, and presenting our rich maritime heritage and historic connections with the Pacific world.

It is our hope that your experience as a Volunteer for the Museum will provide you with a profound sense of pride, knowing that you are helping to keep history alive through whatever volunteer position that feels right for you. The Volunteer Program upholds the Museum's mission and contributes to its success with volunteers who provide an enjoyable experience for guests and community members of our Museum as well as support and complement the Museum's professional staff. We really would not be afloat without the contributions of our Volunteers, the integrity and dedication of which can be compared to no other Museum in the world.

We encourage you to take time to read this packet completely as it provides guidelines for our Volunteers. If you have any questions or suggestions about our organization, you are encouraged to contact the Volunteer & Membership Coordinator.

Thank you for pursuing the adventures ahead and we'll see you aboard!

Sincerely,

Raymond Ashley, Ph.D., K.C.I.
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Ahoy, Volunteer!

In this handbook, you will learn about the Museum, our policies, procedures, and guidelines regarding being a volunteer at the Maritime Museum of San Diego (MMSD). As your Volunteer Coordinator, it is my duty to see that you are enjoying the best experience possible and this packet will help this wish come true. Please read carefully through the following pages and ensure that we have a record of your health insurance coverage. Once we receive these forms, we will enter you into our volunteer database, where you will be able to view our monthly volunteer postings, check and log your hours, as well as receive our *Ahoy, Volunteer* emails, which are sent weekly.

As a Volunteer, you will accumulate hours, which are tracked in our database. These hours are representations of your dedication to our Museum. We encourage you to keep a personal log of your own hours. To thank you for all that you contribute, we host an annual Volunteer Recognition Night in April where we recognize volunteer hours. Your hours go so much farther than the immediate impact on our fleet and guests. We report your hours to numerous grants and institutions, which help us to fund our education programs, our historic bay cruises, and countless other projects. Suffice it to say, we truly would not be afloat without you!

There is always something happening at MMSD, Monday through Sunday, and there's something for everyone! Take a look below to see what course sounds right for you:

ADMINISTRATIVE: Assist in the offices to perform general tasks, such as, but not limited to, participating in phone drives, photocopying, small database projects, stuffing envelopes, answering phones, being a Museum concierge to answer general questions, and being a greeter to hook potential visitors.

CARPENTRY: Woodworking is a craft exercised daily here at the Museum. MMSD has an entire workshop where master and apprentice carpenters craft fids, pins, rolling pins, cheese boards, custom parts and so much more for the maintenance and gift shop at the Museum. If you're interested, but have no background in carpentry, fear not! We have an excellent group of volunteers in the shop willing and ready to share their knowledge. No experience necessary - you will receive a thorough rundown of safety on the equipment in the shop as determined by the staff supervisor.

DOCENTS: Docents are a wonderful group of folks who complete the "Docent-U" class from January through March each year to learn about and share the histories of our vessels with the public. (You may join any time during the year). As ambassadors for the Museum to the public, they perform group tours, 'deck watch' and numerous other volunteer functions attending to the needs of our visitors. Often times groups will want to enjoy tours of the Museum, which are lead by volunteers. When the big groups come in, we often need extra hands to help us manage crowds and provide support to our event staff.

EVENTS: We celebrate private and public events here at MMSD. Volunteers provide support for Event Staff, helping to guide guests to the right areas, assist with set up and tear down of event spaces, and, when applicable, answer any questions about the history of the vessels.

EXHIBITS AND COLLECTIONS: Every year, the Museum opens 2-3 new exhibits, which take a lot of work to produce. Constant maintenance of permanent exhibits is needed. We encourage our exhibit

volunteers to adopt a ship, which they'll visit regularly to ensure that her displays remain in ship shape! For Collections, from dusting a display case to white-glove handling a two-hundred year old cutlass to the counting of collection file cards, this is where we work with the antiques and collectibles. Whether it's deconstruction of a previous exhibit, or helping our Exhibit Director to dust the exhibit space, lots of help is needed to maintain and to bring our exhibits to life.

LIBRARY: Our library is limited only by space. There are thousands of books and research projects to be enjoyed to support our publications, including our academic publication, *Mains'l Haul*. There are often projects underway requiring volunteer assistance, both long and short term.

MAINTENANCE: Working around the ships is one of the best ways to get to know them. Whether you're skilled or looking to be trained, the possibilities are almost endless. Carpentry, painting and scraping, electric, plumbing, and sweeping are all tasks that are performed on a regular basis at the Museum. Maintenance volunteers are encouraged to come in on Sundays, but are welcome any day of the week with supervisor's approval.

MODELERS: If modeling is your hobby, our modeler's guild is a group of award winning aficionados who love to share their craft. The visiting public is often engaged at the model-shop watching the progress of several craftsmen/hobbyists, who, at their own pace, work on their ongoing model ship projects.

SAIL CREW: Starting promptly at 8:30am on Sundays our Volunteer Sail Crew gather together for work and/or training group assignments. From this highly dedicated band of weekend shipmates, we select our crew for the underway activities of our growing fleet: *Star of India*, *HMS Surprise*, *Californian*, *Medea*, and *San Salvador*.

If any of these opportunities excite you or if you want to learn more, please feel free to contact me and I will be happy to elaborate or to put you in contact with the appropriate Museum supervisor.

~ Code of Conduct ~

Volunteers are essential to the Museum's operations. From the visitor experience to carrying on the traditions of tall ship sailing, we would *not* be afloat without you. In order to make the best experience possible for our Volunteers, members, guests and staff, please read the following:

VOLUNTEER EXPECTATIONS

All Volunteers must sign the Museum's agreement forms, which are found in the application material. This section is provided for guidance and is not intended to include every situation. The following guidelines are also not a substitution for good judgment. Volunteers shall comply with the Code of Conduct as well as all Museum policies and procedures; failure to comply may result in disciplinary action or dismissal as a Museum Volunteer.

Volunteers are required to report all violations of the Code of Conduct to their staff supervisors, the Volunteer office OR to the MMSD Vice President, depending on the situation.

STAFF SUPERVISORS

- Every volunteer duty must fall under the supervision of a staff department head.
- Volunteers shall report for duty to their supervisor upon arriving and are expected to be on time.
- Volunteers are expected to call or email their staff supervisor as soon as possible if they are unable to report for duty as scheduled. The staff supervisors have the authority to delegate duties and responsibilities, the choice of sharing or issuing materials, including but not limited to keys with Volunteers as they see fit, but the staff supervisor is not obligated to distribute these items. The staff supervisor may also dismiss or send home Volunteers as they deem appropriate. Many of the items/areas around the Museum can cause injury or harm, so it is extremely important to follow the safety precautions outlined by staff.

LOGGING HOURS

- Volunteers will log their own hours.
- When logging hours, please ensure that you enter a sign-in time, a sign-out time, your travel time, as well as clearly printing your name if you are using the sign-in sheets.
- Hours should be logged as soon as possible after completing your work shift.
- Volunteers are asked to provide the Membership Department updates on their contact information, if there are any changes in how we may reach you.

DRESS CODE

- Volunteers shall be appropriately attired. Other than working on restoration projects, rigging, or maintenance, Volunteers must appear clean and neat.
- Certain Volunteer groups have their own dress code.
- Uniform shirts and hats may be purchased or are provided at the department heads' discretion.
- Tank-tops, torn clothing, bare midriffs, and flip flops are not permitted.
- Volunteers involved in Maintenance or Operations should wear appropriate safety equipment for the job.

INTERACTION WITH MUSEUM GUESTS AND STAFF

- Volunteers are expected to interact with all Museum guests and staff in a friendly and respectful

manner.

- Events, private and public, are held regularly on Museum vessels. These events are managed by the Event Department. Volunteers are not to partake in the food or beverage services, or giveaways, unless invited by Maritime Museum Event Representatives.
- The use of profanity or inappropriate jokes that target race, color, religion, sex, national origin, ancestry, age, medical condition, disability, pregnancy, marital status, sexual preference are prohibited. The sharing of intimate, personal details is discouraged and could result in dismissal.
- Harassment of Volunteers, staff, or guests of any kind, included but not limited to sexual harassment, bullying and/or retaliation is strictly prohibited.
- The communication to staff members should be limited to Museum related aspects. Employees are not expected to answer their personal communication devices, phones/texts/work emails, outside their designated hours at the work place.

WEAPONS & DRUG POLICY

- Bringing dangerous or unauthorized materials, such as explosives, firearms, martial arts weapons, or other similar items onto Museum property, or having such items while conducting Museum business will result in immediate dismissal. Tools for the jobs at hand are permitted.
- MMSD is a drug free work place. Using illegal drugs or having alcohol, except when specifically allowed, or having illegal drugs in one's possession is prohibited. If you are suspected of being under the influence of alcohol, drugs or other controlled substances while serving as a Volunteer, you will be asked to leave the Museum property.
- Smoking, vaping, and any other tobacco use is prohibited in the Museum or away on the vessels.

MUSEUM PROPERTY

- Deliberate or neglectful, waste, damage or theft of Museum property is prohibited.
- Volunteers are expected to be responsible when using equipment and supplies and not to use them for personal benefit.
- The unauthorized use or moving of Museum property is considered internal theft and will be prosecuted.
- Volunteers are prohibited from using Museum facilities during off-duty or non-working hours without the consent of the appropriate staff supervisor.
- Volunteers are expected to use good judgment based on ethical principles, and are expected to report any unethical or illegal conduct to their supervisor.

COMPLETION OF SERVICE

- Volunteers should notify their supervisor and the Volunteer Coordinator in advance of their intention to complete their service.
- The Museum retains the right to terminate Volunteer service without cause or notice.

GRIEVANCES

- If a Volunteer has a complaint or if they feel there is any inappropriate conduct or activity on the part of the Museum, its Volunteers, staff, vendors, guests or any others, we request that they notify their supervisor (if the grievance is with their supervisor, contact the Volunteer Coordinator).

SAFETY

- If Volunteers see a potential safety issue, we request that they notify their supervisor or the

Volunteer office. The Museum will do everything to ensure that any unsafe conditions are immediately corrected. In case of an accident involving personal injury, regardless of how minor, please notify your supervisor immediately.

- General safety rules are defined by using accepted safe practices in the commission of any activity or duty performed in the course of any given day.
- All Volunteers and employees are expected to honor good common sense behaviors while on museum property, whether on or off duty. These include but are not limited to:
 - Obeying all posted rules and safety information.
 - Heeding all safety warning notices and conditions, temporary or permanent.
 - Staying within the approved areas of working - not exploring/wandering into off-limit areas.
 - Handling all Museum property carefully, respectfully and within the limits for which they are designed. This includes any and all equipment, whether it is computers, telephones, building fixtures, office machines, motor vehicles, forklifts, line, small boats, sailing vessels and/or tools and equipment to service any of the above.
- For additional information on safety rules, please see your supervisor.
- **For immediate safety issues at the Museum, contact Museum Security at: 619-921-3261**

CONCLUSION

Thank you for reading the MMSD Volunteer handbook and for your service. Volunteers make the Museum great and keep our fleet afloat. If you have any questions, please contact the Volunteer Coordinator at 619-234-9153 ext. 129.