



MUSEUM OF ARTS & SCIENCES
In Association with the Smithsonian Institution

Volunteer Handbook

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WELCOME TO THE MOAS FAMILY

Dear Museum Volunteers,

On behalf of membership, staff, and the Board of Trustees, I would like to personally welcome you to the Museum of Arts and Sciences (MOAS) volunteer family.

As volunteers you play a crucial role in bringing the Museum's mission to life by working in many different areas throughout the Museum. I hope that your time in the volunteer program will prove to be rewarding and enriching. Because of you, we are able to provide visitors with a friendly and inviting experience.

We deeply appreciate your personal commitment to our mission. Thank you for choosing to volunteer at the Museum.

Sincerely,

Tabitha Schmidt
Executive Director

MISSION & VISION

To ignite curiosity and connection to art, science, and history that creates a lasting impact with our communities.

We strive to be a cornerstone of our communities where all minds are expanded and spirits are sparked, creating deeper connections to the world using the nexus of art, science, and history.

AUDIENCES & VALUES

The Museum serves a variety of roles for our regional communities within Volusia County and beyond, including but not limited to education, stewardship, preservation and collaboration. Our target audiences include businesses and residents in the multi-county area as well as their friends and families who visit.

To best meet the needs of these audiences, MOAS holds strong to five core values:

- **Authentic** — Committing to integrity
- **Service** — Enriching the lives of the communities around us
- **Collaborative** — Evolving together creates success
- **Wonder** — Fostering a sense of curiosity
- **Pursuit** — Seeking opportunities for innovation and growth

HISTORICAL OVERVIEW

The Museum of Arts and Sciences (MOAS) is the primary art, science, and history museum in Volusia County and designated a Major Cultural Institution by the State of Florida. MOAS is a non-profit educational institution founded in 1955 and chartered by the State of Florida in 1962.

The area's largest museum, MOAS is nationally accredited by the American Alliance of Museums and is a Smithsonian Institution Affiliate. Located on a 90 acre Florida nature preserve, the facility houses many diverse collections (see below for full list).

MOAS provides curriculum related tours and programs for school children. It extends these services to public, private, and home school children in a four-county area. The Museum also provides outreach programs and conducts the Summer Learning Institute from age 4 to 13.

As mentioned above, MOAS collections include more than 25,000 pieces and its facilities span over 100,000 square feet. Throughout the four seasons of the year, you can find pieces from a few of the following collections and galleries:

- Early American Art & Furniture
- Cuban Foundation Museum
- African Art & Artifacts
- European Art & Artifacts
- Chinese Art & Artifacts
- Pre-Columbian Art
- Bouchelle Decorative Arts Collection
- Florida Paleontology Collection
- Geological Collections
- Planetarium
- Florida History Collections
- Historic Buildings & Contents in Gamble Place in Port Orange
- Root Collection of Americana
- Research Library
- Tusawilla Preserve/Klancke Environmental Education Complex
- Florida Paintings & Landscapes at the Cici and Hyatt Brown Museum of Art

MOAS includes 15 galleries total with nine rotating regularly throughout the year.

- Gary R. Libby Entry Court
- Kenneth Worchester Dow and Mary Mohan Dow Gallery of American Art
- Edward E. and Jane B. Ford Gallery for International Decorative Arts
- Bouchelle Court of Changing Exhibits
- Helena and William Schulte Gallery of Chinese Art
- Helene B. Roberson Visible Storage Building
- Karshan Center of Graphic Art
- Cuban Foundation Museum
- Elaine and Thurman Gillespy, Jr. Gallery
- Mary Louise Marzullo Gallery
- Pre-History of Florida Gallery
- Charles and Linda Williams Children's Museum
- Chapman S. Root Hall
- Auditorium
- Root Family Museum
- Planetarium
- Kim A. Klancke, M.D., and Marsha L. Klancke Environmental Education Complex and Nature Trail
- Abraham and Dorothy Frischer Sculpture Garden

Additionally, the Cici & Hyatt Brown Museum of Art holds 7 galleries total with six rotating regularly throughout the year.

- Permanent Gallery
- France Family Gallery
- A. Worley Brown & Family Gallery
- Women Painting Florida Gallery
- Volusia County Gallery I
- Volusia County Gallery II

GOVERNING BOARD

Members of the Board of Trustees are individuals that were elected by Museum membership to govern and define the overall policies and procedures to ensure the Museum’s mission is being achieved.

Trustees come from varying backgrounds and disciplines, and bring to MOAS a diverse and unique collage of knowledge, talents, resources and skills. Trustees are Museum members in good standing, committed to supporting the Museum financially and as community ambassadors.

AUXILIARY GROUPS

The Guild of MOAS provides additional financial support and valuable services for the Museum through its annual fundraising events, including the Halifax Art Festival, Festival of Trees and the Children’s Museum Golf Classic.

In addition, this dynamic group of volunteers promotes the welfare of the Museum through its many programs and activities, including informative monthly meetings, social events and field trips, which offer opportunities to get acquainted with like-minded people working toward a common goal in support of MOAS.

If you’d like to learn more on how to volunteer at these events and possibly join the Guild, please inform the volunteer coordinator, who will then connect you with the appropriate leadership.

HOURS OF OPERATIONS

MOAS and the Brown Museum of Art standard hours operations span Monday through Saturday from 10 a.m. to 5 p.m. as well as Sunday from 11 a.m. to 5 p.m. Daily Planetarium shows are also available though the schedule varies throughout the year. Gamble Place tours can also be scheduled by contacting Cracker Creek at 386-304-0778.

ADMISSION PRICES

Museum of Arts and Sciences		General Admission	
Senior & Students		\$10.95	
Adults		\$12.95	
Children (6-17)		\$6.95	
MOAS Members		Free	
Planetarium		One show included with admission	
Children 5 and under admitted for free			
Additional Planetarium Shows		General Admission	
Adults		\$5.00	
Children (17 and under)		\$3.00	

Cici & Hyatt Brown Museum of Art		General Admission	
Senior & Students		\$8.95	
Adults		\$10.95	
Children (6-17)		\$4.95	
MOAS Members		Free	
Children 5 and under admitted for free			

Combo Ticket (both Museums + Planetarium)		General Admission	
Senior & Students		\$16.95	
Adults		\$18.95	
Children (6-17)		\$9.95	
MOAS Members		Free	
Planetarium		One show included with admission	
Children 5 and under admitted for free			

MUSEUM MAPS



MUSEUM MAP GUIDE



1. ADMISSION AND VISITOR SERVICES
2. GARY R. LIBBY ENTRY COURT
An introduction to the collections on display in the Museum of Arts & Sciences.
3. EARLY AMERICAN ART AND FURNITURE
Kenneth Worcester Dow and Mary Mohan Dow Gallery of American Art
4. GALLERY OF CHANGING EXHIBITIONS
Edward E. and Jane B. Ford Gallery for Exhibitions
5. INTERNATIONAL DECORATIVE ARTS
Anderson C. Bouchelle Gallery for International Decorative Arts
6. GALLERY OF CHANGING EXHIBITIONS
Bouchelle Court of Changing Exhibitions
7. CHINESE ART AND ARTIFACTS
Helena and William Schulte Gallery of Chinese Art
8. VISIBLE STORAGE
Helene B. Roberson Visible Storage Building
9. GALLERY OF CHANGING EXHIBITIONS
Karshan Center of Graphic Art
10. CUBAN ART, FURNITURE AND HISTORY
Cuban Foundation Museum
11. AFRICAN ART & ARTIFACTS
Elaine and Thurman Gillespy, Jr. Gallery
12. ARMORY
Mary Louise Marzullo Gallery
13. PREHISTORY OF FLORIDA
Home of Florida's Giant Ground Sloth Skeleton
14. CHILDREN'S MUSEUM
Charles and Linda Williams Children's Museum
15. RENTAL HALL & GALLERY OF CHANGING EXHIBITIONS
Chapman S. Root Hall
16. AUDITORIUM
17. AMERICANA, COCA-COLA, AND RAILROAD EXHIBITS
Root Family Museum
18. PLANETARIUM
19. NATURE TRAILS *Currently Closed Due to Hurricane Damage*
Kim A. Klancke, M.D. and Marsha A. Klancke Environmental Education Complex
20. SCULPTURE GARDEN
Abraham and Dorothy Frischer Sculpture Garden

Emergency Exit Restrooms Changing Station

VISITOR NOTICES

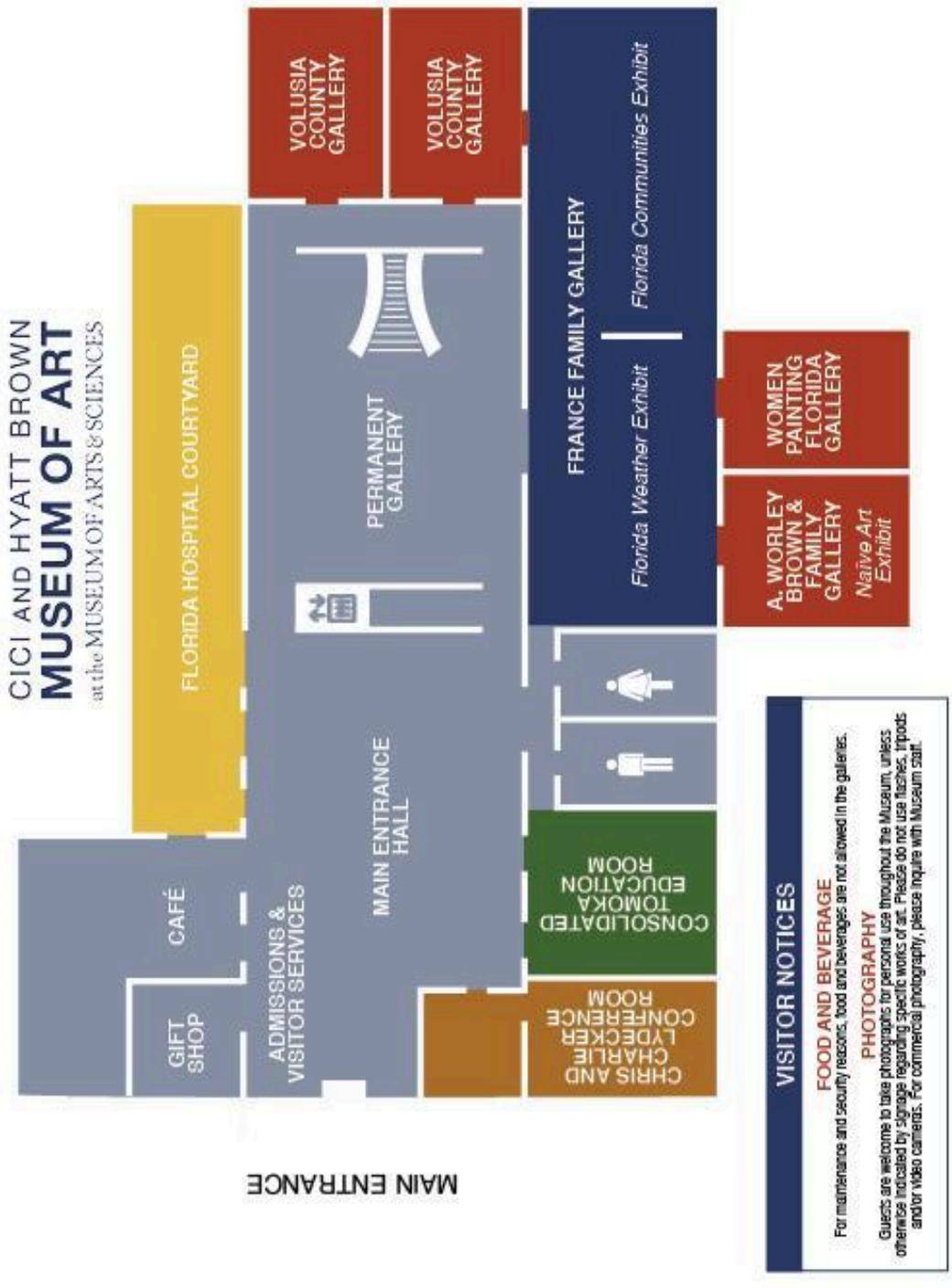
FOOD AND BEVERAGE
For maintenance and security reasons, food and beverages are not allowed in the galleries.

PHOTOGRAPHY
Guests are welcome to take photographs for personal use throughout the Museum, unless otherwise indicated by signage regarding specific works of art. Please do not use flashes, tripods and/or video cameras. For commercial photography, please inquire with Museum staff.

CELL PHONES
As a courtesy to others we ask that all visitors silence their cell phones.

Call 386.255.0285 or visit MOAS.org for information on upcoming exhibitions, events and programming

[Facebook.com/moasdaytona](https://www.facebook.com/moasdaytona) [Twitter.com/moasdaytona](https://twitter.com/moasdaytona) [Instagram.com/moasdaytona](https://www.instagram.com/moasdaytona)



Join us at [Facebook.com/moasdaytona](https://www.facebook.com/moasdaytona) | Gallery exhibits subject to change. Please visit [MOAS.org](https://www.moas.org) before you visit for current gallery exhibit listings.

MOAS VOLUNTEER PROGRAM

Volunteers play an integral part in fulfilling the mission of MOAS and the daily operations of the Museum. By simply committing to a recurring, seasonal or episodic service schedule, MOAS volunteers are able to provide support, expertise, time, experience, ideas, and energy towards projects and tasks that make the Museum a welcoming and memorable experience for all.

Lastly, the volunteer program at MOAS is powered by Uncover Volusia County. UVC creates positive social impact through civic engagement services and programs that connect people and spark action, including volunteer management. Learn more about its parent organization, Uncover KC, at www.uncoverkc.org.

VOLUNTEER REGISTRATION

Application forms are available online at www.moas.org; interested parties can also contact MOAS volunteer management staff at volunteers@moas.org to get started. Upon receiving an application, volunteers are screened and may also be interviewed by an appropriate staff member. Individuals interested in cross-training in multiple departments will be given priority consideration.

Following the screening, the majority of volunteers will need to attend a general orientation with the volunteer management staff before being assigned a first shift. Please note that some episodic-based opportunities do not require orientation. Once orientation is completed, volunteers will be matched with a position determined by the Museum's need that best utilizes their skills and availability, as well as the volunteers' passion and schedule availability.

Applicants will not be offered or denied a volunteer position on the basis of race, creed, religion, ethnicity, sex, age, sexual orientation, or physical disability. Volunteers under the age of 18 will be considered on a case-by-case basis.

VOLUNTEER ASSIGNMENTS

As you'll see below, there are a variety of different areas in which individuals may choose to volunteer at MOAS. Following orientation and/or general public service requests, volunteers will be assigned or can sign-up themselves to respective opportunities via Galaxy Digital. Those opportunities include, but are not limited to:

- **Seasonal Events:** fundraisers, rental assistance, concession support, event support; these are episodic opportunities that can last anywhere from 2-4 hours and take place during the week and over weekends, both during the day and at night. Low training needed.

- **Museum Shop:** this is a recurring, weekly volunteer opportunity available Monday through Sunday with 3-hour shifts available in the morning and afternoon. Medium training will be provided.
- **Education:** Planetarium, Summer Learning Institute, stargazing events; these are a combination of recurring and episodic opportunities that can last anywhere from 2-4 hours and take place during the week and over weekends, both during the day and at night. The Planetarium and Summer Learning Institute will provide specific training, while the stargazing events involve low training.
- **Docents:** this is a recurring volunteer opportunity focused on providing museum tours and field trip assistance. Opportunities last anywhere from 1-3 hours with the schedule based on tour requests. Specific training and professional development sessions will be provided.
- **Exhibits/Curation:** this seasonal opportunity focuses on helping build out the Museums' exhibits and assist the curation team with general construction, woodwork, electricity. Timeframes and schedules vary depending on need. Specific training provided and specific work experience required.
- **Auxiliary Groups:** Guild of MOAS (more info on pg. 6)

REQUIREMENTS & TRAINING

As mentioned above, volunteers are required to attend general orientation about the Museum and its collections. In addition, volunteers may be required to attend additional training sessions depending on what department they are assigned to (i.e. Education, Guest Services). If for any reason a volunteer has an unreasonable number of absences from training sessions, they will be required to repeat the training prior to accepting assignment.

New docents will be paired with another docent and an appropriate staff member for training purposes. All new docents will be required to provide a tour to a staff member in the Education Department before officially being assigned a set tour date and time.

A change of assignment and other matters can be discussed and approved depending on the Museum's needs. A volunteer may request termination at any time. Should the Museum cease to use/need a volunteer's service, the reasons will be made known to the volunteer.

WHAT MAKES AN ACTIVE VOLUNTEER?

An active volunteer is an individual or group that serves once per year. After one year of non-service, they will be emailed a notice that they will be marked inactive in three months. If they remain inactive at that end of that span, they will be deleted from the volunteer system.

It's our hope that individual volunteers will serve at least once a month to remain engaged and active in the program and to receive the benefits outlined later in this handbook.

Many volunteers commit to a regular schedule and work alongside an assigned staffer as part of a weekly or event-based staff team. We strive to match each volunteer's interest, talent, and availability with needs and volunteer positions throughout the organization. We also welcome episodic or seasonal volunteers for special events and projects during the year as well as assistance from corporate groups, other nonprofits, or social and civic groups.

PROGRAM BENEFITS

- A complimentary family membership will be given to each volunteer upon completion of 50 hours of service annually. Membership will be renewed in subsequent years only if 50 hours are accumulated between award dates. Included in the membership are (2) member guest passes valid for free admission to both Museums and (1) Planetarium show for a one time use.
- Invites to volunteer appreciation social events and gatherings, including the annual Volunteer Appreciation Brunch.
- 20% discount at Museum stores.
- Volunteer exclusive previews of select exhibitions.
- Privileges to utilize The Margaret and John J. Wilkinson Library for research purposes.
- An opportunity to grow both personally and professionally through an exciting educational resource.

WHAT YOU CAN EXPECT FROM MOAS

Volunteers will be carefully assigned to projects that meet their interests and schedule availability, as well as receive proper initial training to begin those assignments. This will include orientation of the Museum, its mission, goals, staff, activities, and policies.

Staff will continually provide the volunteer with ongoing training and assistance, adequate space and materials to carry out an assignment successfully and make all necessary job qualifications, responsibilities and privileges known to the volunteer. Volunteers will also be properly paired with a member of the MOAS staff for supervision and guidance throughout the volunteer experience.

In collaboration with individual volunteers, MOAS will keep accurate records of the hours a volunteer contributes to the Museum, as well as this contact information. This reporting includes maintaining confidentiality and privacy with regards to volunteer information unless otherwise discussed with the volunteer.

Lastly, MOAS will provide each volunteer with an identification badge, and all volunteers will be recognized as important members of the Museum staff. As such, if the need ever arises, the volunteer management staff can conduct an on-going evaluation of the volunteer's performance and provide means for communicating problems/solutions to staff and volunteers.

EXPECTATIONS FOR VOLUNTEERS

- Volunteers must complete general orientation, as well as any other specific training the staff may require for specific assignments. Additional training will be provided by staff during the volunteers' first shifts, if needed.
- Email is the primary communication channel we use to inform volunteers, so please check regularly. A digital newsletter will be sent out 1-2 times per month to provide volunteers streamline communications for news and service opportunities via Mailchimp.
- Depending on assignment frequency, volunteers are asked to show up 10 mins. before their volunteer shift begins to properly prepare. If you are unable to make your commitment, please inform your designated staff lead and/or the volunteer department immediately.
- Wear identification provided by the Museum throughout your shift, and comply with Museum procedures and to monitor conduct accordingly.
- Preserve the confidential information acquired at the Museum.
- Subscribe to the Museum's code of ethics; to not engage in solicitation of any kind during working time. A volunteer should also refrain from distributing handbills, raffle

tickets, or similar working areas either during, before, or after working hours.

- Keep personal phone calls to a minimum. If a phone call lasts over two minutes kindly step outside to continue the call.
- Kindly decline any offering of gratuity for services provided to patrons. Instead direct them to the designated donation boxes located at the Guest Services Desk and thank them for supporting MOAS.
- Galaxy Digital, our online management software, is used to provide volunteer information, manage service sign-ups and track volunteer engagement. Volunteers are required to submit hours via this platform. If you have any issues or questions with the software, please contact the volunteer department at volunteers@moas.org.
- Please track your hours regularly!

ABSENCE/PUNCTUALITY POLICY

If volunteers are unable to fulfill a regularly scheduled shift, they should inform their designated staff lead and/or the volunteer department at volunteers@moas.org or 386-576-3162. This is critical to ensure that everyone is aware of the absence and an effort can be made to find a replacement to cover in a timely manner.

Consistent tardiness will require reevaluation of the volunteer's schedule to one that better suits both the volunteer and the organization.

Attendance problems are treated as any performance issues and excessive absenteeism and/or tardiness and patterns of which will result in action up to and including termination. Excessive absenteeism is generally considered to be more than five (5) occurrences (not consecutive days) within a 12-month period. Excessive tardiness is generally considered to be more than ten (10) minutes late more than five (5) times in a 12-month period.

CHECK-IN & IDENTIFICATION

Upon arrival for your first shift(s), volunteers need to check-in at the Museum's front desk or with their pre-assigned staff member at the pre-designated area. During this process, volunteers may receive a temporary volunteer badge that must be worn at all times while serving and then returned at the end of the shift.

After completing 16 hours of service, volunteers will receive a personalized volunteer badge and

other appreciation gifts as they accumulate annual service hours. These gifts — engraved name tags, t-shirts, etc — can be worn while serving unless the situation doesn't allow it or staff informs you otherwise.

Friendly reminder: MOAS volunteers are required to record their service hours regularly through Galaxy Digital. We utilize this information for volunteer recognition, funding requests and engagement policies. If you have questions or concerns, please contact volunteers@moas.org or 386-576-3162.

DRESS CODE

It's important for all employees and volunteers to project a professional image while at work by being appropriately attired. MOAS employees and volunteers are expected to be neat, clean and well-groomed while on the job. Clothing must be consistent with the standards for a business environment and must be appropriate to the type of work being performed.

All employees must be covered from shoulders to knees at all times — no see-through clothing is permitted at any time. Natural and artificial scents may become a distraction from a well-functioning workplace and are also subject to this policy.

The Museum of Arts and Sciences is confident that employees and volunteers will use their best judgment regarding attire and appearance. Management reserves the right to determine appropriateness. Any employee who is improperly dressed will be counseled or in severe cases may be sent home to change clothes. Continued disregard of this policy may be cause for disciplinary action, which may result in termination.

PARKING

Volunteers will be advised where to park by staff or the volunteer coordinator for their first and future shifts. This may change depending on location or facility; if you have questions, just ask your assigned staff member and/or the volunteer coordinator.

MEALS BREAKS

Most volunteer shifts will be scheduled in-between standard mealtimes, but if an event or assignment is rather long, lunch and meal breaks can be scheduled with the volunteer's assigned staff lead.

CONDUCT POLICY

A positive and professional attitude is vitally important to the culture and mission of MOAS.

Volunteer service at MOAS will cease for any of the following behaviors or actions:

- Possession or use of alcoholic beverages or illegal drugs while serving or appearing for duty under the influence of alcohol or drugs.
- Theft or unauthorized removal of property from the facilities, employees, fellow volunteers, clients or any others.
- Misusing, destroying, or damaging property of MOAS, employees, volunteers, or visitors.
- Fighting on the site.
- Bringing dangerous or unauthorized materials such as explosives, firearms, or other similar items on the MOAS premises.
- Harassment of a paid or volunteer staff member, visitor, or any person at MOAS.

Additionally, volunteers must remain in good organizational standing to continue serving for MOAS. Examples of behaviors or action that will result in immediate termination of service include:

- Unsatisfactory performance.
- Insubordination, including improper conduct toward a supervisor.
- Altering or falsifying any timekeeping record.
- Absence for three or more consecutive scheduled volunteer shifts without notice.
- Falsifying or making a material omission on a volunteer application or making erroneous entries or material omissions on MOAS records.

CONFIDENTIALITY & MEDIA POLICY

Confidential information obtained during volunteer time may not be used for the purpose of obtaining any personal gain or profit. At no time should a volunteer disclose nonpublic or sensitive information to an individual outside of the Museum Staff.

Any questions or requests made by members of the media — print, news, photography, filming — must be directed to the Director of Marketing and Public Relations, 386-255-0285 ext. 320.

RULES FOR VISITORS

Rules in the Museum are necessary for both the safety and preservation of objects and for the safety of everyone. Volunteers are urged to share this info with visitors in a gentle manner:

- Children age 16 and under MUST be under the supervision of an adult at all times.
- Absolutely no running in the Museum.
- Touching is prohibited unless clearly indicated otherwise.
- Absolutely no flash photography, video cameras or tripods allowed.
- Eating or drinking is prohibited outside of the designated areas.

- No smoking anywhere in the Museum.

MUSEUM SECURITY

Everyone entering the Museum must check in at the Guest Services Desk. All packages, shopping bags, briefcases, camera bags, video cameras, suitcases, umbrellas, and similar items (except purses) must remain in the vehicle. These items are not permitted in exhibit areas. Anyone seen in the exhibit areas with these items will be asked by Security to return them to their vehicle.

If a visitor has a backpack it is acceptable for the individual to place the backpack on one shoulder and be conscious of their surroundings when moving throughout the galleries. It is important for all volunteers and staff to remind visitors of this as they are purchasing admission tickets at the front desk.

All business visitors must check in with the Guest Services staff prior to entering galleries or office areas. The Guest Services staff member on duty will call the appropriate staff member they are here to see. Volunteers are urged to report any questionable activity by a visitor to a security guard and/or the Museum’s administration.

EMERGENCY PROCEDURES

In the event of a serious accident, emergency, or fatality: the Museum staff person in charge at the scene will follow established emergency procedures. Remain calm and be prepared to follow instructions given by the staff person. If a staff member is not around, please locate one and/or contact Museum security ASAP.

In the event of a fire: proceed in an orderly fashion to the nearest exit.

CONTACT INFO

Karina Tanner, Volunteer Coordinator	volunteers@moas.org	386-576-3162
Cathy Black-Benson, Museum Shop Coordinator Ext 343	cblackbenson@moas.org	386.255.0285
Lisa Shaw, Guest Relations Coordinator	lisa@moas.org	386.255.0285 Ext 342
Seth Mayo, Curator of Science	smayo@moas.org	386.255.0285 Ext 317

MOAS VOLUNTEER CONTRACT

The Museum of Arts and Sciences (MOAS) agree to:

- Provide the volunteer with proper training and support necessary for the performance of all duties and responsibilities;
- Supervise and provide feedback on the volunteer performance;
- Respect the volunteer’s skills and time, and view him/her as a valuable member of the team;
- Treat the volunteer as equal partner in the pursuit of the Museum’s mission and goals;
- Provide the volunteer with an opportunity for personal growth, professional development, and interaction with other volunteers.
- Provide the volunteer with a complimentary Family Membership, which includes 2 member guest passes, upon completion of 50 service hours per fiscal year.

I, _____, acknowledge that I have received and read the Volunteer Handbook. By signing below I agree to serve as a volunteer and commit to the following:

- To perform my volunteer duties to the best of my abilities;
- To participate in all required orientation and training session;
- To meet all time and duty commitments, including providing adequate notice anytime circumstances prevent me from fulfilling my volunteer obligations;
- To adhere to all of the Museum’s rules and procedures, and maintain the confidentiality of all client/agency relations;
- Be good ambassadors in the community, sharing good news and upcoming programs and events in support of the Museum.

Volunteer’s Signature

Date

Volunteer Coordinator’s Signature

Date