

LAKE CHAMPLAIN MARITIME MUSEUM

Volunteer Handbook

2023

Welcome!

Welcome to Lake Champlain Maritime Museum! Volunteers are a vital part of our Museum community and bring with them a wide range of skills and talents. We appreciate your generous donation of your time to the Museum and our goal is provide our volunteers with a meaningful and rewarding experience.

Lake Champlain Maritime Museum offers a wide range of opportunities to volunteers in many museum departments including but not limited to Interpretation, Boat Shop and Maritime programs, Facilities, Administration, Collections, and Archaeology. By appropriately utilizing resources available in the community, volunteers enable the Museum to enrich and extend its programs and projects. We can see from the huge range of skills and talents represented by our volunteers that they are truly the heart of the Museum.

We hope that you enjoy your time at the Museum, whether it be a little or lot! Your time here not only supports the Museum but connects with our wider community dedicated to preserving, protecting, and understanding the future of Lake Champlain.

Sarah Yamaguchi

Public Programs and Volunteer Manager

sarahy@lcmm.org

802-475-2022 ext. 106

Museum Mission

Volunteers are a vital part of the Museum and act as representatives of the Maritime Museum to the community. In order to best represent the Museum and maintain an inclusive and accessible environment, it is important to be familiar with the current priorities and mission of the Museum.

Please note, this handbook is meant to serve as a reference and support for volunteers during their time at the Museum. The handbook is not inclusive of all Museum policies and the Museum reserves the right to revise, update, and amend its policies, practices, and procedures as set forth in this handbook at any time. This most recent version of the handbook supersedes any previous versions.

Mission Statement – Lake Champlain Maritime Museum connects all people to Lake Champlain, inspiring them to learn from the past, build together in the present, and create a sustainable future.

Lake Champlain Maritime Museum opened its first building, a historic stone schoolhouse, in 1985 with the mission to *preserve and share the cultural and natural heritage of the Lake Champlain region by connecting its past, present, and future*. Today the Museum connects with our community with:

- **Education** programs that empower thousands of learners of all ages each year to take action and make a difference in their communities. Students learn through experiences on the water, building problem-solving and life skills in the boat shop, and becoming stewards of the lake.
- **Exhibits and historic boats** that inspire visitors to get hands-on with the history, ecology, and archaeology tying the story of Lake Champlain to our larger shared history. Our 3-acre campus encourages adventure and discovery with multiple exhibit buildings, workshops, and a replica fleet including the 1776 gunboat *Philadelphia II* and the 1862-class canal schooner *Lois McClure*.
- **Research and collections** that are driven by our world-class archaeologists who research, document, protect, and make accessible Lake Champlain's underwater cultural resources. Through their ground-breaking work, the Museum is able to conserve and steward hundreds of shipwrecks in the lake and over 10,000 objects and archives in our

collection.

General Information

The Museum will be open seven days a week beginning Saturday, May 21 through Sunday, October 16 from 10 am to 4 pm. We are delighted to be able to offer free admission to the public again in 2023 as well as pay-what-you-can summer camps and expeditions.

The 2023 season here at Lake Champlain Maritime Museum is focused on continuing to bring our communities, neighbors, and youth together to connect and learn. As the region continues to recover from the ongoing COVID-19 pandemic, there is a need for our community to gather, celebrate, and learn from our culture, history, and natural environment. Recognizing that there are common barriers to access for many people to visit museums and take advantage of our educational experiences, our team is focused on removing these obstacles for all our audiences.

We believe that Lake Champlain, the history of the lake and the land, and the experience of being on the water belong to all people. By ensuring everyone can access that for free, we can focus on coming together to learn from the lake and our shared past to build a better future for our community and the lake.

Address: 4472 Basin Harbor Road, Vergennes VT 05491

Phone: 802-475-2022

Email: info@lcmmm.org

Volunteer Standards

What we expect of volunteers:

- Understand and support the purpose, mission, programs, and policies of the Museum
- Offer the use of your special skills and experience without filling the role of paid staff
- Behave in accordance with the standards of conduct and ethics of the Museum
- Complete volunteer orientation and relevant training as needed throughout your time at the Museum
- Communicate clearly with Museum staff about your scheduling needs and be punctual for scheduled volunteer hours. Let staff know in advance if your schedule changes and you cannot make your appointments.
- Conduct yourself in a professional manner while interacting with visitors and Museum staff, including following the dress code of the Museum
- Comply with all substance abuse, sexual harassment, security and safety rules of the Museum, State, and Federal authority
- Respect the confidentiality of sensitive or proprietary information
- Provide timely notice to supervisor of absence, substitution, or resignation
- Keep track and record volunteer service hours and time spent training and report hours annually to the Volunteer Coordinator
- Serve as a goodwill ambassador and a communicator of the role of the Museum in the community

As your host, the Museum will:

- Provide the volunteer with a position(s) that meets their needs, interests, and skills to the best of our ability
- Provide differentiation of duties between volunteers and paid staff
- Provide orientation and training to the Museum and its tasks
- Train volunteers to a level that allows individuals to carry out their given tasks
- Offer periodic feedback and guidance

Perks:

Store Discount - Each volunteer is entitled to the same 25% discounts as staff members in the Gateway Gift Shop. Please note some exceptions may apply to sale or clearance merchandise.

Volunteer Policies

COVID-19 Health & Safety:

Per Lake Champlain Maritime Museum's Personnel Policy, all staff and volunteers of Lake Champlain Maritime Museum are required to be fully vaccinated against COVID-19 (except for staff and volunteers with proof of medical exemption) as of September 15, 2021.

For all programs attendees, volunteers, and visitors: **If you are experiencing any symptoms of COVID-19 or feeling unwell in any way at any time, please stay home.**

Safety protocols are subject to change as conditions and state and federal recommendations change. We will update these protocols regularly to be in line with the current guidelines. Thank you for being part of our community and working together to stop the spread of COVID-19.

Background Checks:

Lake Champlain Maritime Museum conducts background checks on all volunteers. The contents of a background check will be kept confidential by management. Volunteers may begin working before their background check is conducted but may not work unsupervised with children until their background check is complete. Volunteers cannot have a record of abuse or neglect of children or adults. Background checks include fingerprinting and consulting the registries of child abuse, sexual abuse, and elder abuse. Non-violent criminal convictions will be assessed for relevance to position duties. Applicants will be notified in writing of any findings and can appeal to the agency sending the findings. Applicants will be notified in writing of any adverse decisions by Lake Champlain Maritime Museum relative to volunteering and can appeal that decision by requesting a review by the co-Executive Directors.

Recording Volunteer Hours:

Each volunteer is responsible for keeping track of and recording their hours spent volunteering for the Museum each year. A record of volunteer hours donated to the Museum is concrete evidence of support from our community. This evidence is requested on many applications the Museum submits for grants from public and private agencies. Hours should be submitted in writing to the Volunteer Coordinator or entered into Helper Helper as detailed below. For ease of record-keeping, it is ideal to submit hours on a prompt and regular basis, such as immediately after volunteering, weekly, or monthly. Volunteer hours for the calendar year should be recorded no later than December 31.

To record volunteer hours, each volunteer is assigned an account on an online platform called Helper Helper. The program can be used on a computer, tablet, or phone and can be accessed at app.helperhelper.com or by downloading the app directly to a smartphone. This program allows each volunteer to sign up for volunteer opportunities and record their hours throughout the season. If you do not have access to the internet or a computer, please contact the volunteer coordinator to provide you with a paper copy of a form.

Attendance:

Regardless of what tasks you volunteer for at the Museum, the staff depends on your reliability and commitment. Unexpected delays or absences cause significant impact to both staff and visitors. If you are unable to work your scheduled assignment or are delayed in getting to the Museum, please notify the Volunteer Coordinator (ext. 106 or sarahy@lcmm.org) at your earliest possible convenience. On the weekends, or after hours, please email or leave a message at the Gateway extension #112. It's very difficult to find replacements and we would appreciate the courtesy of a phone call or e-mail as far in advance as possible if you cannot perform your duties at the time scheduled.

Name Tag:

When you begin your volunteer assignment, you may be provided with a name tag depending on your role. This tag or badge will identify you as a member of the Museum team and will help visitors to identify you as a part of the Museum. There are safety considerations where name tags might not be worn, such as in the boat shop. Please talk to your direct supervisor for the appropriate times to wear a name tag.

Working with Children:

Depending on your role as a volunteer, you may work with or around children and teenagers. While it is expected that both youth and adults visiting the Museum will be treated with the same courtesy and professionalism, it is especially important to protect the safety and well-being of minors, and additional guidelines must be observed.

As outlined earlier in the Handbook, volunteers working with children must undergo a background check every three years. In addition, volunteers are expected to adhere to the following standards:

- Two or more adults should be present with a child; if you must discuss something confidential, it should be done in a setting that is open and visible to others.
- Keep conversations with minors age-appropriate. Avoid discussing your or their personal life, and topics such as dating, drinking, or reckless behavior.

- Avoid physical contact with minors. If physical contact is required for a child to successfully and safely complete a task, you must always ask for consent before proceeding. Demonstrating a task for a child can be a good alternative to assisting in a hands-on manner.
- Refrain from photography, as there are special rules that apply for children. Unless you are taking a picture of a large group in a public space or if you have the consent of the child's parent or guardian, or if you are specifically volunteering to photograph a Museum event and have permission to do so, pictures should not be taken of children at the Museum. If you are volunteering with a camp or school group, there may be children who cannot have their picture taken. Your supervisor will know which children this may apply to.
- Do not exchange contact information with children you have met at the Museum.
- Treat all children equally and fairly, and do not single any out with special attention, whether positive or negative.
- Staff working with camps or providing student services are mandated reporters of child abuse and neglect. If you are a mandated reporter yourself, you must follow the reporting procedures. Mandated reporters are responsible for making a report to the state of Vermont's Family Services Division within 24 hours of hearing about suspected abuse or neglect.
 - If you are not a mandated reporter yourself, you can still choose to make a report if you have reasonable concerns about the safety of a child. If you are unsure whether something should be reported, you should make your supervisor aware of your concerns so that appropriate reporting procedures can be followed. You can also call DCF for advice. If you have such a conversation with your supervisor, please respect the child's privacy as much as you are able; for example, do not discuss your concerns within earshot of the child's classmates.
 - The Vermont Department for Children and Families website contains the most up-to-date information on when and how to file a report, at dcf.vermont.gov/fsd/report/mandated.

Social Media:

Social media, including blogs, wikis, photo and video sharing, podcasts, social networking, etc., is a vital tool for carrying out the mission and strategic plan of the Maritime Museum. When acting in either a personal or professional capacity, volunteers are expected to use common sense and good judgment: It is best to assume that comments and other postings will become public regardless of whether they were intended for a very specific audience.

Please remember that an important purpose of social media is to add value to the name and reputation of the Maritime Museum. Postings should be as accurate and reliable as possible. When faced with responding to a negative comment regarding the Museum, volunteers are encouraged to communicate with the Volunteer Coordinator. When posting and sharing photographs of images in the collection and loaned objects, please consult with either the Marketing Director, the Collections Manager, or the Volunteer Coordinator.

Dress Code:

To promote a professional image of the museum, appropriate attire is expected. All clothing must be clean and presentable. Shorts and sandals are appropriate in the summertime and volunteers are welcome to wear Museum apparel if so desired. All personal attire worn must be free from any profanity, slurs, or offensive imagery or symbols. Clothing must be appropriate to the task assigned in regards to safety issues as well as being appropriate for the weather conditions if outdoors (i.e. work boots, life vests, etc.). Specific volunteer duties such as blacksmithing may have additional dress code requirements, such as closed-toed shoes and nonflammable clothing.

Smoking:

The Museum provides a smoke-free environment for its employees, volunteers, and visitors. In accordance with the state law for public buildings, no smoking is allowed in Museum buildings or on Museum grounds except in the main parking lot. Smoking includes the burning of a lighted cigar, cigarette, pipe, or any other matter or substance which contains tobacco, including e-cigarettes.

The Museum is a drug, violence, and smoke-free facility. Alcohol is also banned from the property, although there may be times when alcohol is served at a function by a licensed server.

Income Tax Deductions

Please note: If you provide professional services for free to a qualifying nonprofit organization, you cannot claim a tax deduction for the value of your time or services on your income taxes, according to the IRS Publication 526: Charitable Contributions (see the section, "Contributions You Cannot Deduct"). <https://www.irs.gov/pub/irs-pdf/p526.pdf>

Photography:

All concepts or products, including but not restricted to such items as photographs, drawings, manuscripts created by, or resulting from work performed as a volunteer at the Museum, and all rights pertaining thereto become and remain the property of the Museum.

Harassment:

It is the policy of Lake Champlain Maritime Museum that all volunteers have the right to participate in an environment free from all types of discrimination prohibited by state or federal law, including on the basis of race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, disability, age, positive HIV-related blood test results, genetic information, gender identity or expression, or status as a disabled veteran, recently separated veteran, active duty wartime or campaign badge veteran, or Armed Forces service medal veteran.

A volunteer who believes that any form of unlawful harassment has occurred, whether involving self or others, must inform the immediate supervisor or the Executive Director or, in an instance allegedly involving the Executive Director, the Chair of the Lake Champlain Maritime Museum Board. In addition, the following agencies process discrimination complaints: Vermont Office of the Attorney General Civil Rights Unit, <http://ago.vermont.gov/civil-rights-unit-process/>; US Department of Education Office for Civil Rights, Boston Office 8th Floor, 5 Post Office Square, Boston, MA 02109-3921, Telephone: (617) 289-0111 Email: OCR.Boston@ed.gov.

- **Protection of the volunteer:** Retaliation against a volunteer for reporting perceived discrimination or harassment or for cooperating in an investigation of a complaint is unlawful. It is also unlawful for any volunteer who learns of the investigation or complaint to take any retaliatory action that affects the working environment of any person involved in the complaint or investigation.
- **Consequences:** Any volunteer who has been found to have engaged in discriminatory conduct against a Lake Champlain Maritime Museum employee, volunteer, or visitor will be subject to discipline appropriate to the circumstances, including possible termination of future volunteering at the Museum.

Evaluation:

Volunteering is a privilege and supervisors work closely with volunteers to ensure that assignments and parameters are clear. When volunteers are unable to successfully complete tasks or assignments, supervisors will work with the volunteer to evaluate and either modify or terminate assignments.

However, any of the following or similar behaviors is grounds for immediate dismissal:

- Illegal, violent, or unsafe acts

- Failure to abide by Museum policies and procedures
- Gross misconduct
- Theft of property or misuse of Museum funds, equipment, or materials
- Failing to perform volunteer duties as agreed
- Being under the influence of illegal drugs, marijuana, or alcohol while performing volunteer duties
- Disregarding or ignoring COVID-19 safety protocols established by the Museum

Safety Policies

Site Safety

Our first duty to our staff, volunteers, and visitors is to provide a safe site. Volunteers are required to observe the procedures outlined by the staff supervisor. Always wear safety glasses, gloves, and other safety equipment when and where required. Please note that most current Museum staff are certified in CPR and can assist in the case of an emergency.

Several first aid kits are located around the museum including the Owen building, the NAC lab, the admissions building (Gateway), and the *Lois McClure* schooner. If someone is injured, notify the nearest staff member immediately and they will follow a safety protocol. All first aid kits should include the following. If you notice any of the supplies running low, please contact the Director of Visitor Experience.

- Cold packs
- Menstrual pads
- 1 oronasal resuscitation mask
- 1 extra absorbent sterile pad
- Sterile gauze pads
- Nitrile gloves
- Rolls of gauze
- Roll of adhesive tape
- Deep Woods Off wipes
- Band-aids
- Antiseptic ointment

Fire Prevention

Fire extinguishers are located in each of the main buildings. Hoses are located outside Key to Liberty, NAC, and bathrooms next to the Owen buildings. Several buildings have automatic sprinkler systems. The Boat Shop and Lab contain numerous potential fire hazards, and particular attention needs to be given to the use and storage of flammable materials. Solvent-laden rags must be hung outside until dry prior to placing in the dumpster. In case of a fire, contact a supervisor, staff person, or Gateway personnel immediately.

What to do in case of Fire:

- Evacuate the building where there is a fire, smoke, or electrical malfunction
- Activate a Pull Station on your way out the door if possible
- Call 911 from another location
- Report the fire immediately to the nearest Museum staff and remain at a safe distance

Accident/Illness/Injury

First Aid kits are located in the NAC lab, Owen building Education Office, and *Lois McClure* schooner. An AED is located in the Owen building and on the *Lois McClure* schooner.

If you are injured, notify a staff member as soon as possible. For minor injuries, volunteers may use supplies from the first aid kits to treat themselves. If you are uncertain about the seriousness of an injury, contact a staff member. If in doubt, call 911 for assistance.

Most accidents can be prevented. Please report any conditions that you observe that may be dangerous. If you are uncomfortable with an assigned task or lack proper training to perform a requested job, please communicate this to your supervisor. You are never under any obligation to carry out a task you feel uncomfortable with. Do not perform any task which you feel would put your safety at risk.

The Museum is not responsible for lost, damaged, or stolen personal items. All lost items should be turned in to the Lost & Found located at Gateway.

Vehicle Operation and Parking:

For the safety of volunteers, visitors, and staff, vehicles need to be operated in a safe manner on the Museum grounds. All of the site's driveways should be traveled at low speed. A staff member will arrange for traffic direction if large numbers of cars are expected. Make sure to be aware if there are school groups or summer camps onsite with large number of children.

In general, we avoid vehicles or equipment operating on campus roads or grounds during open hours. Should extenuating circumstances require driving on the site during the day, do so with

extreme caution; visitors are not expecting vehicular traffic on campus. Ensure all safety lines are closed behind you.

There is generally enough parking in the south parking lot for visitors. In the event that the parking lot becomes full, staff in Gateway can advise people on where to park. If a special event such as the Summer Party causes increased visitor traffic, the Museum will obtain permission in advance from Basin Harbor to use the grass on the south side of Basin Harbor Road as additional parking.

Waterfront Safety:

Activities on the waterfront hold certain inherent risks. The Facilities Director will inspect the docks, docking lines, and safety equipment. The waterfront should be closed by a Museum staff member if conditions are deemed unsafe for any reason. All volunteers are required to wear PFDs whenever underway on Museum boats.

All persons should use common sense and walk carefully while on the waterfront, especially on the docks. If someone falls into the water a staff member should be notified immediately and will supervise their recovery.

Severe Weather:

Storms can be dangerous, especially on the waterfront. A staff member will close the waterfront if it is considered unsafe for guests to be on the docks and boats. Conditions that may warrant closure include high winds, lightning, and ice. The waterfront should be reopened as soon as conditions allow. In the event of extreme winds, the best places for shelter are Gateway, Owen, and NAC basements.

Communications

Lake Champlain Maritime Museum uses two separate radio systems for our operations. We use site radios (UHF business frequency handhelds) for general short-range site communications on channel 1 and Lake Adventure Camps on channel 2. For on-water communications we operate on the Marine VHF systems utilizing a mixture of handheld and base radios.

General Operations:

Gateway and *Lois McClure* staff always have site radios. Channel 1 is the primary station for

most communication onsite at the Museum. Radios can be picked up each day in the Owen building and should be returned at closing to recharge for the evening.

Summer Camps:

Camp staff will use site radios on channel 2 for communication between Education and camp staff. If camp staff need to reach site staff or communicate with other onsite staff, they will switch to channel 1. This includes any emergency situations or injuries that require additional staff support.

Ensure that your radio is charged and working each morning. If you make a call and do not receive an answer, double-check that you are on the correct channel and try again to send your message. If your message continues to go unanswered and you suspect there is a problem with your radio, notify your supervisor and anyone else you are working with at the nearest opportunity. If you are leaving the site or engaged in activity where you may not hear the radio, inform the other stations of your absence and when you expect to return.

Cell phone coverage on-site is unreliable for many service providers, so please communicate all onsite needs through the radios. If you need to make an emergency call with a Museum landline, on-site phones require pressing 9 for an outside line. All phones may be used as an intercom by entering *33 and then 01, which is to be used only in emergency situations. Extensions are reached by entering the extension number.

We use plain language on the radios, so please remember that anything you say over the radio can be heard by anyone, including visitors standing near the radio. Be professional and courteous on all channels, especially on all Marine bands. Radios are not to be used for casual communication and language should not involve any profanity or derogatory comments.

Site radios: to make a call: “[Speaker’s name] calling [Receipt’s Name], [Speaker’s name] calling [Receipt’s Name]” If no response after 10-15 seconds, please repeat.

In the event that you or another radio user require assistance but do not want to alert those around them that they are asking for help (for example, a visitor is threatening or appears to be armed) use the code phrase ***“I need to meet with Joyce for a little bit, would you come cover for me please?”*** The staff member will reply in the affirmative and head immediately to that location. The responder should remain calm and professional and assess whether the police need to be called.

FAQ

What is a volunteer?

A volunteer is someone who freely gives of their time and skills to a not-for-profit organization in order to help it further its goals. Volunteers are unpaid for their contribution to the organization but are highly regarded for the assistance they give.

What can, and can't, volunteers do?

At Lake Champlain Maritime Museum the role of volunteers is to augment and enhance the role of paid staff. Volunteers cannot duplicate the work of paid staff or fulfill the primary role of a staff person.

A guest asks how they can donate an item to the Museum, what do I do?

All donation inquiries can be directed to our Collections Manager, Patricia Reid, patricar@lcm.org. Donations will be evaluated based on the Museum's collections policy.

Can I volunteer in more than one department?

Absolutely! Many of our volunteers fill roles in different departments.

How do I keep in touch with what's happening at the Museum?

While most volunteer communication is done via email, you can also receive the latest information about the Museum by signing up for our e-newsletter. You can also follow us through our social media channels on Facebook, Instagram, and Twitter.

LAKE CHAMPLAIN MARITIME MUSEUM SEXUAL ABUSE POLICY

Purpose: To establish proper preventive measures to protect individuals against sexual misconduct as well as to specify courses of action in the case of allegations or an actual incident regarding sexual misconduct

Standard of Conduct: All workers, full-time and part-time, and volunteers of the Lake Champlain Maritime Museum are expected to comply with the established policy on Sexual Misconduct. Any actions contrary to the Museum policy will be dealt with swiftly and may include disciplinary measures up to and including termination, as well as legal ramifications when applicable.

Definitions

- **Child Sexual Abuse** – any sexual activity with a child. The abuser may be an adult, an adolescent, or another child, provided the child is four years older than the victim” (National Resource Center on Child Sexual Abuse, 1992). A child is anyone under the age of 18.
- **Sexual activity** – may be violent or non-violent, touching or non-touching, and is an exploitation of a child’s vulnerability and powerlessness. It involves children in sexual behaviors for which they are not personally, socially, and developmentally ready.
- **Sexual Misconduct** – inappropriate behavior relating to or involving a sexual nature.

Screening of Workers

- All paid workers, part time and full time working with children will undergo a background check every 3 years.
- Volunteers working regularly and directly with children will undergo a background check every 3 years.
- All workers described in #1 and #2 above, will sign a release for a Criminal Records Check and undergo a criminal background check.
- No worker or volunteer ever convicted of a sexual related crime is eligible for service in a position with direct relation to children.

Common Supervisory Policies and Procedures

- **Two Adult Rule** – At least two (2) adults should be in any setting or activity regarding a child. In cases where an adult has a need to speak confidentially with one child, it will be done in an open and visible setting, but out of earshot of others.
- Have adults (age 18 or older) present with teenage volunteers.

- Any supervisor is responsible to address suspicious behavior or any behavior that may be contrary to Museum policy and to document and report such occurrences to the executive director.

Reporting Procedures

- All allegations must be taken seriously.
- All allegations should be reported to the immediate supervisor and to one of the co-executive directors as soon as possible.
- All situations will be handled forthrightly with due respect for people's privacy and confidentiality.
- Full cooperation will be given to authorities when the alleged violation warrants a third part investigation, as determined by the Museum co-executive directors
- No victim involved in an allegation or anyone responsible for reporting an allegation will be retaliated against.

Investigation of an Allegation :

- All allegations will be investigated expeditiously by one of the co-executive directors
- Every reasonable effort will be made to keep the matters involved in the allegation as confidential as possible, while still allowing for a prompt and thorough investigation.
- Any accused worker may be relieved temporarily of his or her duties until the investigation is completed.
- The incident will be reported as indicated to the proper authorities.