
Volunteer Handbook

Hillwood Estate,
Museum & Gardens

March 2019



From the captivating life of Marjorie Merriweather Post to the exquisitely maintained mansion and gardens, the Hillwood experience outshines even the Fabergé Eggs. We're a passionate organization, proud of our reputation as one of Washington's top cultural destinations.

Advancing our mission of preserving and interpreting Marjorie Post's life story, her magnificent collection of fine and decorative arts, and her beautifully landscaped estate, requires a team effort and the talents of a diverse group of people. The more we work together, the more we progress as individuals and as an organization.

Volunteers extend the capacity and reach of Hillwood. There are many opportunities for both "front-line" and "behind-the-scenes" volunteer involvement. Your knowledge and efforts help distinguish Hillwood from other institutions. We recognize this and in return we strive to provide a volunteer experience that nurtures an individual's interest and generates personal satisfaction.

Maintaining good two-way communication is essential to the successful operation of Hillwood. If any stated policy is not clear, or if you are puzzled about anything, feel free to go to your volunteer supervisor, assigned department head, or the human resources department. Hillwood will endeavor to provide prompt, comprehensive and accurate answers to your questions.

We are continually searching for new and better ways to deliver an exceptional experience to our visitors and members. Your suggestions are important to this process and key for the museum to grow. If you have any ideas for us, we want to know.

I am pleased that you have chosen to be a part of the exciting world of Hillwood. I believe there's no better place to grow and prosper than "Where Fabulous Lives."

A handwritten signature in blue ink that reads "Kate Markert".

Kate Markert
Executive Director

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INTRODUCTION

This volunteer handbook (“handbook”) applies to all volunteers of Hillwood Estate, Museum & Gardens (“Hillwood”) and is provided as a ready reference and as a summary of Hillwood policies and procedures. The information contained here will help make your participation in the volunteer program a positive and rewarding experience. It is not a contract for employment or a guarantee of a continued relationship with Hillwood.

The goal of this handbook is to help volunteers understand Hillwood’s philosophy, what to expect from Hillwood and what is expected of you. It provides a broad summary of Hillwood’s policies, practices, and procedures. However, it is not possible to anticipate every situation that may arise or provide advance information that will answer every possible question. So if in doubt, please ask your volunteer supervisor, a department head, or a member of the human resources staff.

In your orientation session confirmation e-mail, you were sent an acknowledgement form for you to sign that indicates that you have received the volunteer handbook, the operational supplement, and Hillwood’s Code of Ethics and whistleblower and lobbying policies and that you understand your obligations to read, familiarize yourself with and follow the provisions and that you understand that your volunteer work is “at will.”

As you would expect, over the course of your volunteer service, Hillwood may need to modify the matters set forth in this handbook, change certain provisions, or terminate policies or practices. The timing and extent of such actions are at Hillwood’s sole discretion. Hillwood will endeavor to provide advance notice, but that may not always be possible. Many matters covered in this handbook are presented in summary form and are described in other documents. Where there is a conflict with the information in this handbook, or with any verbal or written statement by a supervisor or manager, these other documents, applicable law, or government regulations govern.

This handbook supersedes all other handbooks, verbal communications, meeting communications, and/or management memos that have been issued previously on subjects included in this handbook. Should you have questions or wish to learn more details, you should consult your volunteer supervisor or the human resources department.

THE HILLWOOD STANDARD

First and foremost, you are volunteering at an accredited museum that has high expectations for your conduct and performance. Hillwood is a non-profit institution operating solely to serve the public. As such, we are ever aware that our shared goal is to present to the public Marjorie Post’s estate, art collection, and life story in the finest form and condition possible. All aspects of our stewardship – collections, buildings, and grounds – must be maintained following the best-accepted professional practices. They are our primary assets without which the institution would be meaningless. Post had extremely high standards for the design, appearance, and condition of her property and a signature style for making people feel welcome in her home. These are the benchmarks to which we adhere in all we do.

The manner in which volunteers conduct themselves, treat visitors and Hillwood staff members should create a favorable, lasting impression of which Marjorie Post would have been proud.

ABOUT HILLWOOD

Marjorie Merriweather Post

Marjorie Merriweather Post (1887–1973) was the only child of Charles William (C.W.) Post, founder of the Postum Company in 1895 in Battle Creek, Michigan. From a family of modest means, the entrepreneurial Mr. Post became a millionaire by 1903. He was very close to his young daughter and included her in many facets of the business. She inherited the Postum Company at age 27. Working with her second husband E. F. Hutton, Marjorie Post expanded Postum into the General Foods Corporation, known for famous brands such as Post Cereals, Minute Rice, Birds-Eye Vegetables, Jell-O, and Maxwell House Coffee.

As one of the wealthiest women in America, Marjorie Post had all the symbols of her elevated status: grand estates, a large yacht, and exquisitely appointed surroundings. Her homes were decorated in the highest style and she became an ardent collector of superlative 18th-century French decorative arts and furnishings. When she arrived in Moscow in 1937 with her third husband, Joseph E. Davies, the newly-appointed U.S. Ambassador to the Soviet Union, her life as a serious collector deepened. As the Soviet government officially sought buyers for imperial and religious objects to fund the country's industrialization projects, Marjorie Post became a discerning patron.

Once back in the U.S., Marjorie Post continued to collect Russian art, amassing the most comprehensive collection of imperial art outside Russia—another of her claims to fame. After her divorce from Davies in 1955, she purchased Hillwood intending that it would become a museum after her death. She brought together the most important objects of her collections at Hillwood and transformed the mansion to display them to their best advantages.

Marjorie Post had three daughters: Adelaide and Eleanor, from her first marriage to Edward Close, and Nedenia—the actress Dina Merrill—from her marriage to E. F. Hutton.

The Museum

Hillwood Estate, Museum & Gardens is a non-profit museum (classified by the IRS as a 501(c) (3) public charity). Opened to the public in July 1977, the museum preserves and interprets her life story, her world renowned collections of French and imperial Russian fine and decorative arts, and her artistically landscaped estate and botanical collections.

Today, Hillwood presents a way of living that has nearly vanished. It is the only public site in the District of Columbia of a noted collector, philanthropist, and socialite's home and estate—where presidents, heads of state, ambassadors, politicians, and dignitaries were formally entertained in the mid-twentieth century. Further, it is a premier American example of an "art collector's personal museum," preserved intact for posterity.

Hillwood continues Marjorie Post's legacy by sharing the contributions she made in the fields of American business leadership; women's studies; diplomacy; progressive thought; political

history; philanthropy; American material culture; community and social involvement; healthy lifestyles; Russian imperial art; French decorative arts; costume, jewelry and textile design and estate and garden design. Hillwood is an important scholarly voice on Russian and western European decorative arts and twentieth-century American material culture.

While Washington is replete with museums, both public and private, Hillwood is attracting a growing regional, national, and international audience resulting in record attendance, as more people become aware of its importance, magnificent beauty, and visitor experience bar none.

Out of 15,000 museums in America, Hillwood is one of the 750 institutions accredited by the American Alliance of Museums (formerly the American Association of Museums). Other affiliations include membership in the Association of Art Museum Directors and the American Public Gardens Association. Hillwood will continue to leverage its fascinating history, art collection, and beautiful site to provide an expanding base of knowledge and experience for its growing audiences.

MISSION, VISION AND CORE VALUES

Volunteers are expected to perform their duties, administer their responsibilities and conduct themselves in line with the institution's mission and vision and reflect our core values.

Mission Statement

Hillwood Estate, Museum & Gardens' mission is to delight and engage visitors with an experience inspired by the life of founder Marjorie Post and her passion for excellence, gracious hospitality, art, history, and gardens.

Vision Statement

Hillwood Estate, Museum & Gardens presents in its stunning original setting the extraordinary life and legacy of Marjorie Post, by developing the resources she left in trust to his or her fullest potential for future generations. Hillwood presents internationally significant collections of art, dynamic changing exhibitions and a fabulous historic estate and gardens, providing current audiences with a visceral sense of a dynamic life and inspiration for their own endeavors.

Core Values Statement

Hillwood Estate, Museum & Gardens, in a spirit of graciousness, strives for professional excellence and fascinated and engaged visitors according to the high standards established by Marjorie Post.

ORGANIZATIONAL STRUCTURE

Hillwood is governed by a board of trustees guided by mandates codified in Marjorie Post's will. The board is comprised of members of the Post family and distinguished members of the local and national community. The board is supported by a non-voting advisory council. The

Hillwood staff consists of approximately 100 employees and more than 380 active volunteers under the leadership of an executive director working through a senior management team and department heads organized into eight areas:

- Development and Membership
- Human Resources, Administration and Security Services
- Marketing, Public Relations, Group Sales, Visitor Services, Museum Shop and Café
- Collections and Exhibitions (includes Curatorial, Collections Management, Conservation, Archives and Research Collections)
- Interpretation, Education, Programs, Museum Shop and Café
- Horticulture
- Facilities
- Finance, Information Technology and Security Services

OPERATING RESTRICTIONS

Because of Hillwood's location in a residential neighborhood, Hillwood operates under a neighborhood agreement under the auspices of the District of Columbia Board of Zoning.

VISITATION

Attendance averages around 75,000-80,000 guests per year. In addition to serving Hillwood's general visitors and 4,000+ members, families as well as the Lesbian, Gay, Bisexual and Transgender (LGBT) community, have been designated as target audiences at Hillwood. Hillwood has successfully established relationships with each community's stakeholders, and consistently serves each group with a range of programs every year. Hillwood relies on its visitor studies and branding and marketing initiatives to inform the development and implementation of Hillwood's ongoing programming strategy.

MUSEUM AND GARDEN COLLECTIONS

Hillwood is best noted for its collection of 18th and 19th century Russian and French decorative arts. The imperial Russian collection is universally regarded as the most comprehensive outside Russia. Hillwood's art collection contains approximately 18,000 objects, one quarter of which is in art storage. Currently, 17,000 objects are available through Hillwood's searchable online, public database (<https://www.hillwoodmuseum.org/collection>) The collections management department uploads new objects records daily to the collection database.

Hillwood's collections division staff oversees the conservation and management of all the objects. They also oversee an acquisition program designed to acquire objects that fill voids

found in the collections, and a loan program, which lends Hillwood objects to other exhibition sites.

The plant collection numbers approximately 3,000 species, including a large number of orchid varieties located in the Hillwood greenhouses.

ARCHIVES AND SPECIAL COLLECTIONS

The archives & special collections department encompasses the library, archives, and institution-wide digital asset management services. This department also supports the volunteer library located in the mansion. The library holdings reflect the museum's collection of imperial Russian and 18th-century French decorative arts within a broad social context. The library's holdings consist of over 30,000 volumes from monographs, serials, auction catalogs, vertical and ephemeral files, to electronic resources. The library contains the personal collections of four prominent scholars: Andrei Avinoff (former director of the Carnegie Museum of Natural History); Edward Kasinec (served as chief of the New York Public Library Slavic and Baltic division); Anthony Cross (historian and scholar of 18th-century Slavic studies, Cambridge, England); and Anne Odom (former curator emerita, Hillwood). Electronic resources available to volunteers include JSTOR, ArtFact Auction Prices, and Oxford Dictionary of Art Online.

The archives holds the paper and ephemera collections related to Marjorie Merriweather Post and the museum's institutional records, which include an extensive collection of photographs, documentary artifacts, and printed materials. Incoming and outgoing correspondence files of Marjorie Post and additional paper records and Post family papers are located at the Bentley Historical Library at the University of Michigan, Ann Arbor.

The museum's digital assets currently consist of 80,000 images consisting of Hillwood's art collection, the mansion and gardens, and the day-to-day activities and events of Hillwood.

The main library is housed in the former chauffer's house across from the visitor center and the archives are located on the third floor of the mansion. Please contact 202.243.3934 for research help, questions, and to use the collections.

The library and archives are available by appointment to outside scholars, Hillwood members and volunteers, and the general public; please contact 202.243.3934.

PUBLICATIONS

The following are among the key publications published by Hillwood:

- *A Taste for Splendor: Russian Imperial and European Treasures from the Hillwood Museum* (a catalogue of the collection)
- *Hillwood Museum & Gardens*
- *French Furniture from the Collection of Hillwood Museum & Gardens*
- *Treasures into Tractors: The Selling of Russia's Cultural Heritage, 1918-1938*
- *Russian Silver in America: Surviving the Melting Pot*

- “Hillwood Collection Series” which includes:
 - *Fabergé at Hillwood*
 - *Russian Icons at Hillwood*
 - *Sèvres Porcelain at Hillwood*
 - *Russian Imperial Porcelain at Hillwood*
 - *Russian Glass at Hillwood*

As a component of the museum’s temporary exhibitions program, Hillwood publishes exhibition catalogues, such as:

- *Tradition in Transition: Russian Icons in the Age of the Romanovs*
- *Sèvres Then and Now: Tradition and Innovation in Porcelain, 1750–2000*
- *Living Artfully: At Home with Marjorie Merriweather Post*
- *Ingénue to Icon: 70 Years of Fashion from the Collection of Marjorie Merriweather Post*
- *Fabergé Rediscovered*

EXHIBITIONS AND FEATURES

In 2003, Hillwood presented its inaugural special exhibition, *The Myths of St. Petersburg: Impressions of the City from the Hillwood Collection*. The exhibit honored the 300th anniversary of that city’s founding and explored St. Petersburg’s symbolic meaning and place in Russian history. Major exhibitions since then include:

- *Wedding Belles: Bridal Fashions from the Marjorie Merriweather Post Family, 1874-1958*
- *The Style that Ruled the Empires: Russia, Napoleon and 1812*
- *Prêt-à-Papier: The Exquisite Art of Isabelle de Borchgrave*
- *Pageant of the Tsars: The Romanov Coronation Albums*
- *Living Artfully: At home with Marjorie Merriweather Post*
- *Ingénue to Icon: 70 Years of Fashion from the Collection of Marjorie Merriweather Post*
- *Cartier: Marjorie Merriweather Post’s Dazzling Gems*
- *Deco Japan: Shaping Art and Culture, 1920-1945*
- *Spectacular Gems and Jewelry from the Merriweather Post Collection*
- *Fabergé Rediscovered*

The mansion also features rotating displays of objects in designated spaces such as the breakfast and dining room, Marjorie Post’s bedroom suite, and Russian sacred arts gallery. Organized around a yearly theme, the displays offer visitors a dynamic opportunity to view an ever-changing assortment of objects such as textiles, silver, and dinner services.

Garden highlights include rotating plantings of annuals and bulbs, French parterre, rose garden, Japanese-style garden, putting green, cutting garden, and lushly landscaped walkways traversing the grounds and woodland paths.

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POLICIES, PROCEDURES AND DEFINITIONS

As a Hillwood volunteer, you are a significant member of our team and we want our association to be mutually beneficial and rewarding. The members of your team are those who work with you, and the team's goal is to support our public service role. Your loyalty and dedication towards furthering this effort is of the utmost importance. The following policies, procedures, and definitions will serve as a guide during your volunteer service.

Definition of a Volunteer

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of Hillwood. A "volunteer" must be officially accepted and enrolled by Hillwood prior to performance of the task. Unless specifically stated, volunteers shall not be considered employees of Hillwood.

Service-at-Will

Hillwood accepts the service of volunteers with the understanding that such service is at the sole discretion of Hillwood. Volunteers agree that Hillwood may at any time, for whatever reason, decide to terminate a volunteer's relationship with Hillwood. The volunteer may at any time, for whatever reason, decide to sever his or her relationship with Hillwood. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor, volunteer coordinator, or head of volunteer management.

No Discrimination

Hillwood believes that all persons are entitled to equal treatment and does not discriminate on the basis of race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, gender identity or expression, family responsibilities, genetic information, disability, matriculation, or political affiliation, or any other basis protected by law.

Hillwood expects each volunteer to honor our equality philosophy and to treat one another, employees and visitors respectfully in a non-discriminatory manner. In particular, we ask that volunteers foster a productive atmosphere that is free from harassment or disruptive activity.

Volunteers aware of any violation of this policy are highly encouraged to report the circumstances either to a neutral manager (one who is not involved in the violations) or to the director of human resources. Volunteers may bypass as many levels as necessary to make management aware of these problems. There will be no retaliation against a volunteer who reports activity that they reasonably believe is in violation of the law or this policy.

Any reports or complaints will be investigated as confidentially as possible given the need to complete a reasonable investigation and take appropriate remedial action when required.

Persons with Disabilities

Hillwood is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA). It is the policy of Hillwood to not discriminate against any volunteer with

regard to any volunteer engagement because of that individual's disability or perceived disability, so long as the volunteer can perform the essential functions of the assignment.

No Harassment

Hillwood is committed to providing an environment that is free from intentional or unintentional sexual harassment, as defined below, or harassment on the basis of any protected classification including but not limited to race, gender, color, religion, sex, sexual orientation, age, gender identity and expression, national origin, ancestry, age, disability, medical condition, genetic information, marital status, veteran status or any other basis protected by law. Such conduct is unprofessional, unproductive, illegal, and inconsistent with our values. Consequently, all conduct of this nature is expressly prohibited, regardless of whether it violates any law.

Definition of Sexual Harassment:

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature where:

- a) Submission to such conduct is an explicit or implicit term or condition of employment;
- b) Submission to or rejection of such conduct is used as a basis for employment decisions; or
- c) Such conduct has the purpose or effect of unreasonably interfering with an individual's work or creating an intimidating, hostile, or offensive work environment.

Examples of sexual harassment include, but are not limited to: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or continued participation in the volunteer program; verbal abuse of a sexual nature; graphic commentary about an individual's body, sexual prowess, or sexual deficiencies; leering; whistling; touching; pinching; assault; battery; coerced sexual acts; suggestive, insulting or obscene comments or gestures; stalking; and displaying sexually suggestive objects or pictures.

Other Forms of Harassment:

Verbal abuse, insulting comments and gestures, and other harassing conduct are also forbidden under this policy when directed at an individual for any reason including his or her race, gender, color, religion, sex, sexual orientation, age, gender identity and expression, national origin, ancestry, age, disability, medical condition, genetic information, marital status, veteran status or any other basis protected by law.

Workplace harassment can take many forms and it may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, electronic downloads or files, pranks, intimidation, physical assaults or contact, or violence. Harassment may not necessarily be sexual in nature; it may be based on an individual's physical appearance or personal characteristics. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within his or her hearing. It may include displaying or circulating written materials such as notes, photographs, cartoons, or articles of a harassing or offensive nature and taking retaliatory action against an employee for

discussing or making a harassment complaint or raising an objection to the behavior they have witnessed or experienced.

Reporting:

Volunteers who become aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to the head of volunteer management, the director of human resources, or the designated management representative whom they select. Hillwood prohibits retaliating in any way against anyone who has raised any concern about harassment or discrimination against another individual.

Hillwood has a zero-tolerance harassment policy and therefore, accepts no liability for harassment committed by any employee, volunteer or guest. The individual who makes unwelcome advances, threatens, or in any way harasses another person is personally liable for such actions and consequences.

Complaint Procedure:

No volunteer is required to tolerate harassment regardless of the source. While Hillwood encourages you to communicate directly with the alleged harasser, making it clear that the harasser's behavior is unacceptable, offensive, or inappropriate, it is not required that you do so. If you feel that you have been harassed or retaliated against in violation of this policy, you are expected to report the conduct, either to the head of volunteer management or human resources. If you are uncomfortable reporting it through those channels for any reason, please contact any member of the senior leadership team or the executive director.

Promptly after learning of such alleged conduct, Hillwood will conduct an investigation for the purpose of determining whether prohibited harassment occurred. Hillwood's policy applies to all work-related settings and other work-related activities as well as activities sponsored by Hillwood that take place off property. Efforts will be made to ensure confidentiality consistent with the goal of conducting an appropriate investigation. Hillwood will make every effort to protect volunteers who initiate or participate in such investigations from work-related retaliation. If an investigation confirms the allegations, Hillwood will take prompt corrective action, which may include discipline, up to and including discharge.

Workplace Violence

Hillwood is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and volunteers, damage to Hillwood property, personal property and public safety. Hillwood does not expect employees or volunteers to physically subdue a threatening or violent individual. In fact, employees and volunteers are specifically discouraged from engaging in any physical confrontation. Employees and volunteers are expected to exercise reasonable judgment in identifying potentially dangerous situations.

Although specific procedures for reporting are noted below, all employees and volunteers are authorized to call 911 to summon professional help to the workplace. If 911 is called, notify Hillwood security as soon as possible so they can direct the responders to where they are needed upon arrival.

Prohibited Conduct:

Threats, threatening language or any other acts of aggression or violence made toward any Hillwood employee, volunteer, trustee, advisory committee member, vendor or visitor will not be tolerated on Hillwood's premises at any time or while such person is engaged in business with or on behalf of Hillwood off Hillwood's premises. For the purpose of this policy a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing or brandishing of firearms or weapons, stalking or any other hostile or aggressive, injurious and/or destructive action undertaken for the purpose of domination or intimidation. No one is permitted to carry a firearm or weapon on to the Hillwood campus or at any Hillwood sponsored events at any time unless expressly permitted by state or local law or by other Hillwood policy provisions.

A weapon is defined as any object designed to be used as a weapon, anything that a person uses as a weapon, whether that thing is designed as a weapon or not and anything that one intends to use as a weapon regardless of its design.

Procedures for Reporting a Threat:

All potentially dangerous situations, including threats to co-workers or volunteers, should be reported immediately. Depending on the circumstances, you should call either 911, Hillwood security, human resources or any member of senior management with whom you feel comfortable. Reports of threats will be kept confidential to the extent that maintaining confidentiality does not impede Hillwood's ability to investigate and respond to the complaint. All threats will be promptly investigated. No employee or volunteer will be subjected to retaliation, intimidation, or disciplinary action as a result of reporting a threat in good faith under this policy. If an investigation confirms that threat of a violent act or violence itself has occurred, Hillwood will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for Hillwood to be aware of any potential danger in the workplace. Indeed, Hillwood wants to take effective measures to protect everyone for the threat of a violent act by an employee or anyone else.

If you have questions about this policy please speak to a human resources representative.

Representing Hillwood

Volunteers are not authorized to act as representatives of Hillwood. You are asked to not contact organizations or individuals on behalf of Hillwood unless you are given express directions and permission to do so. Prior to any action or statement which might significantly affect or obligate Hillwood, volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, visitor, or other person or involves Hillwood business. Failure to maintain confidentiality is a serious breach of trust.

Copyright/Ownership Issues

Material produced by volunteers, including graphic materials, web page designs, narratives, research, compilations, instructional texts, etc., becomes the property of Hillwood upon submission. Volunteers may use these materials in professional portfolios with permission from Hillwood.

Gift of Right of Publicity

Volunteers irrevocably give Hillwood the right to reproduce, edit, distribute, publish or broadcast audio or visual media in which they are subjects in any form and manner without payment of fees, in perpetuity.

Membership

In addition to our strong volunteer cohort, Hillwood also has a vital membership program, which supports our efforts to share the legacy of Marjorie Merriweather Post. For volunteers beginning after September 1, 2018, maintaining an active Hillwood membership at any level is required to serve as an active volunteer. This step further deepens our volunteers' engagement with Hillwood and allows volunteers to strengthen their roles as Hillwood ambassadors. Volunteers can join or renew their membership by calling 202.686.5807 or visiting the membership page of Hillwood's website. (<https://www.hillwoodmuseum.org/membership>)

Placement and Orientation

Each volunteer shall complete the standard placement and orientation procedures including attending an on-site orientation conducted by Hillwood staff, completing appropriate paperwork with their volunteer supervisor, and obtaining a photo ID badge.

Maintenance of Personal Data

Volunteers are responsible for updating personal data: name, address, phone numbers, e-mail address, auto tag number(s), and emergency contact names and numbers. This information will be treated as confidential and will be stored in locked files and on password-protected volunteer management software.

Open Door Policy

Direct and open communication is the key to a successful operation. All questions, concerns, or suggestions pertaining to visitor services or Hillwood's gardens, to your role, or to your responsibilities as a volunteer should be directed to the volunteer services supervisor or

horticulture volunteer manager. If they are unable to answer your question directly, they will engage the appropriate staff member who can.

Code of Ethics

Hillwood has an official *Handbook of Ethics for Trustees, Staff and Volunteers*. As a volunteer you are expected to familiarize yourself with its contents and conduct yourself in accordance with its requirements. The following represents some but not all of the topics covered:

- Conflicts of Interest
- Gifts, Favors, Discounts, or Dispensations
- Responsibility to Museum Property, Real and Intangible
- Confidentiality
- Outside Employment
- Outside Volunteer Activities
- Personal Collecting by Staff
- Responsibility to the Collection

If you are unclear about any aspect in this document, please seek clarification from your supervisor or a member of the senior management team. Contact information for all senior management team members is listed on the Hillwood website under Staff Contacts.

Political Solicitation and Lobbying

Hillwood has an official policy related to political solicitation and lobbying activities. As a volunteer, you are expected to familiarize yourself with its contents and conduct yourself in accordance with its requirements.

Personal Conduct Guidelines

The orderly and efficient operation of Hillwood requires that volunteers personally conduct themselves in an appropriate, professional manner. While every situation cannot be anticipated, management at its sole discretion will determine whether a volunteer's behavior or actions are acceptable. Without limiting Hillwood's right to terminate the volunteer relationship at any time, with or without cause, the following acts are provided as non-exclusive examples of unacceptable behavior or activity:

- Supplying false or misleading information when applying for a volunteer position or at any time during a volunteer assignment;
- Altering, destroying, willfully misplacing, discarding, or falsifying records;
- Theft or unlawful possession of stolen, lost, or mislaid property belonging to Hillwood staff, volunteers, or visitors;

- Intentional destruction or defacing of property belonging to Hillwood staff, volunteers, or visitors. Destruction or defacing of any part of Hillwood's permanent or temporary collection; interfering with a display in an area you are not authorized to access or handle;
- Possession, use, or being under the influence of illegal substances at any time while on the property;
- Using, or being under the influence of alcoholic beverages while on the property. If engaged in a special event on property outside of your normal volunteer responsibilities and the consumption of an alcoholic beverage is a customary part of the activity or situation, volunteers who imbibe should do so in moderation;
- Violation of Hillwood's non-discrimination, non-harassment, or workplace violence policies or retaliation against someone who exercises his or her rights under such a policy;
- Engaging in discourteous conduct or disrespectful treatment, displaying an unprofessional demeanor, using abusive language, or engaging in similar acts toward visitors, staff, fellow volunteers, trustees, advisory committee members, or vendors;
- Displaying an unprofessional demeanor;
- Unwillingness or inability to follow instructions, procedures, guidelines, and protocol as outlined by the assigned supervisor;
- Failure to serve visitors in the prescribed manner and at the prescribed service standard;
- Gross negligence or carelessness;
- Soliciting or receiving gratuities related to the visitor experience;
- Uttering, publishing or distributing false, vicious or malicious statements regarding Hillwood or any of its visitors, volunteers, trustees, advisory committee members, or employees;
- Unauthorized use of Hillwood equipment, materials or supplies;
- Violation of any directive, policy, procedure, rule or regulation in this handbook.

Worker's Compensation

Hillwood provides workers' compensation insurance in compliance with District of Columbia law. This insurance provides compensation for lost time, medical expenses, and loss of life or dismemberment from injuries arising out of or in the course of your volunteer work at Hillwood.

Reporting procedure for injuries:

Volunteers must promptly report any assignment related injuries to their volunteer supervisor and notify the security department regardless of severity. When the security department is notified, an officer will promptly report to the scene and inform the injured volunteer of available first aid and assist him/her, as necessary, in obtaining medical

attention. The officer will then investigate, write an accident report, and forward that report to human resources.

Human resources will be responsible for filing the incident with the workers' compensation insurance provider, and will serve as a liaison when needed between the insurance provider and the volunteer.

Prohibited Substances in the Workplace

Hillwood is committed to maintaining a safe, efficient, and healthy environment for all employees, volunteers, and visitors. Volunteers must report for their assignment in fit condition. Hillwood believes that alcohol and/or drug abuse negatively impacts performance, the work environment, and confidence in the organization.

In support of that goal, Hillwood intends to comply with federal laws prohibiting the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance in the workplace. In addition, Hillwood prohibits the sale, consumption, or being under the influence of alcohol by volunteers while on campus.

Hillwood will take immediate action, up to and including immediate termination of the volunteer assignment for anyone who violates this policy.

Occasional exceptions to this policy against the consumption of alcoholic beverages may be made at Hillwood's sole discretion for small quantities reasonable under the circumstances, which may be available at volunteer social gatherings, official Hillwood events or sanctioned lunches, dinners or cocktail parties. In such circumstances, volunteers are expected to exercise good judgment and moderation.

In no event may any underage individual consume alcohol at any Hillwood event, and all volunteers are expected to comply fully with all laws (including laws prohibiting the operation of motor vehicles while under the influence of drugs or alcohol), and to take safety precautions including arranging for a non-impaired designated driver.

Any volunteer who is using prescription or over-the-counter drugs that may impair the volunteer's ability to safely perform their assignment, or affect the safety or well-being of others, must notify their volunteer supervisor or the human resources department of such use before starting work while under the influence of such prescription or over-the-counter drugs.

Smoking Policy

A smoke and tobacco-free environment is essential to creating and maintaining a culture of health and for the preservation of Hillwood's property and collections. Accordingly, the use of tobacco products (including smokeless tobacco products) and the use of unregulated nicotine products (e.g., "e-cigarettes") is prohibited on Hillwood property (indoors or outdoors) by employees, volunteers, visitors, vendors, and contractors.

Wasp and Bee Stings

Due to the nature of Hillwood's activities, wasps and bees are a normal part of the environment. Wasp and bee stings will happen from time to time. The following guidelines offer information on how to avoid a wasp or bee sting and what to do in the event of a sting incident. If ever stung by a bee or a wasp at Hillwood, you should follow the injury reporting procedures previously noted in this handbook.

In general bees sting to protect their hive and seldom sting when they are out foraging unless they feel threatened (like being swatted at or stepped on). On the other hand, a large number of bees or wasps foraging in one area may indicate a colony is nearby. If you intend to be in the area, scout the area for bee/wasp habitat first. If you are unsure, please contact a member of the horticulture supervisory staff.

Colonies vary in behavior over time, especially with changes in season, becoming more aggressive and easily agitated in the late summer and fall. You may pass the same colony for weeks and then one day provoke them unexpectedly. Bees and wasps nest in a wide variety of locations, such as pipes, holes, behind shutters, under shingles, cracks and crevices within trees and rocks, and hanging from branches. Be alert for groups of flying bees entering or leaving an opening and listen for buzzing sounds. Be especially alert when climbing, digging, working outdoors.

DO NOT put your hands where you can't see them! Be particularly careful when using any heavy equipment that produces sound vibrations, such as chainsaws, weed eaters or mowers. Keep escape routes in mind.

Allergic or Life Threatening Reactions: If an employee or volunteer has a known history of generalized allergic reactions to bee or wasp stings, they shall obtain from his or her personal physician an epinephrine or antihistamine injection kit and be familiar with its use for self-administration prior to assuming volunteer duties. In addition, they should wear a medical alert type of bracelet or pendant warning of the allergy while on Hillwood property and they also must notify his or her supervisor of this condition.

Prevention:

- Avoid fast, abrupt movements, such as waving your arms when wasps are in the vicinity.
- Wasps are attracted to sweet smells. Do not wear perfume or aftershave or perfumed cosmetics or lotions when outdoors.
- When eating outdoors, keep food enclosed. Wasps are attracted to proteins and to sweets.
- Check soda cans and the rims of drinking glasses before raising them to your mouth.
- Grey, white or red clothing should be worn to reduce attractiveness.
- Long sleeve shirts and long pants should be worn to minimize exposed areas.
- If a bee or wasp becomes trapped in a vehicle, the driver should stop and remove the insect from the vehicle.

Response:

If a few bees are flying around you, stay calm and slowly walk away from the area. Swatting at an insect may cause it to sting. If a bee or wasp stings you, or many insects start to fly around, cover your mouth and nose and quickly leave the area. When a bee stings, it releases a chemical that attracts other bees. If you can, get into a building or closed vehicle.

If you have disturbed a nest and are being attacked, run away. Use your shirt or an article of clothing to protect your head, neck and face! Again, swatting and waving your arms aggravates bees and wasps more!

If stung, and you have a known history of a generalized allergic response or if you start having signs and symptoms of a generalized allergic response, begin any medical protocols approved by your physician and call security for immediate assistance.

If stung by a honeybee, remove the stinger carefully to prevent any more venom from being injected into the body. If stung by a wasp, check for stinger and if present remove carefully.

Communication and Computer Systems

Hillwood's communication and computer systems are for business purposes only. Limited personal usage which does not violate any other Hillwood policy is permitted. This includes the telephone, voice mail, email, fax machines, Intranet and Internet systems.

Users have no legitimate expectations of privacy in regard to use of these systems. Hillwood may access its voice mail and email systems and obtain communications within the system in the ordinary course of business when Hillwood deems it appropriate to do so. The reasons that Hillwood may obtain such access are, but are not limited to: maintaining the system; preventing or investigating allegations of system of abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Hillwood operations continue appropriately during an employee's or volunteer's absence.

Further Hillwood may review Intranet and Internet usage to ensure that such use of the Hillwood property or communications sent via the Intranet and/or Internet are for authorized purposes only. The reasons for which Hillwood may review volunteers' use of the Intranet and/or the Internet with Hillwood property include but are not limited to: maintaining the system; preventing or investigating allegations of systems abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring the company's operations continue appropriately during an employee's or volunteer's absence.

Hillwood may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted. Volunteers should be aware that the computer equipment and network are the property of Hillwood. Volunteers may not copy files or programs for non-company use to or from the server. Volunteers cannot back up large folders or drives without the permission of the IT administrator or their authorized representative.

Hillwood's policy prohibiting harassment, in its entirety, applies to the use of Hillwood's communication and computer systems. No one may use any communication and computer system in a manner that may be construed by others as harassing or offensive. Hillwood's communication systems may not be used to solicit for religious or political causes, outside organizations or for other personal matters unrelated to Hillwood business.

All volunteers, upon request, must inform management of any private access codes or passwords used to access Hillwood systems. No volunteers may access or attempt to obtain access to, another volunteer's or an employee's account or computer systems without appropriate authorization.

Volunteers should refer to the related Hillwood policies on Social Media, Internet Usage and Email usage for more information.

No Solicitation – No Distribution

The conducting of non-Hillwood business, such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of non-Hillwood memberships, or any other similar types of activity is not permitted. Volunteers may not distribute non-Hillwood literature, such as leaflets, letters, or other written materials.

Searches

Hillwood reserves the right to require volunteers while on Hillwood property to agree to the inspection of his or her person, personal possessions and property and work areas. This includes but is not limited to, lockers, desks, cabinets, workstations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as mail sent to or by volunteers.

Hillwood likewise reserves the right to search all Hillwood property including computer files, devices, voicemail tapes, computers, offices, etc. Hillwood reserves the right to inspect property without advance notice to the volunteer and may remove locks to do so. Volunteers are expected to cooperate in the conduct of any search or inspection. Refusal to consent to such an inspection may result in termination of your volunteer assignment.

Searches will be conducted by appropriate personnel in the most respectful manner possible.

Coaching, Counseling, Corrective Action and Dismissal

Coaching and counseling is a normal part of the volunteer process. It is success focused not failure oriented. It's how we learn and grow as individuals.

Corrective action with a volunteer occurs when a behavior or situation has occurred that is serious enough to warrant specific intervention and there is a reasonable expectation that such an intervention will generate sustained improvement.

A volunteer who does not adhere to the rules and procedures of Hillwood, consistently or overtly acts outside of professional standards, or who fails to satisfactorily perform their volunteer assignment will not be able to continue in the volunteer program.