



Visitor Services Volunteer Orientation Hillwood Estate, Museum & Gardens



March 2024

Training Agenda

- Volunteer Logistics
 - Shifts & Scheduling
 - Volgistics Overview
 - Volgistics Demo
 - Parking & Responding to an Incident
- Educational Resources
- Reminders
- Next steps

Volunteer Logistics: Shifts & Scheduling Procedures

VSV Shifts



Timeframe:

- 4-hour shifts, offered from:
 - 9:30 a.m.-1:30 p.m.
 - 1-5 p.m.
- Serve 2-4 shifts per month equating to approximately 100 service hours annually.



Atmosphere:

- Work in teams of 4-5 volunteers per shift.



Location:

- Split time between the visitor center and mansion.



Volgistics

Hillwood uses **Volgistics**, an online volunteer management software, to track and manage volunteer hours, information, and schedules.

From Home:

- Volunteers can access the online portal to **schedule** shifts, **enter** hours, **view** and print service history, and **update** profile information.
- Available through a secure online site available from any device.

From Hillwood:

- Volunteers can **record** arrival and departure time for a shift and **view** scheduled shifts and service history.
- Available via iPads located on campus and QR codes.

Prior to Service



Via **email**, new volunteers receive the following to complete the on-boarding process:

- Volgistics PIN (at Hillwood)
- Volgistics Login Credentials (at home)
- Instructions to:
 - Update and complete volunteer profile
 - Schedule volunteer shifts for the coming weeks
 - Email staff with first two scheduled shifts for on-the-job training details
- Orientation resource links and reminders

Self-Scheduling Procedure

Volunteers begin scheduling shifts **about one month in advance**. To ensure a fair and balanced system for scheduling shifts, volunteers follow the below procedures:

Round 1



Who: Veteran volunteers assigned to a **fixed day/schedule**

When: Day 1 – 5

Round 2



Who: Volunteers assigned to a **floating schedule**; shifts may vary week to week

When: Starting Day 6

Round 3



Who: **Open at all** volunteers for additional shifts

When: Starting Day 11



Email reminders with Volgistics links are sent for each round

Volgistics User Guide

- Refer to Volgistics User Guide
- The guide offers detailed instructions for a variety of features in Volgistics, including:
 - Scheduling shifts
 - Canceling shifts
 - Updating your volunteer profile
 - Entering volunteer hours
 - Viewing and printing service history



VOLGISTICS USER GUIDE

September 2023

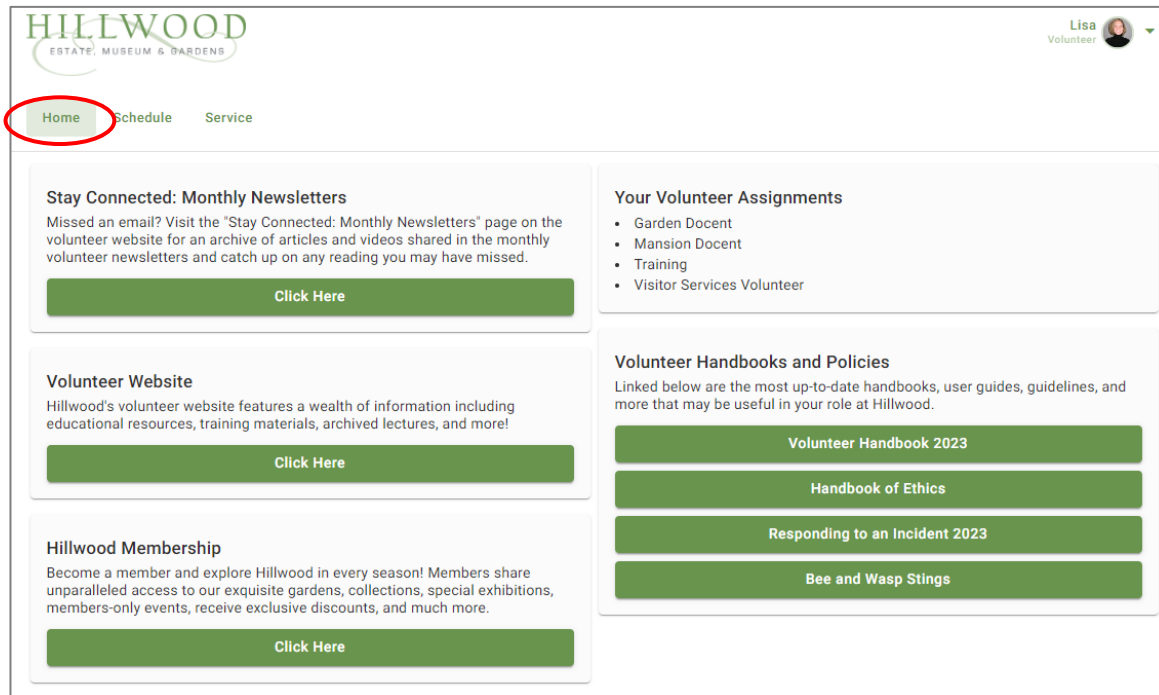
Hillwood uses Volgistics, an online volunteer management software, to track and manage volunteer hours, information, and schedules. This user guide provides detailed instructions on how to schedule volunteer shifts, update profile information, and view and print service hours.

Contents

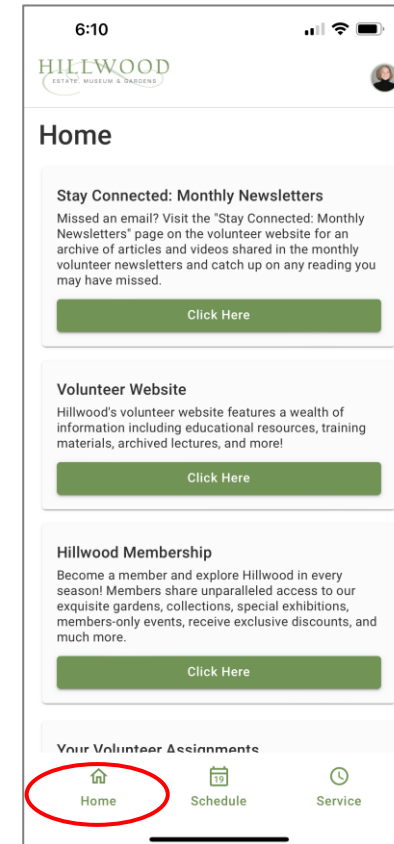
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Home Page

Desktop: Use the tabs located at the top of the screen to navigate to the different sections.



Mobile: Use the tabs located at the bottom of the screen to navigate to the different sections.



Volgistics Demonstration

Last-Minute Cancellations



Last-Minute Cancellations

All cancellations day before or day of, please email volunteers@hillwoodmuseum.org.



Urgent Weekend Shift Cancellations

Day of cancellations for weekend shifts that are urgent, please also call Hillwood Security Control at 202.686.8524

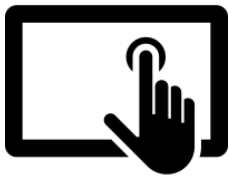
Arriving at Hillwood

Once you arrive at Hillwood, you'll start your shift by following these steps:

1

Sign-in on iPad

Record your hours in real time upon arrival and departure using the iPads in the **visitor center kitchen** or **mansion volunteer lounge**.



2

Review Volunteer Daily Schedule

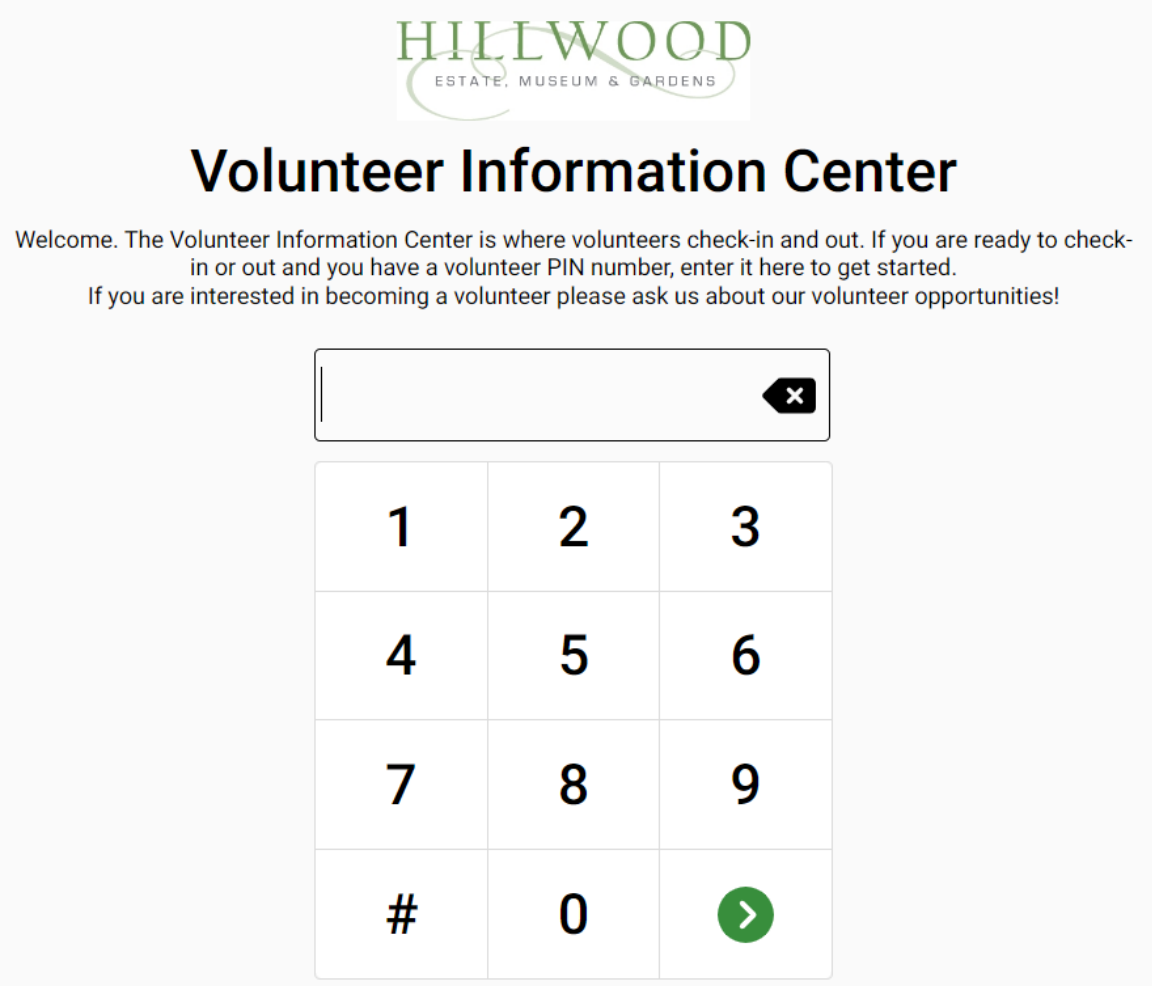
A detailed schedule noting volunteer shift times and locations, reminders for the day's activities, and scheduled groups can be found at the **tour desk** in the visitor center.



Recording Hours On-Site

Sign-in iPads are located:

- ❑ Visitor center kitchen
- ❑ Mansion volunteer lounge
- ❑ Greenhouse breakroom



The screenshot shows the Hillwood Volunteer Information Center interface. At the top is the Hillwood logo with the text "HILLWOOD ESTATE, MUSEUM & GARDENS". Below the logo is the title "Volunteer Information Center". A welcome message reads: "Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started. If you are interested in becoming a volunteer please ask us about our volunteer opportunities!". Below the text is a sign-in form consisting of a text input field with a clear button (an 'x' in a black triangle) on the right, and a numeric keypad below it. The keypad has buttons for digits 1-9, 0, and a hash symbol (#). The rightmost button in the bottom row is a green circle containing a white right-pointing arrow.

HILLWOOD
ESTATE, MUSEUM & GARDENS

Volunteer Information Center

Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.
If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

1	2	3
4	5	6
7	8	9
#	0	>

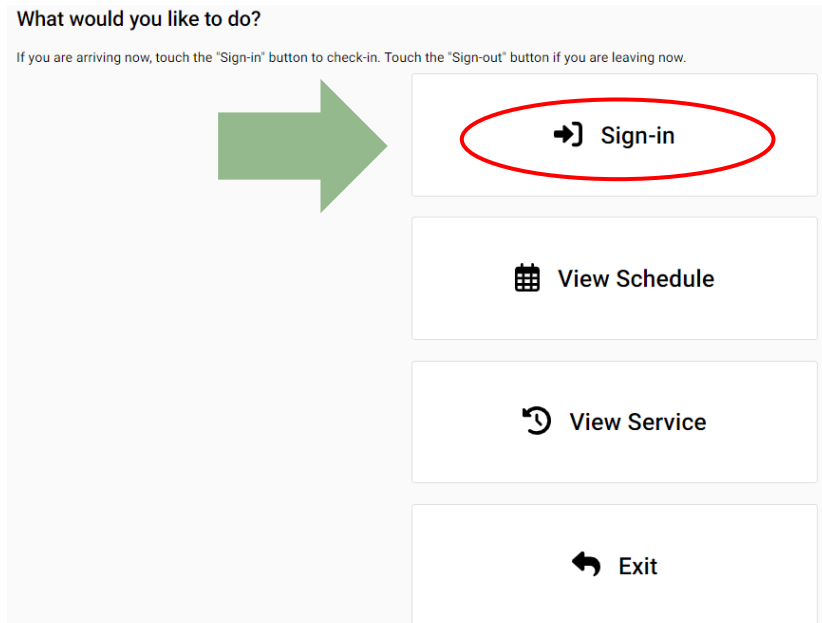
Sign in for a Shift

To sign-in for a shift on-site:

- Click the volunteer assignment
- Follow the prompts to confirm your arrival date and time.

What would you like to do?

If you are arriving now, touch the "Sign-in" button to check-in. Touch the "Sign-out" button if you are leaving now.



→] Sign-in

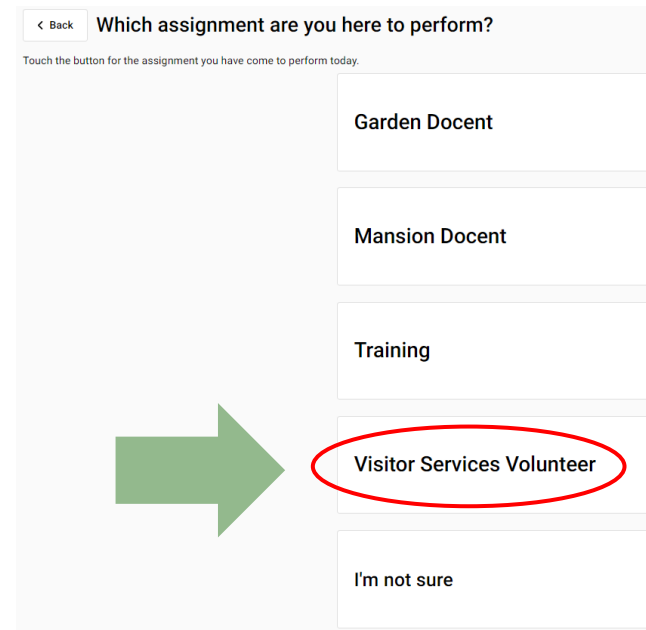
📅 View Schedule

🕒 View Service

↩ Exit

< Back Which assignment are you here to perform?

Touch the button for the assignment you have come to perform today.



Garden Docent

Mansion Docent

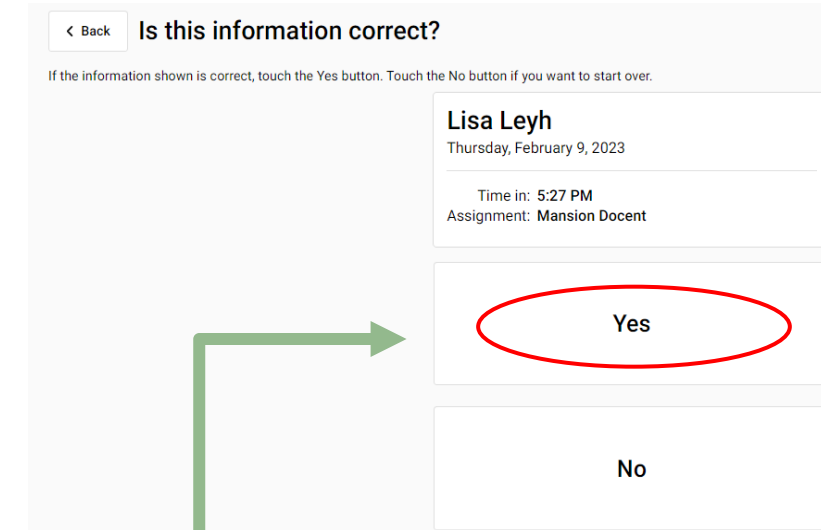
Training

Visitor Services Volunteer

I'm not sure

< Back Is this information correct?

If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.



Lisa Leyh
Thursday, February 9, 2023

Time in: 5:27 PM
Assignment: Mansion Docent

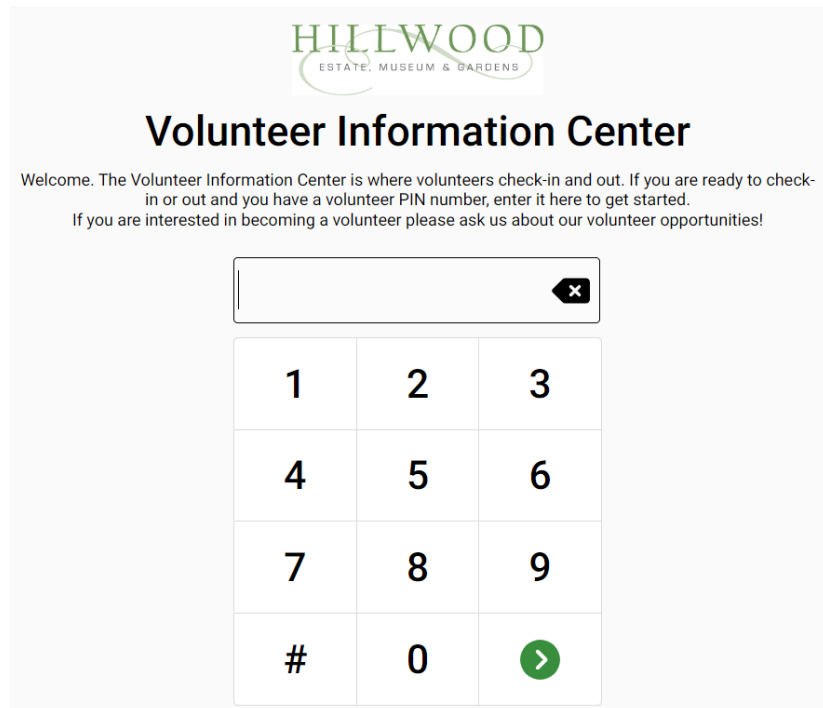
Yes

No

Sign out for a Shift

To sign out of a shift on-site:

- ❑ Enter your PIN
- ❑ Select **“Sign-out”** button



HILLWOOD
ESTATE, MUSEUM & GARDENS

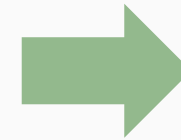
Volunteer Information Center

Welcome. The Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.
If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

1	2	3
4	5	6
7	8	9
#	0	➤

What would you like to do?

If you are arriving now, touch the "Sign-in" button to check-in. Touch the "Sign-out" button if you are leaving now.



➡ Sign-out

📅 View Schedule

🕒 View Service

↩ Exit

Day-of Schedule & Resources

To aid with the coordination of the volunteer program, the following resources are available to volunteers while at Hillwood:



- Volunteer daily schedule
- Briefing notes
- Groups report

These resources are posted at:



- Visitor center tour desk
- Mansion volunteer lounge
- Mansion coat check

Daily Schedule

- Pre-registered volunteers for the day
- Tickets available to distribute for the docent-led public tours



Laminated tour tickets

- Shift assignments for VSVs

Hillwood Estate, Museum & Gardens Interpretation Volunteer Daily Schedule Sunday, February 20, 2022

Total number of pre-registered visitors for the day: 93

Reminders:

- Please see the "Volunteer Briefing Notes" sheet for more details regarding today's activities.
- The tour capacities for the **mansion tours** are a hard stop and **no additional visitors** outside of the allotted tickets can be accommodated at this time.

MANSION DOCENTS

11:30 a.m. tour - 4 docents:		1:30 p.m. tour - 4 docents:		3:30 p.m. tour - 4 docents:	
0	group tickets	0	group tickets	0	group tickets
32	day-of tickets available	32	day-of tickets available	32	day-of tickets available

Shift Assignments:	To:	From:	Mansion Tours:	
Mansion Tours: (11:30 & 1:30)	11:00 a.m.	3:00 p.m.	A-	Margaret Simms
			B-	Wilhelmina Irshad
			C-	Paul Hildebrand
			D-	Vee Smith
Mansion Tours: (3:30)	3:00 p.m.	5:00 p.m.	A-	Eleanor Gease
			B-	Gail Trousoff Marks
			C-	Kris Clark
			D-	Vee Smith

VISITOR SERVICES VOLUNTEERS

Shift Assignments:	From:	To:	Tour Desk:	Mansion:
Morning Shift	9:30 a.m.	11:45 a.m.	Julie Mack Natalia Jagannathan	Jane DeCell Karen Breslin
	11:45 a.m.	1:30 p.m.	Jane DeCell Karen Breslin	Julie Mack Natalia Jagannathan
Afternoon Shift	1:00 p.m.	3:00 p.m.	Kiska Williams Suzanne Morgan	Fran Vogel Terry Werner
	3:00 p.m.	5:00 p.m.	Fran Vogel Terry Werner	Kiska Williams Suzanne Morgan

Briefing Notes

- Updates and reminders regarding the volunteer and visitor experience.
- Programs and events scheduled for the week.

PLEASE DO NOT THROW AWAY UNTIL END OF WEEK – THANK YOU!

Volunteer Briefing Notes | March 26-31, 2024

Programs

Gardener's Focus Tour | An Orchid-Filled Greenhouse

Wednesday, March 27 (10:30-10:50 a.m. & 12:30-12:50 p.m.)

Explore Hillwood's orchid-filled greenhouse with the experts.

Lecture: A Passport to Marjorie Merriweather Post's Paris: Secrets and Stories from the City of Light

Wednesday, March 27 (5:30-8 p.m.)

Delve into the behind-the-scenes stories of Marjorie Merriweather Post's travels to Paris and more with Hillwood's associate curator of textiles, apparel, jewelry and accessories and curator of *Marjorie Merriweather's Post Paris*, Megan Martinelli.

News and Updates

Opening March 26: Second Floor Gallery: Understanding Post's Legacy

After the recent closure of the Russian Sacred Arts Gallery, Hillwood refreshed the second floor gallery space. The gallery features new displays and a new storyline inspired by Hillwood's new publication, *The Houses and Collections of Marjorie Merriweather Post: The Joy of It*. Now open to the public, *Second Floor Gallery: Understanding Post's Legacy* explores the history of Hillwood's collection amassed by founder Marjorie Post and developed by the museum since its opening to the public on July 11, 1977. Please see the volunteer website for educational resources and join us on Monday, April 1 at 10 a.m. for our virtual volunteer lecture with Deputy Director and Chief Curator Wilfried Zeisler.

Merriweather Café: To-go Kiosk and Full-Service Now Open

On March 15, the to-go kiosk and full service in the Merriweather café re-opened. Visitors can enjoy a dining experience at the café Tuesdays through Sundays from 11:30 a.m. to 3:30 p.m.

Massage Room Now Open

After its recent closure, Hillwood reopened the massage room to the public.

Visitor Center Restroom Project

Please excuse our appearance as we refresh our restroom facilities in the visitor center. This renovation is projected to be completed in the spring. In the meantime, restrooms are available in the horticulture offices, located to the

Groups Report

Itinerary for scheduled groups and includes:

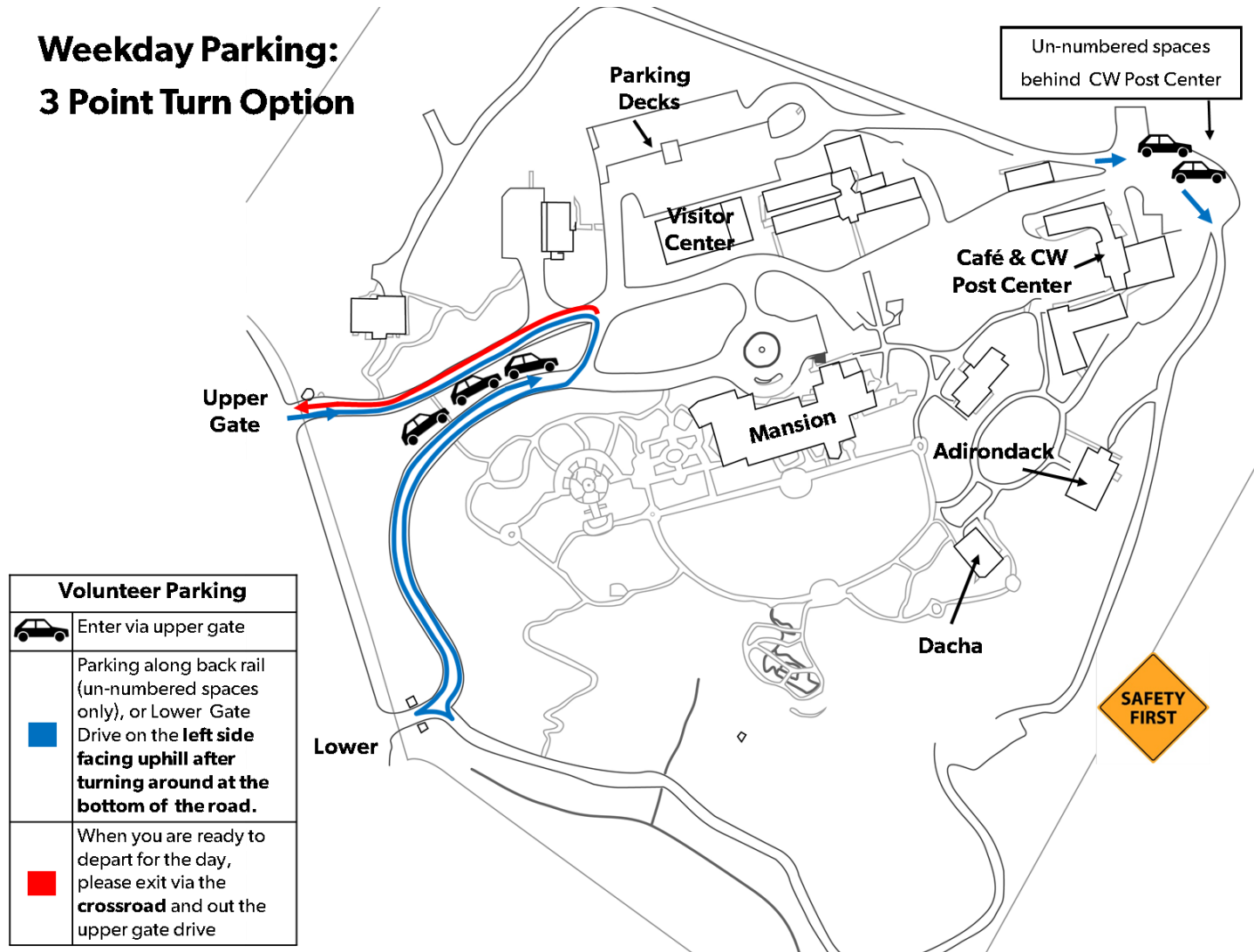
- Group name
- Group size
- Itinerary for visit
- Special notes

Hillwood Estate, Museum & Gardens				
HILL Group Itinerary Report			Page 1 of 2	
Parameters				
Event Code: GV20190615				
Event Start Date:				
Event End Date:				
List No.: (None)				
Name	Qty	Ticket Type	Perf Name	Order No.
Arrival Date: 06/15/2019				
295150 Carlow University			Initiator: Ms. Lachelle Binion	(412) 578-6274
	5	Group (1 Tour)	2019 General Visit	
	5	Total Visitors	Balance: \$75.00	Order No: 216663
		Arrival Time:	11:30 am	
		Cafe Reservation:	12:45 pm	
		Garden Tour Time:	N/A	
		Mansion Tour Time:		
		Program time:	N/A	
		Transportation Type:	Cars	
		Departure Time:	N/A	
		Notes:	pay on arrival	
393974 Girl Scout Troop			Initiator: Ms. Jody Al-Saigh	(703) 303-5757
	10	Girl Scout	2019 General Visit	
	20	Girl Scout Adult	2019 General Visit	
	30	Total Visitors	Balance: \$50.00	Order No: 224539
		Arrival Time:	10 am	
		Cafe Reservation:	N/A	
		Garden Tour Time:	N/A	
		Mansion Tour Time:	N/A	

Parking & Responding to an Incident

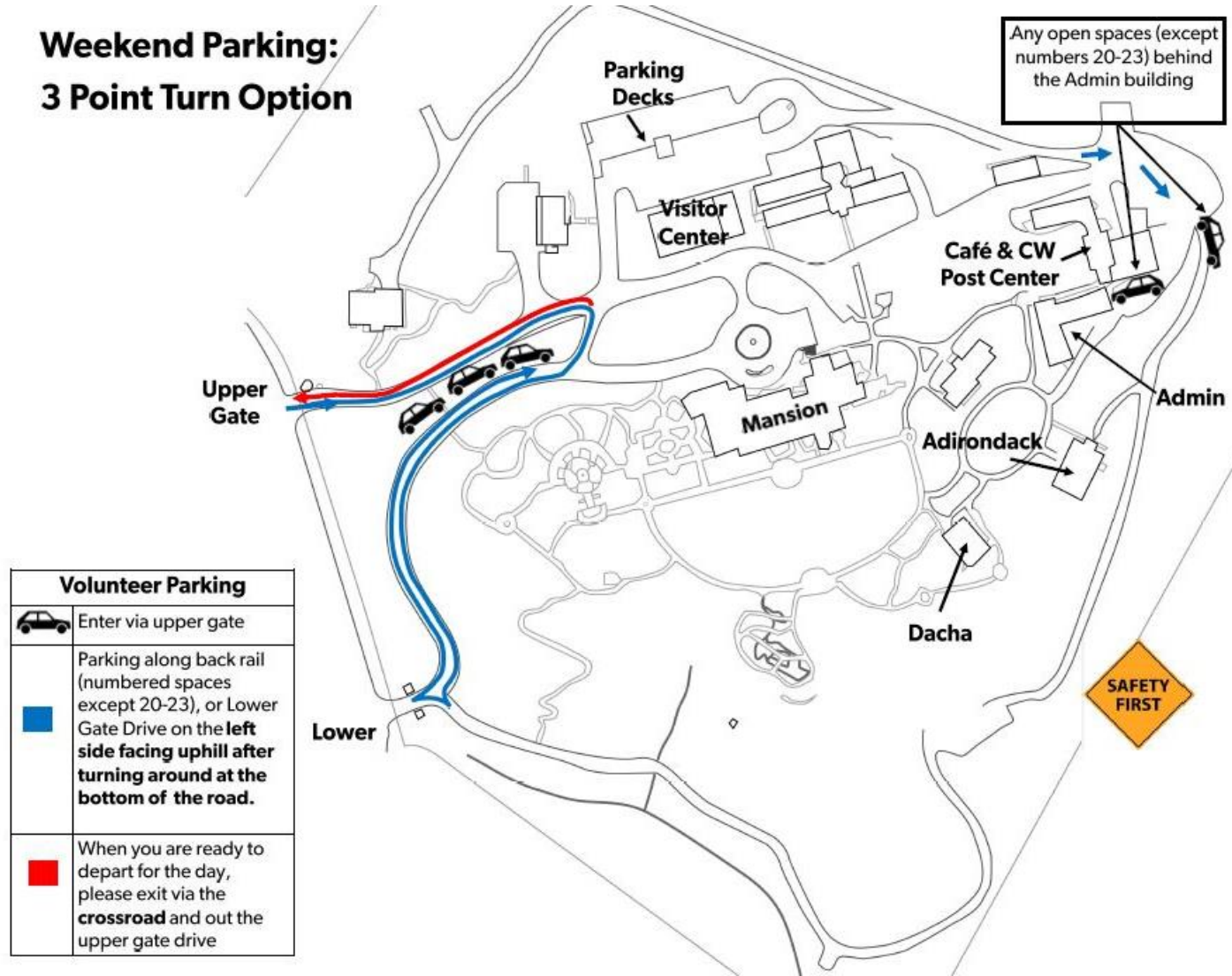
Weekday Parking

Weekday Parking: 3 Point Turn Option



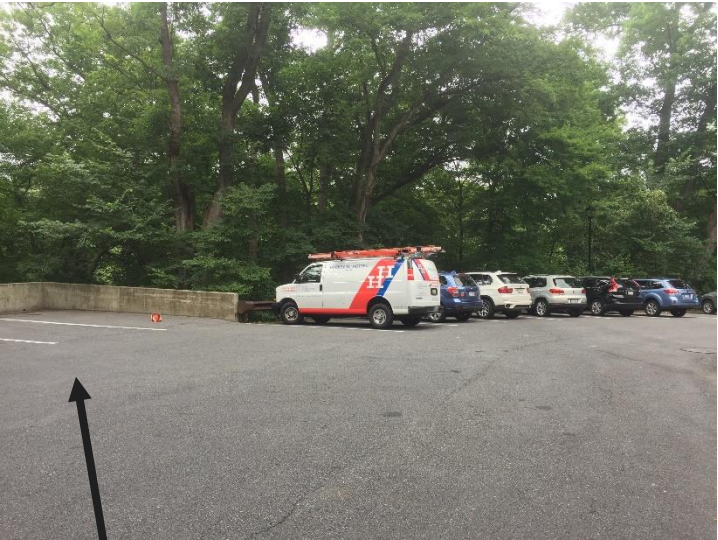
Weekend Parking

Weekend Parking: 3 Point Turn Option



Parking Images

Un-numbered spaces along back railing



Turn around on lower gate drive



Parking on lower gate drive



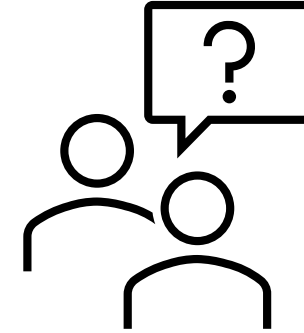
Bus parking

Responding to an Incident



Please report incidents involving a visitor, fellow volunteer, staff member, or yourself to Security immediately. An incident includes:

- ❑ Accidents, such as a trip or fall
- ❑ Medical emergencies, including wasp and bee stings
- ❑ Suspicious behavior, when safe to do so
- ❑ Lost visitor



VSVs can contact security using the following means:

- ❑ In-person
- ❑ Call control at extension 8524

Evacuations or Sheltering in Place

Your safety and well-being, as well as that of our visitors, are of paramount importance to us at Hillwood. For a swift and organized response during fire or active threat situations, please adhere to these protocols:

Fire/Evacuation Protocols: In the event of an actual fire, fire drill, or false alarm, please follow these guidelines based on your location:

- **Mansion & Exhibition Spaces:** Evacuate to the Lunar Lawn
- **Visitor Center and Collections & Research Center:** Evacuate to the Merriweather café parking lot, behind the Administration building.

Active Threat Protocols: During an active threat event or drill, Hillwood Security will provide you with clear directions. You will be directed to the appropriate location for your safety.

Questions?



Detail image of Pavilion floor

Educational Resources

Orientation Resources

- **Volunteer Handbooks**
 - Volunteer Handbook
 - Code of Ethics Handbook
- **Volgistics**
 - Volgistics User Guide
 - [Volgistics Link](#)
 - Update Hours from Home
- **VSV Guidelines & Procedures**
 - VSV Guidelines
 - Communication Skills
 - Welcoming All: Creating an Inclusive Visitor Experience
- **VSV Guidelines & Procedures**
 - Best Practices for Navigating Visitor Feedback and Concerns
 - Responding to an Incident
- **Educational Resources**
 - Hillwood Resources available for Volunteers
 - [Further Study List for New Volunteers](#)
 - Visitor Bill of Rights
 - [Interpretative Approaches to Marjorie Post's Biography](#)
 - [Audio Tour Script \(revised January 2024\)](#)

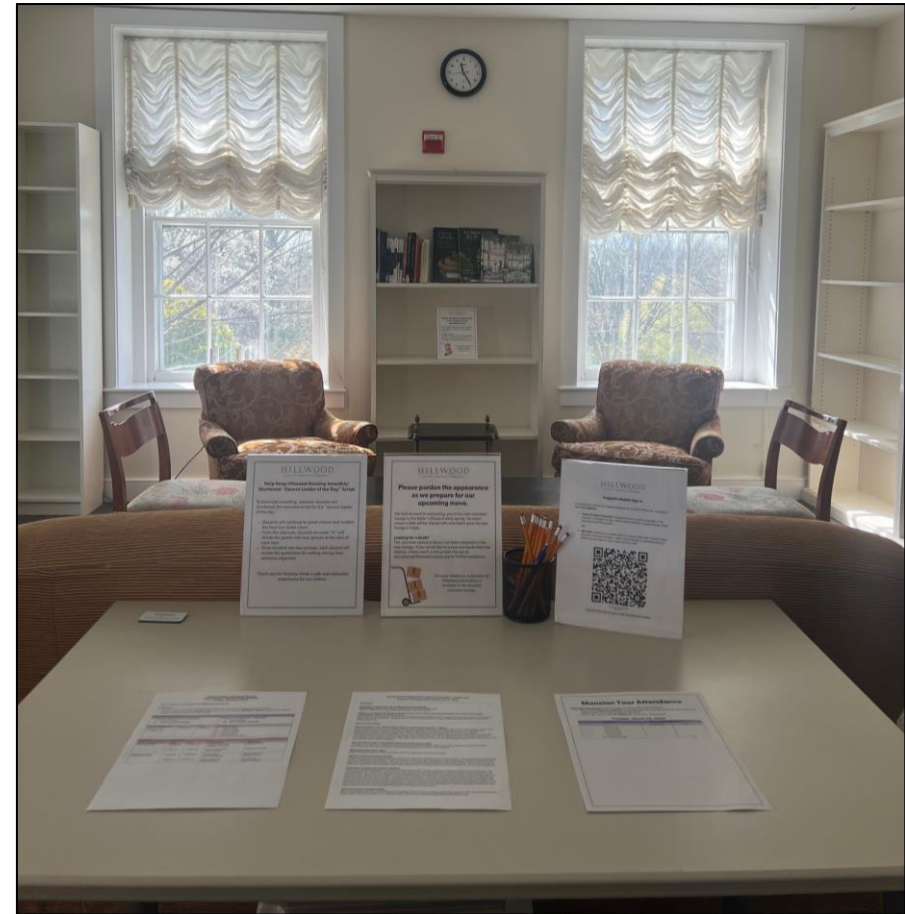


[A link to these resources will be emailed.](#)

Mansion Volunteer Lounge

Volunteer Lounge

- ❑ Displays the daily schedule and other day-of materials for volunteers
- ❑ Sign-in computer
- ❑ Educational resources
- ❑ Break area for all volunteers



Current volunteer lounge located on the 2nd floor of the mansion

Opening Soon: New Volunteer Lounge



Butler's House

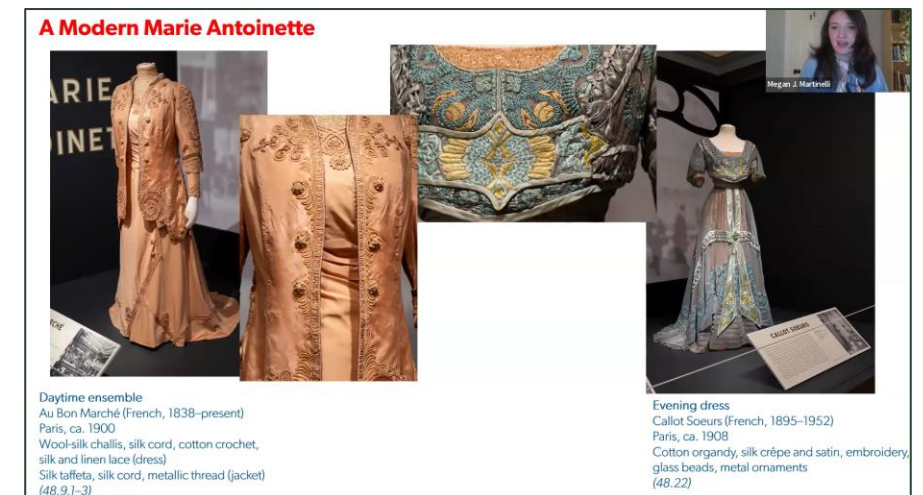
A new volunteer lounge will be opening in Spring 2024 in the Butler's House, adjacent to the cutting garden. This will serve as a central location for all volunteers to reconnect with one another, recharge during breaks, and access the volunteer library resources.

Until the new lounge is completed, volunteers will continue to utilize the existing volunteer lounge located on the second floor of the mansion until further notice.

Educational Resources

Volunteer Education

- Volunteer business meeting
- Curator-led lectures
- Horticulture-led lectures and plant ID walks



Volunteer Newsletter

Hillwood Estate, Museum & Gardens | [View in browser](#)



Please enjoy reading this month's volunteer newsletter featuring news and updates from the Hillwood staff.

APRIL 2024 SCHEDULE

The April 2024 schedule is now open to all interpretation volunteers in Volgistics, complete with private tours and special events. Please log in to your [Volgistics account](#) to schedule your shifts. If you have any changes or questions regarding the volunteer schedule, please continue to contact volunteers@hillwoodmuseum.org. Thank you.

[Log into Volgistics](#)

SAVE THE DATE: VOLUNTEER APPRECIATION RECEPTION

Join your fellow volunteers and Hillwood staff for a spring reception in your honor on **Monday, May 20 from 5-7 p.m.** The event will take place in-person under the C.W. Post center tent. An online invitation will be emailed in April. We eagerly look forward to gathering together and celebrating your collective contributions to Hillwood.

NEW VOLUNTEER OPPORTUNITY: FAMILY ART VOLUNTEERS

A volunteer newsletter is emailed on the 11th of each month (when round 3 opens) and includes:

- Articles written by staff
- News, reminders, and updates regarding the visitor experience, Hillwood operations, and the volunteer program
- Links to lecture videos
- And much more!

Volunteer Website

HILLWOOD
ESTATE, MUSEUM & GARDENS
Volunteer Website

VOLGISTICS EDUCATIONAL RESOURCES ONBOARDING VOLUNTEER NEWSLETTER LECTURE VIDEOS EVENTS

Opening March 26 | Second Floor Gallery: Understanding Post's Legacy
Jordan Hansen - March 25, 2024 - Welcome
We are delighted to announce that the newly designed Second Floor Gallery: Understanding Post's Legacy will officially open to the public tomorrow, Tuesday, March 26. In connection with this fresh...
Continue Reading >

Now Available: March 2024 Newsletter
Jordan Hansen - March 11, 2024 - Welcome
Be sure to read this month's newsletter and catch up on the following topics: April 2024 Schedule OpenSave the Date: Volunteer Appreciation ReceptionNew Volunteer Opportunity: Family Art VolunteersMansion Update and Exhibition...
Continue Reading >

Date Change: Day of Horticulture now on March 11
Jordan Hansen - February 28, 2024 - Welcome

Search
Search

Recent Posts

Opening March 26 | Second Floor Gallery: Understanding Post's Legacy

Now Available: March 2024 Newsletter

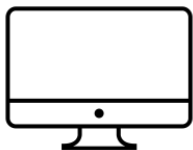
Date Change: Day of Horticulture now on March 11

"Marjorie Merriweather Post's Paris"

Now Available: February 2024 Newsletter

Events

- News/updates
- Lecture recordings
- Exhibition label text and display information
- Past garden and mansion docent training materials
- Helpful links:
 - Volgistics
 - Hillwood's main website
 - Online collection database



volunteer.hillwoodmuseum.org

Archives & Special Collections

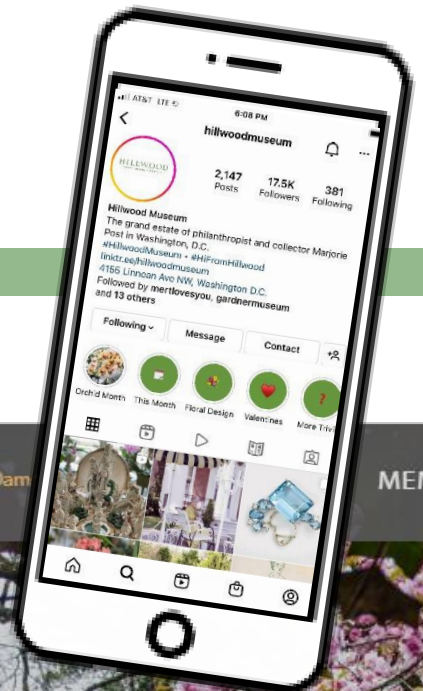


Reading room

Collections & Research Center

- ❑ Located below the visitor center parking deck.
- ❑ View the library catalog at library.hillwoodmuseum.org.
- ❑ Hillwood's collections are non-circulating.
- ❑ Researchers are invited to call 202.243.3953 and make an appointment.

Follow Us Online!



HILLWOOD
ESTATE, MUSEUM & GARDENS

VISIT

MUSEUM

GARDENS

EVENTS & PROGRAMS

EXHIBITIONS

Next open: Friday 10:00am

MEMBERSHIP

Estate

Founded by Marjorie Post

HOW IT ALL BEGAN →

Museum

The mansion that became a museum

EXPLORE THE COLLECTION →

Gardens

Thirteen Acres of Formal Gardens

SPRING IS FABULOUS →

Next Steps

Mansion Tours

- The third, and final, phase of your training is to attend a mansion tour this week, from March 27-31.
- Tours available this week:
 - ▣ 11:30 a.m. & 1:30 p.m., Wednesday-Sunday
 - ▣ 3:30 p.m., Friday-Sunday
- If you have not already done so, please email volunteers@hillwoodmuseum.org your availability for mansion tours.



After Mansion Tours: Next Steps

To begin volunteer service, you will receive an email with the following next steps:

Complete Volunteer Acknowledgement Form

- Emailed via DocuSign

Log into Volgistics

- Complete volunteer profile.
- Sign up for shifts in April calendar.
- Email volunteers@hillwoodmuseum.org your first two shift dates.

Read/Watch Orientation Resources

- Review volunteer handbook, VSV guidelines, recommended readings, etc.

Share Your Feedback

- Please contact volunteers@hillwoodmuseum.org with any insights and take aways from your volunteers shifts.

Volunteer Opportunity: Family Art Volunteers

- All active volunteers are invited to apply for our Family Art Volunteer (FAV) role.
- FAVs play a key role in facilitating art-making activities for families and adults at our public programs.
- FAVs commit to serving four, four-hour shifts during art workshops. These shifts occur about 10 days a year, on Fridays, Saturdays, and Sundays.
- Deadline is Sunday, March 31.



Family Art Volunteers in action!

Staff Contacts



For questions or changes regarding the volunteer schedule or program, please email:

volunteers@hillwoodmuseum.org

Lisa Leyh

Head of Volunteer and Employee Engagement

Jordan Hansen

Volunteer Programs Coordinator

QUESTIONS?



Detail image of Pavilion floor