
Hillwood Volunteer Handbook

Hillwood Estate,
Museum & Gardens

Updated March 2025



Dear Volunteer,

Welcome to Hillwood Estate, Museum & Gardens! From the captivating life of Marjorie Merriweather Post to the superbly maintained mansion and gardens, the Hillwood experience delights our thousands of visitors. We are 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. We are committed to fostering a culture of diversity, inclusion, equity, and access, ensuring that everyone feels welcome and valued. Our vision is to provide “current audiences with a visceral sense of a dynamic life and inspiration for their own endeavors.” Everything we do must be relevant to the widest community possible. The more we work together to achieve this vision, the more we progress as individuals and as an organization.

Your knowledge and efforts help distinguish Hillwood Estate, Museum & Gardens from other institutions. We recognize this and, in return, strive to provide a volunteer experience that nurtures an individual’s interest and generates personal satisfaction. We also stress the importance of self-care, as your well-being is crucial to fulfilling our mission effectively.

Maintaining good two-way communication is essential to the successful operation of Hillwood Estate, Museum & Gardens. If any stated policy is not clear, or if you have any questions, feel free to approach your volunteer supervisor, assigned department head, or the People & Culture department. Our goal is to provide you with timely and comprehensive answers to your questions.

We are continually searching for new and better ways to deliver an exceptional experience to our visitors and members and to offer a supportive environment that fosters inclusion among the volunteer cohort. Your fresh perspectives are important to this process and are key to the museum’s growth. Please feel free to share your thoughts about improving Hillwood.

I am pleased that you have chosen to be a part of the exciting world of Hillwood Estate, Museum & Gardens. I believe there is no better place to be inspired, to grow, and to prosper.

Best regards,

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

Kate Markert
Executive Director

Hillwood Estate, Museum & Gardens Volunteer Handbook

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Welcome

Welcome to Hillwood Estate, Museum & Gardens! We are delighted that you have chosen to join our organization and hope that you will enjoy your volunteer role with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to deepen your volunteer experience and further the goals of Hillwood Estate, Museum & Gardens.

You are joining an organization that has a reputation for outstanding leadership, innovation, and expertise. Our employees use their creativity and talent to invent new solutions, meet new demands, and create an experience for our visitors that honors the legacy of Marjorie Merriweather Post. With your active involvement, creativity, and support, Hillwood will continue to achieve its goals. We sincerely hope you will take pride in being an important part of Hillwood's success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your volunteer supervisor or to contact the People & Culture department.

About this Handbook

Hillwood Estate, Museum & Gardens ("Hillwood Estate, Museum & Gardens" or "Hillwood") believes in promoting an atmosphere collegial professionalism, where all can work and communicate productively and constructively. This Hillwood Volunteer Handbook (the "Handbook") reflects that thinking. This document is intended to serve as a guide for your volunteer service at Hillwood, providing you with general information about Hillwood's workplace policies. These policies review some of the expectations Hillwood has of its volunteers and staff, including certain volunteer procedures and conditions, as well as some of the benefits provided to volunteers. However, it would be nearly impossible to review every element of every policy and benefit in this document, or every possible scenario and outcome.

This Handbook supersedes all prior policies (whether written or oral, express or implied) which in any way contradict with the policies herein. However, this document is not intended to supersede any individual written volunteer agreement between any volunteer member and Hillwood, or any law providing individual benefits or protections in the workplace. If you find that such a conflict or discrepancy exists, please contact the People & Culture department.

Please note that this Handbook does not constitute a contract of any kind, nor is it intended to create any contractual obligations for Hillwood, including but not limited to a promise for any benefit. This Handbook does not alter the at-will status of a volunteer's service with Hillwood or create the promise of any continued volunteer placement.

The policies and procedures set forth herein are intended as general guidelines - specific situations may call for handling a matter in a manner different from that described herein. As such, Hillwood reserves the right to interpret the content of this Handbook, to deviate from the policies herein, to apply policies at its discretion, and to take action regarding volunteer matters in a manner not otherwise covered by a policy herein. Hillwood reserves the right to modify, rescind, suspend, delete or add to the policies/provisions of this Handbook at any time in its sole and absolute discretion. While Hillwood will attempt to communicate Handbook or other policy changes in a timely fashion, such notice of changes is not guaranteed.

Volunteers who fail to comply with the policies and procedures listed in this Handbook may be subject to disciplinary or other corrective action, up to and including immediate termination of

volunteer service. Hillwood, in its sole discretion, may decide whether a circumstance warrants such corrective action and, if so, what action to take.

About Hillwood Estate, Museum & Gardens

Marjorie Merriweather Post

Marjorie Merriweather Post (1887–1973) was a pioneering business executive, engaged citizen, generous philanthropist, and distinguished collector.

As the heir to the Postum Cereal Company founded by her father Charles William (C.W.) Post in 1895 in Battle Creek, later General Foods, Marjorie Post was among the wealthiest women of her time. She exerted a strong hand in the business affairs of her company long before women appeared in major corporate boardrooms. Post also dedicated her intense focus to collecting art, amassing an exquisite 18th-century French decorative art collection and the most comprehensive collection of Russian imperial art outside Russia.

Post obtained part of her Russian imperial art collection while married to Joseph E. Davies, the U.S. ambassador to the Soviet Union (1936–38) and to Belgium (1938–39). Acquired in Russia where these objects were sold by the authorities in state-run shops (mainly Moscow and St. Petersburg), Ukraine (Kyiv), Poland, Latvia, Estonia, and Finland, they illustrate their different cultures and ties to places in Western Europe, where Post found many pieces in the same years, especially Paris and London.

Marjorie Post continued to collect art for the rest of her life and made significant charitable contributions, through causes that fed the hungry, aided international war relief efforts, educated America's youth, and supported the arts.

In 1955 Post purchased Hillwood as her spring and fall residence, spending winters in Palm Beach, Florida, at Mar-A-Lago and summers at Camp Topridge in the Adirondack Mountains of New York. She spent two years renovating and expanding Hillwood, creating a home that would suit her lifestyle while also serving as a museum for her extraordinary art collection.

Post made provisions to bequeath her Washington, D.C., home and collections for the enjoyment and education of future generations. Hillwood opened as a public institution in 1977 and today offers a gracious and immersive experience unlike any other. Highlights of the collection include Fabergé eggs, Russian porcelain, Russian orthodox icons, Beauvais tapestries, and Sèvres porcelain, an extensive library and Post's personal archives and collection of apparel, accessories, and jewelry. Thirteen acres of enchanting formal gardens include a Japanese-style garden, rose garden, French parterre, and an orchid-filled greenhouse.

Hillwood remains Post's most important legacy, and the artistry of its collections, beauty of its gardens, and graciousness of its founder continue to inspire and inform visitors. Today, Hillwood is vibrant with special exhibitions, programs and events, and garden displays

The Museum

Hillwood gratefully acknowledges the Nacotchtank (also documented as the Anacostian, Anaquashtank, and Nacsotine), Piscataway, and Pamunkey, the Native peoples on whose ancestral lands we are located.

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 Marjorie Post life story, her world-renowned collections of French and Russian imperial 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 and philanthropist's home and estate—where presidents, heads of states, 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.

While Washington is replete with museums, both federal and private, Hillwood Estate, Museum & Gardens 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 Estate, Museum & Gardens 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.

Hillwood Estate, Museum & Gardens Standard

First and foremost, you are volunteering at an accredited institution that has high expectations for your conduct and performance. Hillwood is a non-profit 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.

Hillwood upholds the highest standards of integrity and ethical conduct. Obeying the law, both in letter and in spirit, is the foundation of our operational success. Hillwood expects each person to do what is right. All volunteers are expected to comply with the relevant laws, rules, and regulations associated with their volunteer service and standards of conduct.

Anti-racism is the *active* process of identifying and eliminating racism by changing systems, organizational structures, policies and practices and attitudes, so that power is redistributed and shared equitably. As such, Hillwood is committed to an on-going evaluation of our operations and to responding in ways that help Hillwood become a place reflective of our broader community where all people have a voice. As Hillwood takes steps to challenge systems and recognize our participation in those systems, we welcome the partnership of volunteers to address systemic racism within the workplace. Volunteers are encouraged to speak with their leaders about issues of race and racism and are invited to participate in museum sponsored education.

Organizational Structure

Hillwood Estate, Museum & Gardens is governed by a board of trustees guided by mandates codified in Marjorie Post's will. The board is comprised of distinguished members of the local and national community. The board is supported by a non-voting advisory council. The Hillwood staff consists of approximately 130 employees and more than 350 active volunteers under the leadership of an Executive Director, working through a senior management team and department heads.

Mission, Vision and Core Values

Mission Statement

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

Vision Statement

To be a welcoming, vibrant, and inspirational oasis for all.

Core Values Statement

Our values flow from our founder Marjorie Merriweather Post.

- **Appreciation of Beauty:** We are dedicated to recognizing and celebrating beauty in all its forms. Our commitment to aesthetic excellence reflects our belief that beauty enriches lives and fosters a deeper connection with the world around us.
- **Inclusiveness:** By working together, we cultivate a community that values diversity, where everyone feels welcome, heard, and empowered to contribute, enjoy, and thrive.
- **Excellence:** We uphold the highest standards by combining innovation with expertise, pushing boundaries to facilitate learning and deliver exceptional results.
- **Inspiration:** We are driven by the desire to inspire fulfillment and joy. We aim to spark creativity and motivation in those we touch, infusing our work with enthusiasm and passion.
- **Sustainability:** We are committed to resource efficiency and climate consciousness, striving to minimize our environmental impact while promoting a culture of responsibility and innovation for future generations.

Hillwood's Mandate

To preserve, interpret, and present Marjorie Merriweather Post's twenty-five-acre estate museum and gardens for the enjoyment of the public and to inspire future generations. Hillwood comprises important collections that include but are not limited to Russian imperial art, French decorative arts, costumes, textiles, jewelry, as well as gardens and woodlands. Hillwood continues Post's legacy by being a voice in history; women's empowerment; philanthropy; community and social involvement; healthy lifestyles; interior design; Russian imperial art and culture; French decorative arts and culture; costume, jewelry and textile design; ecological and ornamental horticulture; and garden design.

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 or a member of the volunteer management team.

Equal Opportunity

Hillwood Estate, Museum & Gardens is an equal opportunity employer and is committed to providing a workplace which is free from discrimination on the basis of race, color, national origin, sex or gender, sexual orientation, gender identity or expression, marital status, religion, age, disability, personal appearance, genetic information, family responsibilities, political affiliation, matriculation, credit information, or service in the military, and any other characteristic protected by applicable federal or District of Columbia laws.

Hillwood Estate, Museum & Gardens expressly prohibits any form of unlawful discrimination based on any of the characteristics mentioned above. Volunteers with questions or concerns about equal employment opportunities in the workplace, including discrimination, are encouraged to bring these issues to the attention of the Director of People & Culture.

Policy Against Harassment

Harassment based on any characteristic protected by law (race, color, national origin, sex or gender, sexual orientation, gender identity or expression, marital status, religion, age, disability, personal appearance, genetic information, family responsibilities, political affiliation, matriculation, credit information, or service in the military, and any other characteristic protected by applicable federal or District of Columbia laws) is form of discrimination, is illegal and is prohibited under this policy. Hillwood has a zero-tolerance policy regarding any form of harassment.

We recognize and respect that individuals may process, communicate, and engage in different ways, and we expect all staff, volunteers, and visitors to honor these differences. Harassment or discrimination of any kind, including based on neurological differences, will not be tolerated.

It is Hillwood Estate, Museum & Gardens' policy to provide a work environment free of harassment. To that end, harassment of Hillwood's staff or volunteers by management, supervisors, coworkers, or non-employees who are in the workplace is absolutely prohibited. Hillwood Estate, Museum & Gardens will take all steps necessary to prevent and eliminate unlawful harassment.

Definition of Unlawful Harassment

"Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment or volunteer opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on any characteristic protected by applicable law. Harassment may also take the form of verbal or written statements (e.g., derogatory comments, slurs, or jokes), whether spoken or written in an email, text, social media post or elsewhere; gestures, cartoons, pictures, posters, pranks, intimidation, physical assaults or contact, violence, intentional blocking or impeding or interfering with movement and work, or other conduct or communications.

Definition of Sexual Harassment

While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment. Sexual harassment may involve individuals of the same or different sex and may include a range behaviors including, for example: words, signs, jokes, pranks, sexual propositions, sexual innuendo, suggestive comments, foul or obscene language, intimidation, physical contact, or violence.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not;
- Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, comments about an individual's sexual activity, deficiencies, or prowess;
- Displaying sexually suggestive objects, pictures, or cartoons;
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments;
- Inquiries into one's sexual experiences; *and*

- Discussion of one's sexual activities.

All Hillwood staff, and particularly leaders, have a responsibility for keeping our work environment free of harassment. Conduct that takes place outside of the physical workspace but impacts the workplace is subject to this policy. Hillwood's policy endeavors to protect staff and volunteers from harassing behaviors by others and includes any vendor or other third party with whom staff and volunteers interact as a result of their employment or volunteer service.

Reporting Harassment

If any staff member or volunteer feels that this policy has been violated, they should promptly report it. Hillwood strongly encourages victims, witnesses or anyone else with any knowledge of harassment to report the incident(s) immediately, whether the harassment was perpetrated by another staff member, contractor, volunteer, or other third party interacting with Hillwood staff. Incidents must be reported to People & Culture, the Executive Director or the compliance email at compliance@hillwoodmuseum.org right away, or any other member of the leadership team with whom the staff member or volunteers feels comfortable.

Additionally, staff and volunteers may communicate directly with the alleged harasser to convey that the behavior is unacceptable, offensive or inappropriate, but are not required to do so. Hillwood likewise encourages its staff and volunteers to help promote a safe environment by letting colleagues know when their conduct is inappropriate, even when you are not the subject or victim or otherwise offended by the conduct. In any event, it is essential, however, that staff and volunteers who become aware of an incident of harassment, whether by witnessing the incident or being told of it, must promptly report it. We want to help every person feel safe at work, and we cannot help fix a problem we do not know about. Failure to report conduct prohibited under this policy may be considered a violation of this policy.

All complaints of harassment will be investigated as appropriate to the situation and may include interviewing anyone involved or anyone who may have information about the situation. Investigations will be handled with discretion, maintaining confidentiality to the extent possible. If it is determined that there has been a violation of this policy, Hillwood will take prompt corrective action and determine the appropriate remedy, which will be commensurate with the nature of the violation. Anyone found to be engaging in any type of unlawful harassment will be subject to disciplinary action, up to and including termination of employment or volunteer service.

Where the conduct involves sexual abuse (which includes sexual assault, sexual exploitation, or sexual injury), or any form of violence or threat of violence, Hillwood will involve the appropriate authorities.

Non-Retaliation

Hillwood does not tolerate retaliation against anyone who, in good faith, initiates or participates in a complaint of possible harassment. Staff or volunteers who retaliate or attempt to retaliate will be subject to discipline, up to and including termination of employment. Staff and volunteers are required to cooperate in investigations and follow the instruction of People & Culture during such investigations. Any staff member or volunteers, who feels they have been retaliated against, should contact People & Culture, the Executive Director or the compliance email at compliance@hillwoodmuseum.org right away.

Reasonable Accommodations

Consistent with our policy against discrimination, Hillwood complies with the applicable provisions of federal and District of Columbia laws regarding accommodations for any staff member or volunteer with disabilities, pregnancy-related conditions, and bona fide religious beliefs. If staff or volunteers believe they may need reasonable accommodations as outlined below, they are encouraged to discuss the matter with the People & Culture department.

Persons with Disabilities

Upon a staff member's or volunteer's request, Hillwood will reasonably accommodate a qualified staff member with a disability so that they can perform the essential functions of the job, unless doing so (i) causes a direct threat to any individual in the workplace (including the disabled person), or (ii) if the accommodation causes an undue hardship to Hillwood. This policy is not intended to afford staff or volunteers with rights any greater than those that already exist under applicable law.

Pregnancy-Related Conditions

Upon a staff member's or volunteer's request, Hillwood will make reasonable accommodations wherever necessary for all employees and volunteers whose ability perform job duties is limited because of pregnancy, childbirth, breastfeeding, or a related medical condition. If employees or volunteers believe they may need accommodations under this policy, they are encouraged to discuss the matter with the People & Culture department.

Sincerely Held Religious Beliefs

Upon a staff member's or volunteer's request, Hillwood will make a reasonable accommodation for staff or volunteer whose sincerely held religious belief, practice, or observance conflicts with a work requirement, unless doing so would pose an undue hardship on Hillwood.

Names/ Pronouns

All staff members and volunteers have the right to be addressed by the name and pronoun that corresponds to their gender identity. Volunteers can make their preferred name and pronoun known by reaching out to the volunteer management team. A court-ordered name or gender change is not required. The intentional or persistent refusal to respect staff's or volunteer's gender identity (for example, intentionally referring to the volunteer by a name or pronoun that does not correspond to the volunteer's gender identity) can constitute harassment and is a violation of this policy. If you are unsure what pronoun a coworker or volunteer might prefer, you can politely ask your colleague how they would like to be addressed. Volunteers comfortable sharing their pronouns with others may introduce themselves with their preferred pronouns.

Lactation/Nursing Mothers

Staff and volunteers who are nursing will be provided with reasonable breaks to express breast milk as frequently as needed for up to one year after the birth of a child. Hillwood will provide a place for the break, other than a bathroom, that is shielded from view and free from intrusion. Staff and volunteers will not be retaliated against for exercising their rights to this policy.

Open Door Policy

Hillwood strongly believes in an open-door, open-communication policy, as it is an important benefit to both Hillwood and its staff and volunteers. Hillwood encourages those with workplace conflicts to try to resolve the issue with the other person(s) involved, if appropriate under the circumstances.

If you have problems or concerns regarding this Handbook or any workplace issue, you are encouraged to come forward and discuss them with your supervisor in order to resolve the issues quickly and efficiently. If your immediate supervisor is not able to satisfy your questions regarding the interpretation or application of this manual or any other workplace issue or if you would prefer not to discuss the matter with your supervisor, you should contact the People & Culture department and/or send an email to the compliance email at compliance@hillwoodmuseum.org.

Reporting Violations of Law or Policy

Hillwood expects all of its staff and other agents to act in accordance with applicable policies, laws and regulations, and to observe high standards of business and personal ethics in their conduct and execution of duties and responsibilities. Accordingly, to the extent any staff member or volunteer believes, in good faith, that Hillwood's policies, practices or procedures are inconsistent with any applicable rule, law or regulation, that person is encouraged to bring their concern to a supervisor or the People & Culture department and/or send an email to the compliance email at compliance@hillwoodmuseum.org.

Hillwood also encourages staff and volunteers to report any violation of a policy, violation of law, or other conduct by an individual in the Hillwood community which jeopardizes the safety of any other community member, or which is otherwise inappropriate. This policy is intended to supplement, but not replace, the complaint or reporting procedures listed elsewhere in this Handbook, including but not limited to procedures related to reporting harassment. Our goal is to ensure that each staff member and volunteer has adequate options for reporting violations of policy or law, in an effort to create a safe space for reporting, which, in turn, promotes an overall safe environment for all Hillwood staff and volunteers.

Every effort will be made to address the concern within a reasonable period of time while preserving the confidentiality and privacy of those involved to the extent possible. Disclosure of information may be necessary to address the concern, including as part of an investigation or review. Depending on the nature of the incident and outcome of the investigation, if any, Hillwood will determine the commensurate corrective or other responsive action.

Retaliation Prohibited

Hillwood strictly prohibits any form of retaliation against anyone who, in good faith, report concerns under this or any reporting policy in this Handbook. Any incidents of retaliation should be reported immediately.

Conflicts of Interest

Hillwood Estate, Museum & Gardens expects all staff members and volunteers to conduct themselves and museum business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real, potential and perceived conflicts of interests.

Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. Hillwood Estate, Museum & Gardens recognizes and respects the individual right to engage in activities outside of employment and volunteer service which are private in nature and do not in any way conflict with or reflect poorly on the museum. However, a conflict of interest exists when staff and volunteers use their position, responsibilities, or connection with Hillwood for

personal gain apart from the normal rewards of employment and volunteer service. A conflict also exists when a staff member or volunteer engages in behavior that compromises Hillwood's mission.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises where there is a potential conflict of interest, staff and volunteers should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Speculating on or dealing in materials, equipment, supplies, services, or property purchased by Hillwood.
2. Participating in civic or professional organization activities in a manner that divulges confidential museum information.
3. Engaging in political participation and lobbying activities in a manner that jeopardizes Hillwood's status as a non-profit under the 501(c)(3) IRS Regulations.
4. Misusing privileged information or revealing confidential data to outsiders.
5. Using one's position in the museum or knowledge of its affairs for personal gains.
6. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of museum business.

Ethics Guidelines:

- **Always obey the law and our policies.** Strive to live up to our values and ethical principles.
- **Never compromise on integrity.** It is OK to deny a request if you can't do it legally and ethically. Don't let the pressure to succeed make you do things you know are wrong.
- **Just say no.** It's also OK to refuse to follow directions that are illegal or unethical, it's required. No Hillwood leader has the authority to make you violate the law, our code, policies or ethical principles.
- **Make good choices.** Use our values and ethical principles as decision filters. When you aren't sure of the right course, ask for help.

Confidential Information

Respecting the privacy of our visitors, donors, members, staff, and volunteers, itself is a basic value of Hillwood.

Employees, volunteers, and board members of Hillwood Estate, Museum & Gardens may be exposed to information, which is confidential and/or privileged and proprietary in nature. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director. Care should also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

It is the policy of Hillwood that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to

return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including termination.

Communications with Third Parties

Consistent with Hillwood's Confidentiality policy, above, and in the absence of validly issued court order, staff and volunteers are under no obligation to communicate with any outside parties, attorneys or legal counsel regarding any information learned in the context of their employment or volunteer service, when solicited to do so by such party/person, unless asked or directed to do so by Hillwood, in their role at the museum. Our primary goal in developing this policy is to safeguard privacy. If you have any questions regarding when you should or should not or may or may not respond to a request for information, please refer to the specific policies below and direct your inquiries to the Communications Director. More specific guidance, regarding attorney, media, and employment verification inquiries, can be found below.

Attorneys/Legal Counsel

The purpose of this policy is to provide staff and volunteers with guidance in the event an attorney or their agent contact Hillwood staff members or volunteers. Hillwood wants to protect its staff, volunteers, and other community members, maintain confidentiality, coordinate responses and avoid unnecessary involvement in personal disputes. Any call, letter, or other form of communication from legal counsel received by staff or volunteer related to their duties at Hillwood or information to which they have access to as staff member or volunteer at Hillwood should be directed to the Director of External Affairs, even questions as seemingly innocuous as whether the counsel can send a communication via facsimile/email.

Unless specifically authorized by the Director of External Affairs, no staff member or volunteer has the authority to speak to such outside counsel on any issues related to information obtained through their employment or volunteer service at Hillwood. This provision is not intended to restrict any staff member's or volunteer's right to engage in any activity protected under the law, including discussing the terms and conditions of employment to the extent such speech is protected under the National Labor Relations Act ("NLRA"), or to participate in an investigation with the Equal Employment Opportunity Commission.

Media Inquiries

Unless specifically authorized by the Director of External Affairs or their designee, no staff member or volunteer has the authority to speak to news media (regardless of whether the medium is commercial or independent) on behalf of Hillwood. If a staff member or volunteer is without specific authorization from the Director of External Affairs and is contacted by the media, they should refer the media representative to the Director of External Affairs.

Workplace Safety

Drug, Tobacco and Alcohol-Free Workplace

It is the policy of Hillwood Estate, Museum & Gardens to maintain a drug- and alcohol-free work environment that is safe and productive for staff and others having business with the museum. It is a violation of this policy for any staff member or volunteer to:

- To use, possess, trade, offer to sell, offer to buy or sell any illegal drugs, or to otherwise engage in the use of illegal drugs, at any time, whether on or off the job;
- To use prescription drugs or other over-the-counter drugs in a manner that is illegal at any time, whether on or off the job;
- To report to work impaired by any substance;
- To use any tobacco, tobacco-related, or tobacco-derivative product (including but not limited to cigars, chewing tobacco, dipping tobacco, e-cigarettes/vaping of any kind) anywhere on Hillwood Property.

Nothing in this policy precludes the appropriate use of any prescribed medications. However, reporting for work impaired by any prescribed or abusive use of a prescription medication, including but not limited to medical marijuana, is strictly prohibited. Any staff member or volunteer taking prescribed medications which may impair their ability to work, for whatever reason, should inform their supervisor as soon as possible.

However, in circumstances where the consumption of alcoholic beverages is a customary part of the activity or situation, exceptions can be made to this policy. At all times, staff and volunteers are expected to exercise good judgement and moderation in terms of alcohol consumption.

Any staff member or volunteer violating this policy is subject to discipline, up to and including termination, for the first offense.

Workplace Violence Prevention

Hillwood Estate, Museum & Gardens is committed to providing a safe, violence-free workplace for our staff and volunteers. Due to this commitment, we discourage staff and volunteers from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any staff member or volunteer will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at museum-sponsored functions.

At Hillwood Estate, Museum & Gardens, staff and volunteers bear the responsibility of keeping our work environment free from violence or potential violence. Any staff member or volunteer who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or the People & Culture department or email at compliance@hillwoodmuseum.org. All threats will be promptly investigated. No staff member or volunteer will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against Hillwood, its staff, volunteers, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will

be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Unless employed in a position of security, Hillwood Estate, Museum & Gardens prohibits the possession of weapons on its property at all times, including our parking lots or Hillwood vehicles. Additionally, while on duty, staff and volunteers may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, for horticultural uses and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any staff member or volunteer violating this policy is subject to discipline up to and include dismissal for the first offense.

Hillwood reserves the right to inspect all belongings of staff on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on Hillwood property. In addition, Hillwood Estate, Museum & Gardens may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations at any time and may remove all museum property and other items that are in violation of museum rules and policies.

Infectious Disease Policy

According to the federal Centers for Disease Control, emerging infectious diseases are new infections resulting from changes or evolution of existing organisms, known infections spreading to new geographic areas or populations, previously unrecognized infections appearing in areas undergoing ecologic transformation, old infections that are reemerging because of antimicrobial resistance in known agents, or breakdowns in public health measures. These include influenza, COVID-19, staph infections, and the Ebola and Zika viruses. This policy outlines specific steps that Hillwood takes to safeguard staff and volunteer health and well-being during widespread outbreaks of infectious bacterial or viral diseases, while ensuring Hillwood's ability to maintain essential operations.

Hillwood takes a number of steps to minimize, to the extent practicable, exposure to infectious diseases in the workplace. As appropriate, Hillwood recommends measures that staff and volunteers can take to protect themselves outside the workplace and encourages staff members and volunteers to discuss their specific needs with a physician or other appropriate health or wellness professional.

Hillwood expects staff members and volunteers who contract an infectious disease or are exposed to infected family members or other people to stay home and seek medical attention if needed. Hillwood also expects these staff members and volunteers to notify the People & Culture team and their manager as soon as possible of their exposure or illness. Hillwood approves the installation or use, wherever possible, of improved equipment or cleaning methods to guard against the spread of infection at the workplace. This includes steps to take if exposure is suspected; proper use of Hillwood-provided personal protection equipment; and proper hygiene in the workplace and at home.

Commitment to Safety

Protecting the safety of our employees, volunteers, and visitors is the most important aspect of running our business.

All staff members and volunteers have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when

any health or safety issues are present. Good health and safety practices are a responsibility of all Hillwood staff and volunteers. The participation and cooperation of each person is essential to an effective program.

Management Responsibilities

- Empower staff and volunteers to think safely, provide proper safety equipment and training and provide a safe working environment.
- Ensure hazards are identified, accidents investigated and corrective actions are taken to prevent reoccurrence of hazardous conditions or behaviors.
- Ensure each staff member and volunteer are competent to complete tasks safely.
- Ensure PPEs are available and are used by staff members and volunteers.
- Establish clear, easy to follow safety rules and enforce them.
- Set a good example in following safety rules.

Staff and Volunteer Responsibilities

- Follow all health and safety rules, policies, safety standards and training you receive.
- Take personal responsibilities for their actions. If something is not safe, do not do it.
- Report all work related illness and injuries promptly to your manager.
- Report all potential health and safety hazards promptly to a manager.
- Always use PPEs in good working condition.
- Participate in safety. Encourage others to be safe, make suggestions to management, and be involved in fixing unsafe conditions.

In the event of an emergency, notify Security for onsite support and guidance and if a life-threatening situation arises, call appropriate emergency personnel by dialing 911 to activate the medical emergency services.

Adverse Conditions

For the purposes of this policy, the term adverse condition is used to describe inclement weather or other factors (e.g., weather, bomb threats, power outage, etc.) that create an actual or potential adverse impact on the delivery of Hillwood's operations.

Hillwood will notify volunteers via email if their scheduled shift is canceled due to adverse conditions, such as inclement weather. Due to the unpredictability of weather conditions there may not always be advanced warning of closings. All staff and volunteers should exercise flexibility and understanding during adverse conditions.

When Hillwood is open and operating normally, volunteers are expected to report to their shift. Volunteers are encouraged to use their best judgment in determining whether to report to Hillwood and/or the timing of their travel based on the conditions in their area. If volunteers are unable or do not feel comfortable traveling to Hillwood during inclement weather, they should notify their supervisor via email or phone.

Standards of Professionalism

Hillwood is committed to a working environment in which all individuals are treated with respect and dignity. Every volunteer is expected to maintain the highest standard of professionalism and act within accepted standards of conduct.

Volunteers are expected to conduct themselves in a professional, respectful, safe, and responsible manner. Professional expectations extend to all aspects of volunteer service and community interaction, including professional relationships, language, and dress. Hillwood's reputation and success are determined by the work that we do and by the people who represent us. Regardless of whether you are interacting with visitors, fellow volunteers, suppliers, staff members, or the public in general, the manner in which you conduct yourself should reflect the standards of professionalism, quality, and integrity embraced by Hillwood.

Where, in Hillwood's sole judgment, a volunteer's performance or conduct does not meet Hillwood's standards, Hillwood may take corrective action, as it deems appropriate. Such action may include discipline, up to and including ending the volunteer relationship.

Worker's Compensation

Hillwood provides workers' compensation. If a volunteer sustains a job-related injury or illness, it is important to notify Security and your volunteer supervisor immediately. Security will complete an injury report with input from the volunteer and return the form to the People & Culture department. People & Culture will file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.

Use of Business Systems

While the business systems are intended to be used primarily for work related reasons, Hillwood permits limited incidental and occasional personal use of its business systems so long as personal use is governed by the rules set forth below. Excessive or improper personal use of Hillwood's business systems may be grounds for disciplinary action, up to and including separation.

- Such use is kept to a minimum during working hours and is not excessive or abused by volunteers;
- Such use does not result in additional costs to Hillwood and does not interfere with Hillwood work; and
- Volunteers understand (and are hereby informed) that all messages transmitted or received on the business systems, of whatever nature, remain fully subject to all of the provisions of this policy (thus, for example, even personal messages constitute the Hillwood's property in which staff have no right of privacy and which may be stored, monitored, or disclosed at any time by Hillwood).

Volunteers may not use the business systems for any inappropriate or unauthorized use, including but not limited to the following:

- For any illegal, fraudulent, or unauthorized purpose;
- To solicit or to address staff or volunteers regarding commercial, religious, political, or non-Hillwood fundraising causes, except when such is done during non-working time;
- To knowingly send, receive, download, store, or post any messages, files, or other materials that are derogatory, defamatory, discriminatory, obscene, pornographic, offensive, sexually oriented, or otherwise inappropriate; to harass, threaten, or intimidate another person; and/or to otherwise violate any other Hillwood policy;
- To disseminate or print copyrighted materials, including articles and software, in violation of copyright laws;

- To send, receive, print, or otherwise disseminate proprietary data, trade secrets, or other confidential Hillwood information in violation of policy or other proprietary agreements;
- To operate a business, usurp business opportunities, solicit money for personal gain, or search for jobs outside Hillwood;
- To disseminate chain letters or jokes.

Volunteers are under a strict obligation to protect Hillwood’s confidential and proprietary information. Hillwood asks that all business systems users exercise great care and caution when transmitting such information over the business systems, to ensure that information is password-protected when necessary and only being sent to the intended recipient.

No Expectation of Privacy

Volunteers should not have any expectation of privacy in their use of Hillwood’s business systems. All communications made using Hillwood’s business systems, including email and internet activity, are subject to inspection by the museum. Volunteers should keep in mind that even if they delete email, voicemail or other communication, a copy may be archived on Hillwood’s systems.

Hillwood reserves the right to override any personal passwords and review information maintained on a volunteers’ account or device. Hillwood may, without notice, monitor internet usage, telephone calls, and email communications, including reviewing frequency, content, files, and related information.

Protecting Hillwood’s Business Systems from Viruses

Volunteers should also be aware that information transmitted through email and the internet is not completely secure or may contain viruses or malware, and information staff transmit and receive could damage Hillwood’s systems as well as the reputation of the museum. To protect against possible problems, delete any email messages prior to opening that are received from unknown senders and advertisers. It also is against museum policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on Hillwood computers. Violations of this policy may result in termination for a first offense.

Software

Hillwood prohibits illegal copying, distribution, reverse assembly, reverse compiling, translation, or alterations to computer software used at Hillwood, whether on a personal computer or the Hillwood’s network. It is also against Hillwood’s policy for any volunteer to load unauthorized software onto a Hillwood device.

Social Media Use

Social media (including but not limited to blogs, forums, and social networking sites, such as X, TikTok, Facebook, LinkedIn, YouTube, Instagram, and SnapChat) provide inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public. Further, in online interactions, volunteers represent Hillwood, sometimes unwittingly. For this reason, all interactions, including those that are electronic, must be kept professional. Therefore, Hillwood has established the following guidelines for employee and volunteer participation in social media, both personal and work-related.

Personal Use of Social Media

Hillwood does not prohibit personal use of social media. Volunteers should be cognizant of what they post in connection with their personal use of social media, if they are representing Hillwood. Volunteers should further remember that Hillwood's policies regarding the protection of confidential information and the prohibition on harassment is equally applicable to personal use of social media that affects the workplace.

Coaching, Counseling, Corrective Action and Dismissal

Coaching and counseling are a normal part of the volunteer process. It is success focused not failure oriented. It is 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.

Volunteer Program Overview

General Standards

Like the board and staff, active volunteers are expected to abide by standards that define and ensure excellence in public service. A volunteer's goal, as is Hillwood's, is to provide the best possible visitor experience. Volunteers will keep Hillwood's mandate, mission, vision and values statements at the forefront of their endeavors. Commitment to the spirit of these guiding principles is the hallmark of successful volunteers.

In order to move towards our shared goal of providing an exceptional visitor experience, a culture of cooperation and communication is essential. All concerns, questions, issues and/or suggestions pertaining to interpretation at Hillwood, or to your responsibilities as a volunteer, should be directed to the volunteer management team. The only way we can address these issues is through respectful, direct, and open communication.

Volunteers are expected to honor commitments to the institution and to visitors. Together we uphold the landmark tradition Marjorie Post established – treating every visitor with graciousness and courtesy.

The Volunteer Team

With approximately 350+ volunteers serving in a variety of roles, volunteers are an integral part of the Hillwood community. To view a detailed position description for each volunteer role, visit the "Onboarding" section of the volunteer website (<http://volunteer.hillwoodmuseum.org>).

Volunteer Status

There are several categories of volunteer service based on training, years of experience, and extent of volunteerism.

Active Volunteer

Active volunteers serve in any of the volunteer roles offered through Hillwood. All active volunteers serve two to five shifts per month on a fixed or floating schedule. Each volunteer position has a minimum hour requirement and varies depending on the volunteer assignment and season. Volunteers are encouraged to serve additional hours when available and participate in continuing education sessions offered throughout the year.

Docent-in-Training

Docent-in-training applies to those individuals accepted into either the six-month mansion docent course or five-month garden docent course. Docent training programs are offered about every three years, depending on demand. The training program curriculum is adjusted annually to reflect current tour needs and best practices. Demonstrations, structured feedback, and coaching are critical components of the training program. Docents-in-training are required to attend all training sessions, complete all reading and written assignments, and make-up any missed classes. The training program is approximately 40+ hours of class time in addition to independent study hours. Docents-in-training move to active volunteer status upon successful completion of the qualifying tour with the training instructors.

Volunteer on Sabbatical

An active volunteer, with the exception of emeritus category, may request a leave of absence or sabbatical. A leave of absence or sabbatical is defined as an absence from the museum for more than six consecutive months, but less than one year. This request must be made in writing to the volunteer management staff and be approved. Volunteers on leave continue to receive volunteer program correspondence from Hillwood for up to one year. After one year on leave status, the volunteer will be given the choice to resume the responsibilities of an active volunteer or be placed on inactive status. If a volunteer does not communicate their choice to management, they will be automatically placed on inactive status.

Inactive Volunteer

A volunteer, with the exception of emeritus category, will be placed on inactive status if he or she fails to meet their minimum yearly hour requirement, or if they take a leave of absence for longer than one year. Volunteers will be contacted about this status change by the volunteer management staff in writing. During this period, inactive volunteers will continue to receive volunteer program correspondence from Hillwood for up to one year. After one year on inactive status, the volunteer will be given the choice to resume the responsibilities of an active volunteer or be removed from the program. If a volunteer does not communicate their choice to management, they will be automatically removed from the program.

Volunteer Emeritus

In recognition of long-term service, a volunteer in good standing who has met the annual required number of hours of volunteer service for at least 10 years may submit a written request for the status of volunteer emeritus for approval. Emeritus volunteers continue to stay a part of the volunteer community, staying connected through:

- Monthly communication, receiving the volunteer newsletters

- Continuing education resources available on the volunteer website
 - Invitations to volunteer educational programs and the annual appreciation reception
 - Volunteer benefits, such as receiving guest passes to share with family and friends
-

Scheduling & Recording Service Hours

Most volunteers submit their monthly availability through the online scheduling feature in Volgistics, Hillwood's volunteer database. For certain positions, volunteers will work with their assigned supervisor to create a schedule that aligns with both their availability and the needs of the role.

To record service hours, volunteers can:

- Sign in and out for each shift using the QR code or iPad located in the volunteer lounge, visitor center kitchen, or greenhouse. Simply follow the prompts.
- Log hours remotely through the "Service" page in Volgistics.

Attendance logs from training and continuing education sessions, whether in-person or virtual, will be reviewed by volunteer management. Training hours from these sessions are posted by volunteer management, on behalf of those who attended.

For a complete guide on scheduling procedures, recording service hours, and exploring additional Volgistics features, please refer to the Volgistics User Guide.

Service Requirements

Placement and Orientation

Each volunteer shall complete the standard placement and orientation procedures including attending an 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, email address, auto tag number(s), and emergency contact names and numbers. This information will be treated as confidential and will be stored on password-protected volunteer management software.

Membership Encouraged

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. We highly encourage our volunteers, who are able and interested, to maintain an active Hillwood membership, as it enhances their engagement with our organization and strengthens their ambassadorial role.

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>).

Volunteer Benefits

To further deepen engagement with Hillwood, a benefits program was created for volunteers.

Volunteer and Emeritus Volunteer Benefits

- Professional training and resource materials
- A supportive climate where volunteers can perform and grow
- Free admission to the museum during general visitation days
- Use of the Bulter's House volunteer lounge during office hours
- Continuing education and resource materials:
 - Volunteer-only lectures, programs, meetings, and horticulture workshops and tours
 - A monthly newsletter
 - Volunteer website and its extensive collection of Hillwood-related information and a digital lecture archive
 - Volunteer library
- 10 free guest passes per year*
- A 20% discount in the museum shop (regular merchandise) and Merriweather café with volunteer badge*
- Invitation Hillwood's annual volunteer appreciation reception

*Docents-in-training receive these benefits once they have successfully completed the docent training program.

Museum Shop and Merriweather Café Discounts Policy

All active volunteers and emeritus volunteers are eligible for the discount program provided in the museum shop and Merriweather café. Hillwood identification should be presented to the staff prior to the sale or food order to ensure activation of the 20% discount. Discounts in the museum shop apply only to non-sale items. Additional discounts for bulk purchases or special orders are not provided. This benefit is for the volunteer and immediate family members and is not transferable to friends.

Reservations for the café can be made by calling the visitor information office at 202.686.5807 or online through Hillwood's website at www.hillwoodmuseum.org under "Plan Your Visit."

Complimentary Admission for Volunteers and Their Guests

As part of Hillwood's volunteer benefit package, volunteers are welcome to visit the estate free of charge during normal operating hours and receive guest passes for family and friends.

To ensure volunteers and their guests have a smooth and enjoyable experience, please adhere to the following guidelines:

- **Exclusions for Special Events and Programs**
Complimentary admission and guest passes are not valid for special events and programs (i.e., festivals, lectures, workshops, etc.). Reservations for these programs must be made by contacting the Visitor Information Office at 202.686.5807 or info@hillwoodmuseum.org.

- **Group Visits**

If you plan to visit Hillwood with a group of 10 or more people (i.e.: friends, social clubs, or other gatherings), advance reservations are required. To arrange your visit, please contact Hillwood's Group Sales, Special Events & Tourism Manager at 202.243.3914 or grouptours@hillwoodmuseum.org. For more details, visit the "Plan Your Visit" section on Hillwood's website at hillwoodmuseum.org.

Volunteer Lounge and Horticulture Breakroom

The volunteer lounge, located in the Butler's House, and the horticulture breakroom, situated on the lower level of the greenhouse, serve as both communication hubs and designated break areas for volunteers.

The volunteer lounge in the Butler's House also features a non-lending reference library with over 550 titles. This collection reflects the museum's focus on imperial Russian art, 18th-century French decorative arts, and gardens, offering valuable resources for further learning.

Workplace Guidelines and Logistics

Identification & Access

Volunteers are issued a Hillwood nametag, photo ID badge, and lanyard, all of which must be worn at all times while on duty. These identifiers help visitors easily recognize volunteers as sources of information and assistance.

Volunteers also receive an access card, which allows entry through the front and back doors of the Butler's House via card readers, as well as the side entrance of the mansion.

Lost nametags, ID badges, lanyards, or access cards must be reported to the Hillwood volunteer management team immediately. These items are the property of Hillwood and are required to be returned upon exit from the program.

Entering, Driving, Parking

All volunteers should enter Hillwood through the upper gate and can choose to park either along the back railing behind the Merriweather café, C.W. Post Center, and administration building, or along the lower gate drive. Please be mindful of the 15-mph speed limit on the estate and watch for both pedestrian and vehicular traffic.

On rare occasions, Security may direct volunteers to park in a different area upon arrival. Volunteers are expected to follow any parking instructions provided by Security.

Please review the [detailed instructions and map outlining the volunteer parking plan](#), available on the volunteer website.

Dress Code

Hillwood Estate, Museum & Gardens provides a professional work environment for its staff and volunteers. It is important to project a professional image to our donors, visitors, and colleagues. All volunteers are expected to dress in a manner consistent with good hygiene, safety, and good taste. Please use common sense.

Garden docents are subject to environmental conditions, so it is helpful to wear a hat for protection from the sun and comfortable walking shoes. Sun protection for the skin is recommended as well.

Volunteers who work in the gardens and greenhouses should dress safely, comfortably, and in line with the environmental conditions. It is helpful to wear a hat for protection from the sun (all seasons in the greenhouse) and take precautions against sun exposure to the skin as well. Clothing should always be presentable for the public, but volunteers need to be mindful that horticulture activities can soil or damage clothing. In addition, it is necessary to have sturdy footwear that protects the toes, is skid proof, and water resistant.

Any questions or complaints regarding the appropriateness of attire should be directed to the volunteer management staff.

Coats/Personal Belongings

Volunteers are welcome to stow their personal belongings in the designated areas:

- **Bulter's House Volunteer Lounge:** Lockers and a coat closet are available in the volunteer lounge.
- **Visitor Center:** Coat hooks are available in the visitor center kitchen.
- **Greenhouses:** Lockers are available on the lower level near the horticulture break room.
- **Mansion:** Coats and belongings can be stored in the hallway closet across from the Security control room. Staff, visitors, and volunteers may not carry oversized bags or umbrellas through the mansion.