

**Orange County Regional History Center
2025 Volunteer Handbook**

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Section 1

Welcome

It is my pleasure to welcome you to the volunteer corps of the Orange County Regional History Center! By making this commitment, you are joining a very special group of people. Volunteers support our mission in a variety of enriching ways and are essential to helping us make history come alive for our visitors. The work you will do as a volunteer is imperative to our organization.

We look forward to providing you with rewarding responsibilities, exciting challenges, and exclusive benefits while you serve the History Center. In addition to stimulating opportunities to expand your knowledge and inspire others, in recognition of your service, we are happy to provide volunteers with benefits including complimentary membership after 50 hours of service, annual volunteer appreciation events and outings, service milestone awards, and many more!

Since opening in 2000, the History Center has contributed significantly to the cultural education of Central Florida residents, students, and visiting tourists. As the History Center grows, we anticipate many exciting changes and opportunities to better serve our community. We are delighted to have you on board to share in all we plan to achieve!

Thank you for dedicating your time, talent, and energy to the Orange County Regional History Center. We are looking forward to working with you.

Sincerely,

Azela Santana

Azela Santana

Executive Director

Orange County Regional History Center
Historical Society of Central Florida

Introduction

This handbook is designed to introduce you to the History Center and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer, you are provided with a safe work environment, volunteer orientation, necessary job training, supervision, evaluation, and recognition.

In return we expect you to honor your commitment to the History Center, respect staff members, visitors, and other volunteers, and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices, and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or require clarification of the information contained in this handbook, please contact the volunteer coordinator.

History of The Orange County Regional History Center and its private partner, the Historical Society of Central Florida, Inc.

The Orange County Regional History Center is home to the Historical Society of Central Florida's varied and extensive collections and exhibits.

Founded in 1971 as the Orange County Historical Society, its roots go deep into Central Florida's past. It continues a mission begun in 1942, when history supporters opened a small museum in Orange County's earlier 1892 courthouse at Central Boulevard and Magnolia Avenue in downtown Orlando.

In 1971, the Historical Society was organized to raise money for a permanent museum, which opened in Loch Haven Park in 1976. Almost 20 years later in 1995, when a new Orange County courthouse opened, a task force of community leaders unanimously recommended the development of the county's 1927 neoclassic courthouse building as a regional history center.

The result — the Orange County Regional History Center — opened in September 2000 to critical acclaim and national awards, returning downtown at Central Boulevard and Magnolia, where the county's first, small history museum began in 1942. At the same time, the Orange County Historical Society changed its name to the Historical Society of Central Florida, to better reflect its service area.

The renovated 1927 Orange County Courthouse that houses the History Center was designed by Murry S. King, Florida's first registered architect. Murry also designed other significant area buildings, including the nearby Angebilt Hotel and the 1920s Albertson Library that preceded the present-day Orlando Public Library building. Sadly, the 1927

courthouse was King's last project, and he died before construction began, leaving his son, James B. King, to complete the building. Designed in the Neo-Classical style, the five-story building was constructed of Indiana limestone. Many fine features, inside and out, reflect the attention to detail that characterized public buildings in the 1920s.

With great care and precision, the renovations completed for the History Center have blended the best of the past while incorporating modern building codes and innovations.

History Center Mission Statement

To serve as the gateway for community engagement, education, and inspiration by preserving and sharing Central Florida's continually unfolding story.

Vision Statement

We explore the past to deepen our understanding of the world, to evoke empathy, and to inspire action towards a better future.

Philosophy of Visitor Service

We are here to serve our visitors and the community. As you can imagine, an organization that hosts a variety of events and programs is a very complex place. It takes many people doing the right thing to make each event the best experience possible for our visitors.

Our visitors are why we are here! They include people who walk in the door, groups who rent our facilities, and those that visit our website.

Visitors are:

- Individuals who deserve our personal attention
- People who buy our services and donate their own history to us
- Deserving of our consistently courteous and attentive treatment
- The lifeblood of our organization

History Center Guiding Values

- Facilitates active engagement with Central Florida history, collections, and knowledge in ways that transform lives.
- Overcomes barriers to access and inclusion for our entire diverse community.
- Is an essential partner serving to enhance quality of life and to improve cultural and economic impact.
- Serves as the gateway to regional cultural institutions through active collaboration.
- Is recognized by our community and the nation as a leading museum, blazing the trail with innovative and impactful exhibitions and programs.

Museum Information

Since its opening in 2000, the History Center, the largest regional history museum in Florida, has hosted a series of nationally recognized exhibitions, and in 2006 the museum was accredited by the American Alliance of Museums and was awarded National Affiliate Status by the Smithsonian Institution. In 2019, the History Center received the National Medal for Museum and Library Service award from the Institute of Museum and Library Services, it is the nation's highest honor conferred on museums and libraries for service to the community.

The History Center takes visitors through interactive exhibitions spanning the past several thousand years and features educational programs, galleries for rotating exhibitions, rental space for events, and an outdoor urban park, Heritage Square, for special events and downtown festivities. The History Center is responsible for the care of more than 35,000 artifacts, photographs, and archival materials documenting the rich heritage of our region which spans seven counties – Brevard, Lake, Orange, Osceola, Polk, Seminole, and Volusia. The Joseph L. Brechner Research Library is located on the fifth floor of the History Center and includes patron access to prints and photographs, archives and manuscripts, architectural drawings and records, books, and other published materials.

From guided tours and “hands-on-history” events to summer camps and interactive children’s programs, we strive to make learning a pleasure for all ages.

The Historical Society supports the History Center’s mission and programs through an agreement with the Board of County Commissioners, continuing a long partnership with Orange County Government.

Operating Hours

Galleries: Monday-Saturday 10 a.m. - 5 p.m., Sunday Noon - 5 p.m.

Joseph L. Brechner Research Library by appointment: Monday-Friday 9 a.m. - 4 p.m.

General Museum Policies

- No food or drinks of any kind are allowed in the History Center galleries, with the very occasional exception of special events and programs
- No flash photography
- Smoking is not allowed in the museum or within 15 feet of the building

Visitor and Volunteer Parking

Garage parking information:

City of Orlando Library Parking Garage

112 East Central Blvd.

Orlando 32801

Visitors are offered a 2-hour parking sticker.

Volunteers: Be sure to bring in your parking receipt so that it may be validated upon completion of your scheduled volunteer shift.

Section 2

ONBOARDING PROCESS

Application Process

All volunteer applications are subject to selection and screening.

All information received from background screening documents will be used for the purpose of determining eligibility to volunteer. All arrests and convictions will be examined to determine relevance to volunteer position. In these situations, eligibility determinations are based on a minimum of the last 5 years.

ELIGIBILITY CRITERIA:

No volunteer will be accepted who has been:

- Arrested or convicted of any crime involving sexual misconduct with or against a minor.
- Arrested or convicted for any type of violent crime.
- Arrested or convicted of child abuse or domestic violence.

****Orange County Government will complete a background check. ****

Diversity Statement

- We are committed to equal opportunity volunteerism. We welcome and seek a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities

Volunteer Age

The minimum age for un-chaperoned volunteers is 15 years old. If a child under the age of 15 would like to volunteer for any of our programs, they must have a teacher's letter of recommendation, and approval from Curator of Education.

Volunteer Application

All current and potential volunteers are required to complete an online volunteer application that asks for basic personal information (name, address, phone number, and hours of availability, special skills, and emergency contact person). Falsification of information, including any omissions or misrepresentations, on the application or any other required document is immediate grounds for dismissal.

NOTE: Volunteer placement at the History Center is subject to an official position offer, space availability, and completion of the orientation, plus additional training on assignment. Parental permission is required for volunteers younger than 18 years of age.

Interview

The potential candidate may be interviewed either in person or by telephone by their potential supervisor to assess the interests of the candidate and match them to the needs of the museum.

Orientation

The volunteer candidate may be given an orientation to the museum and its facilities individually at the time of the interview or may be asked to come back later for the orientation. The orientation will allow the potential volunteers to view the facilities and determine the specifics of volunteer responsibilities. After orientation, the volunteer candidate may be asked to make a commitment to volunteer training to prepare for a specific position. Orientations may also be conducted in a group setting at the discretion of the museum staff.

Training

Volunteer training is an ongoing process. Volunteers are expected to attend all scheduled training sessions and utilize that training in their assigned volunteer tasks. Please learn as much as you can about your assigned area so you may be as successful in your position as possible. Volunteers are also encouraged to attend continuing education seminars, lectures, and other educational events at the museum to keep knowledge fresh and updated to current professional standards.

Follow your supervisor's instructions, asking for clarification if you are uncertain. Don't be afraid to ask again if you don't remember how to do a specific job.

Evaluation

Periodically, staff will provide the volunteer with an evaluation. At this time, the volunteers will meet with the staff supervisor to discuss the performance and area of service to determine any necessary adjustments. This is an excellent time to discuss any concerns or questions you as the volunteer may have.

Evaluations will be based on quality of work, work habits, and areas of growth. A confidential, written evaluation will be placed in the volunteer personnel file. The volunteer has the right to review this evaluation.

Volunteer References

Upon successful completion of 50 hours of service, volunteers may request a letter of recommendation and a professional reference.

Social Security Number Collection Disclosure Statement

Orange County Government is dedicated to ensuring the proper handling of confidential information relating to its employees and to ensuring their privacy.

Pursuant to Section 119.071(5), Florida Statutes, Orange County Government is requesting your social security number (SSN) for one or more of the following purposes: to comply with federal laws requiring the County to report income and SSNs for all employees and eligible retirees to whom it pays compensation; to maintain internal identification and to track records for use in administering payroll, tax reporting and benefits processing; to verify employment status, history and eligibility; to conduct background checks and drug test screening.

Background Screening, Fingerprint Appointment

According to Orange County policies, all volunteers are required to have a background screening that includes fingerprinting. You will be contacted by the volunteer office to coordinate an appointment to be fingerprinted.

Once an appointment has been confirmed, you will be given specific instructions to report to the Office of Professional Standards of Orange County Government.

Summer Camp - Background Screening – State of Florida, Department Children & Families

Organizations establishing summer camp must comply with Chapter 409.175 and 435, of the Florida Statutes.

To protect our children, the Florida Statutes/law requires all summer camp personnel to be screened, including owners, operators, employees and volunteers that provide summer care for children.

The requirements for Level 2 Background Screening are found in Chapter 435, F.S., and are as follows:

- Level 2 Background Screening requires fingerprinting for statewide criminal history checks through FDLE and national criminal history checks through the FBI and may include local law enforcement checks.
- Disqualifications are found in s. 435.04, F.S., and include anyone who is arrested for and awaiting final disposition of a prohibited offense, regardless of adjudication; anyone who has entered a plea of nolo contendere or guilty to a prohibited offense; and any juvenile adjudicated delinquent in which the record of committing a prohibited offense has not been sealed or expunged.

The Care Provider Background Screening Clearinghouse, created due to changes in law during the 2012 legislative session, is a single data source for background screening results of persons required to be screened for employment. The Clearinghouse allows the results of criminal history checks to be shared among specified state agencies. Screening for summer camp personnel must be processed via the Clearinghouse. Fingerprints must be obtained using LiveScan technology. The results from the background screening and the Affidavit of Good Moral Character should be maintained in each personnel file.

Orange County ID Badge

After the successful completion of Orange County background investigation, the executive director must sign you in to begin. At that time, you will be sent information to obtain your ID badge.

All Orange County volunteers are required to wear a photo ID badge during work hours. Your badge will give you electronic access to the Orange County Regional History Center premises.

Arrangements will be made for you to obtain an Orange County ID badge at your volunteer orientation.

Standards of Appearance

Dress is business casual, appropriate for your duties. For example, physical work requires clothing that is comfortable and durable. In some instances, such as when you are assisting at an event, more formal clothing is required. Clothes cannot be torn, grayed, dirty, or revealing. Gloves (provided) must be worn if in direct contact with food, artifacts, or archival material.

The determination of specific, appropriate volunteer dress and personal appearance standards are the responsibility of management. Any volunteer not meeting the standards of this policy may be subject to disciplinary action, which may include requiring the volunteer to leave the premises.

Pants: no holes

Skirts or Bermuda shorts: not mini or short length

Tops: no bare midriffs; no see-through clothing

Closed toe shoes

Orange County Regional History Center Clothing

Volunteers shall not consume alcohol while wearing History Center work clothing, nor shall volunteers consume alcohol during volunteer shifts.

VOLUNTEER PROFESSIONAL STANDARDS

The History Center Volunteer:

- Wears name badge identification or Orange County ID Badge at all times.
- Understands and supports the purpose, structure, and policies of the museum.
- Offers the use of their special skills and experience.
- Conducts themselves in accordance with the standards of conduct and ethics of the museum.
- Completes museum orientation and other appropriate training.
- Endeavors to be flexible in accepting assignments, perform assigned responsibilities willingly and courteously to the best of their ability, and accepts the guidance of their supervisor.
- Comply with the time requirements of the museum.
- Obeys Orange County's rules and policies concerning substance abuse, sexual harassment, security, and safety.
- Respects the confidentiality of sensitive or proprietary information.
- Provides timely notification to the supervisor of absence or termination.
- Serves as a goodwill ambassador and a communicator of the role of the museum in the community.

Volunteer Service Promise

As a volunteer of the History Center, I will do my best to ensure that our visitors will receive responsible, friendly service while they enjoy quality experiences and great value.

Volunteer Guiding Principles

The History Center's staff and the Board of Directors of the Historical Society of Central Florida acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission. Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

The History Center's goal, as a public entity, is to provide service to our community. Volunteers help fulfill this objective in several capacities that further the museum's general operations, including serving as a museum docent, collections, exhibits, and education volunteer. All are extremely vital to the success of the museum and its mission.

In addition to general operations, volunteers help with museum-sponsored events, some of which occur after regular hours or at locations other than the museum.

Section 3

INTERNSHIPS

History Center staff prepare specific projects/educational programming involvement for college internships. As a Smithsonian Affiliate, the museum has participated with Young Ambassadors Program (YAP) and looks to engage upcoming opportunities.

Recruitment:

Internships are posted on the History Center's website and the university employment platform, Handshake. Outside of this other colleges contacted related to internship opportunities include Valencia College and University of Florida. Internship information is reviewed and updated for year-round opportunities.

Internship Fair attendance: University of Central Florida, Valencia College, and Rollins College

Process:

- Submit online application, cover letter, resume and writing sample (as requested)
- Complete onboarding process
- Commitment: 120 - 150 hours per semester for (3) educational credit hours
 - Graduate Interns (150 – 180 hours per semester)
- On-site Orientation, ID, Computer Access, Intern Agreement
- Mid-term and Final evaluations
- End of Semester Report may/may not be required by supervisor

Upon successful completion of an internship, interns may request letters of recommendation and professional reference.

Intern Position Descriptions

MUSEUM PUBLIC PROGRAMMING AND EDUCATION INTERN

Candidates must be college sophomore or above student with major coursework towards a Major and/or Minor in History, Museum Studies, Public Administration, Education, or the Humanities.

Intern must be available from weekdays 9am-1pm and must commit to a regular schedule as needed for programs.

With prior approval, interns may work online, providing videos of teaching curriculum and assisting staff with assigned research and projects.

Reports to: A selected member of the Education team: School Services Manager, Curriculum Coordinator or Public Programming Coordinator

Duties and Responsibilities:

The responsibility of public program interns will be to participate in Orange County Regional History Center's programming and outreach. The primary responsibility of all education interns will be to facilitate school field trips and group tours for school-aged children.

In addition to programming and school tour teaching, the intern will support the Education department when needed, working in one of the following areas:

School Programs – Assists the School Services Manager. Responsibilities may include creating supporting materials for education tours, developing lesson plans and assisting with content research.

Public Programs – Assists the Programming and Outreach Coordinator. Responsibilities may include researching and developing activities for public programming events, Boy and Girl Scout workshops, assisting with adult, youth & family programs, and developing an outreach database. (This position requires occasional weekend availability).

History on the Go Programs – Assists the School Services Manager. Responsibilities may include assisting staff in facilitating offsite educational programs in Central Florida schools, revising curriculum for current programs and researching and developing content for character cameo performances.

Curriculum Development – Assists the Curriculum Coordinator. Responsibilities may include developing lesson plans and curriculum for Homeschool Days and Day Camps, designing educational activities and creating resources for teachers.

SUMMER CAMP EDUCATOR INTERN

Candidates must be college sophomore or above student with major coursework towards a degree in Elementary Education, English Language, Arts Education, History, Social Science Education or related field.

Reports to: Summer Camp Coordinator

Duties and Responsibilities:

- Assists in the facilitation of all summer camp activities
- Reviews select lesson plans/curriculum before each week to ensure knowledge of content and activities
- Leads the facilitation of select lesson plans, under the guidance of the lead teacher
- With prior approval, may work internship online, providing videos of teaching curriculum and assist staff with assigned research and projects
- Assists in the management of classroom resources, cleanliness and organization
- Assists in classroom management, ensures campers' safety and wellbeing
- Monitors and assistance with lunch and snack breaks

Weekday availability, including the hours of 7:30 AM – 6:00 PM

COLLECTIONS GRADUATE INTERN

Candidates **MUST** be a student in, or recently completed, a Graduate program related to History, Humanities, Library Science, or Museum Studies. Requires basic knowledge of artifact care and handling as well as basic knowledge of archival arrangement and description.

Reports to: A selected member of the Collections staff; the Curator, Archivist, Collections Manager, or Registrar

Under the guidance of the Collections staff, the intern will catalog material according to standard museum practices, assist with research and duplication requests, and participate in other ongoing activities or exhibit installation. The intern may also work at an off-site storage facility located approximately 11 miles south of the History Center (transportation from the History Center to this facility can be arranged).

ORAL HISTORY GRADUATE INTERN

Candidates **MUST** be a student in, or recently completed, a Graduate program related to History, Humanities, Library Science, or Museum Studies

Reports to: Curator of Collections

Under the guidance of the Collections staff, the intern may listen to and prepare interviews for cataloging or audio logging and assist the oral historian in processing interviews according to standard museum practices. Due to the nature of the oral history collection, candidates must be able to listen to audio recordings for extended periods of time. Interns may also assist with exhibition installation.

EXHIBITS UNDERGRADUATE INTERN

Candidates should be an undergraduate student working towards a degree in History (or a related field) and should have a desire to learn about how museums create and display historical exhibits.

Reports to: Curator of Exhibits

Duties and Responsibilities:

- Research and development museum exhibit
- Design work for educational elements
- Assist with exhibit installation
- Do special projects assigned
- Provide administrative support for exhibition staff as needed

COLLEGE SERVICE-LEARNING VOLUNTEER

In year-round collaboration with college professors, students are committed to serving 15 hours, providing immersion into museum education, collections, programming and outreach.

Section 4

VOLUNTEERING

History Center volunteers guide visitors through exhibits and learning activities in the museum; catalog and scan two-dimensional items and assist with the organizing and handling of three-dimensional items; assist with exhibit fabrication and production; creating, mounting, and installing graphics, scanning and enhancing images, as well as providing greeting, wayfinding, and programming interactives. Groups of volunteers are welcome at large-scale events, for a one-time experience (under the guidance of staff).

Recruitment

Volunteer positions may be posted on Volunteer Match, Volunteer Florida, WDW Volunteer EARS, and local community centers. Training and recruitment flyers are distributed throughout Central Florida and posted on the museum website.

Volunteer Fairs attended: local libraries, senior centers, college campuses.

VOLUNTEER *rewards*

Volunteers at The History Center make a tremendous impact on the lives of thousands of Central Floridians and visitors alike through docent-led tours, collection materials, exhibit displays, adult, youth & family programming, museum outreach, and special events. In addition to personal enrichment and growth we strive to provide volunteers rewards for assisting with our programming. Rewards include immediate volunteer benefits, recognition for hours of service & more.

Volunteer Benefits

Free parking validation during scheduled volunteer shifts

Free admission to the History Center while volunteering

Accurate accounting and verification of hours

Opportunities to gain museum work experience in an **Affiliate of the Smithsonian Institution**

Monthly museum *e-blasts*

- Volunteer Newsletter

- Orange County Regional History Center events

Volunteer outings to local cultural organizations

Annual Trainings

- School-Tour Guide Training Workshops

- Sensory Sunday Best Practices Training and Guide

Opportunities to volunteer for and/or attend museum-wide programming and events

- Free virtual access to First Friday Lunch & Learns

- Recognition during National Volunteer Appreciation Week each April

Annual Volunteer Appreciation Event

Eligibility for History Center membership after 50 hours of service

Volunteer Position Descriptions

History Center Docent (Tour Guide)

Museum docents guide visitors through learning activities at the museum. Docents engage school children and the public in discussions about the museum's permanent collection and changing, temporary exhibitions and facilitate hands-on activities and workshops.

Qualifications: An interest and passion for Central Florida history and working with youth.

Availability on a weekly basis with most of the tours taking place Monday-Friday, year-round.

Orientation: Volunteer Coordinator conducts prior to first shift.

Required Training: Attend select training sessions. Follow a checklist that details the museum content, practice giving tours, and practice developing themes and transitions.

Scheduling: online portal for sign up (self-scheduling)

Supervisor: Volunteer Coordinator

Term of service: Museum docents commit to a minimum of two tours per month (weekly preferred), ongoing year-round.

Evaluations: To maintain high quality standards, docents may be assessed on tour in both the fall and spring semesters. Assessments can be conducted at any time to review presentation, content coverage and school tour guidelines. Docents are given constructive and meaningful feedback. They may request a copy at any time. Teacher comments also allow for continual appraisal throughout the year. If deemed necessary, the Docent will be coached to alleviate a critical comment. From time to time, the Education Department will send out updated information to address issues and enhance teaching techniques.

Collections Assistant Volunteers

Collection Department Volunteers work on special projects with the Collections Manager or designated collections staff members. These activities include but are not limited to working with specific aspects of the collection to assist with processing donations, creating aids, and rehousing materials. Work can include cataloging and scanning of two-dimensional items and assistance with the organizing and handling of three-dimensional items.

Qualifications: A desire to benefit the museum and work directly with historical collections. Strong organizational skills, attention to detail, careful handling, and the ability to work independently with little supervision.

Scheduling: Volunteer coordinate with supervisor (preferable regular weekly shift)

Orientation: Volunteer Coordinator conducts prior to first shift

Training: Supervisors conduct specific training to projects

Evaluation: Supervisor provides feedback during tasks and an end of project assessment

Supervisor: Collections Manager

Term of service: These projects may be time-based, or volunteers may serve on an ongoing basis, year-round. In either case, volunteers commit to a minimum of two hours of service per week. It is preferred that volunteers commit to long-term service.

Exhibit Assistant Volunteers

Exhibitions Department Volunteers work on special projects with the curator of exhibitions or designated exhibitions staff. These activities include but are not limited to working with specific aspects of the exhibition artifacts and materials, graphics, and exhibition galleries. Work can include exhibition fabrication and production, creating, mounting, and installing graphics, scanning and enhancing images, and cleaning exhibit areas.

Qualifications: A desire to benefit the museum and work with exhibition design and care. Strong organizational skills, attention to detail, and the ability to work independently with little supervision.

Scheduling: Volunteer coordinates with supervisor (preferable regular weekly shift)

Orientation: Provided by Volunteer Coordinator prior to first shift

Training: Supervisors conduct specific training to projects

Evaluation: Supervisor provides feedback during tasks and an end of project assessment

Supervisor: Curator of Exhibitions

Terms of service: These projects are usually time-based and last about four months. It is preferred that volunteers commit to long-term service.

Event Volunteers

Specific events and programs at The History Center benefit from the participation of volunteers. Duties often include facilitating activities, greeting, wayfinding, and assisting with set up and breakdown.

Qualifications: Friendly, professional, and good with greeting people.

Groups may participate with one-time volunteering at events, on and off-site.

Orientation & Training: Provided 30 minutes prior to each event shift

Scheduling: Volunteers reply to email invitations to sign up

Evaluation: Event supervisor provides ongoing instruction and post event comments

Supervisor: Volunteer Coordinator, on site event supervisor

Term of Service: Event volunteers are requested to serve a minimum of four times per year.

Summer Camp Youth & Adult Volunteers

Summer Camp volunteers assist children with crafts, activities, games, museum explorations, and classroom organization.

Youth qualifications: Minimum Age 15 years, preferably after completion of 9th grade. Teacher Letter of Recommendation required.

Application & Guardian Approval: Complete online form through Volgistics database.

Scheduling: Youth volunteers email availability in spring for a minimum of 2 weeks commitment during summer.

Adult volunteers should serve a minimum of 50 hours per summer.

Orientation: Specific orientation dates are provided in May for both youth and adult volunteers.

Training: Mandatory camp training in May, daily review activities and camp schedule.

Evaluation: Weekly Reflections are completed by volunteer and teacher and reviewed with volunteer by the Volunteer Coordinator.

Supervisor: Volunteer Coordinator

Term of Service: Youth volunteers are assigned to scheduled shifts during summer camp and the following school year's special events and programs.

VOLUNTEER AFFINITY COMMITTEE

This committee represents the voice of all museum volunteers and supports the mission, collection, exhibits, programming, and community outreach.

Goals, Objectives and Duties:

- Monthly submission to Volunteer Newsletter
- Vote on Volunteer Emeritus Award Recipient
- Assist with award presentation during a Volunteer Appreciation Event
- Create continuing service volunteer recognition, awards
- Provide feedback, resolutions, and recommendations
- Plan volunteer get-togethers/social meetups
- Recommend fall and spring volunteer field trips
- Attend at least one History Center event and give perspective

Structure:

- Committee will have Chair nominated by committee volunteers and voted on by the committee; term three years
- A Vice Chair will be nominated by volunteers and voted on by the committee; serves three years, but does not automatically succeed Chair
- The committee will have a representative from each of the departments: Education, Collections, Sales, Exhibits; serve three years
- Serving as Staff Liaison will be the Curator of Education
- Serving as Staff Advisor will be the Volunteer Coordinator

Roles of members:

- Chair will manage Volunteer Affinity Committee meetings; meet periodically with the Staff Liaison and Staff Advisor to discuss meetings, goals, and objectives for Committee
- Vice Chair will stand in for Chair when he/she is absent from meetings
- Committee Volunteers will take notes from the meetings; they will report on their volunteer areas; act as liaison for other History Center Volunteers
- Staff Liaison will work with the Staff Advisor and Chair to ensure that the Volunteer Affinity's needs are met and update the Committee on museum news
- Staff Advisor will assist the Chair with the goals and objectives of the Committee

Recognition for Active Volunteers

Volunteers at the History Center make a tremendous impact on the lives of thousands of Central Floridians and visitors alike through docent-led tours, outreach, and special events. In addition to personal enrichment and growth we strive to provide volunteers awards for hours of volunteer service.

After 25 hours of service

- Volunteers receive an award letter of recognition and a special awards pin.

After 50 hours of service

Youth Volunteers

- Summer Camp 50-hr Award Certificate

High school volunteers receive confirmation of community service hours for Bright Futures college scholarships. Award Certificate is given after completion of 2 weeks of summer camp volunteering.

Adult Volunteers

- Letter of Recommendation
- Professional Reference
- Eligible for individual Volunteer Membership

Our members experience the best of the History Center and support our role as the heart of our community's history. Benefits include unlimited admission, private exhibition previews, free or discounted prices for programs, and so much more. The Volunteer Membership includes all benefits of the History Center's Classic Membership, with the enhancement of included SERM reciprocal program.

After 100 hours of service

Adult & Youth Volunteers

- The President's Volunteer Service Award
Hours are measured over a 12-month period and awards are designated based on cumulative hours. The awards are offered at multiple levels and are designed to recognize each milestone of your service achievement. Levels include bronze, silver, gold and the highest honor, the President's Lifetime Achievement Award for those who contribute more than 4,000 hours of service in their lifetime.

Adult Volunteers

- Eligible for Individual Enhanced Volunteer Membership

Enhanced Volunteer Membership includes all the benefits of the standard Volunteer Membership, with the enhancement of included NARM reciprocal program.

After 250, 500 hours of service

- Volunteers receive an award letter of recognition and a special awards pin.
- Continual Service Awards
- Volunteers serving continually receive an award letter and a special awards pin.

The President's Volunteer Service Awards

Hours are measured over a 12-month period and awards are designated based on cumulative hours. The awards are offered at multiple levels and are designed to recognize

each milestone of your service achievement. Levels include bronze, silver, gold and the highest honor, the President's Lifetime Achievement Award for those who contribute more than 4,000 hours of service in their lifetime.

Emeritus Volunteers

Volunteer Emeritus Recognition Award: This distinction is given to retiring or retired volunteers who have achieved five years and 500 hours of service. The purpose of the award is to recognize long-term volunteers for faithful, and distinguished service to the Orange County Regional History Center.

Standards for Volunteer Involvement

Volunteers are screened by Orange County Government, registered with a Contingent Worker ID and provided an Orange County ID badge upon completion of background investigation.

- Volunteer assignments address the purpose of the organization and involve volunteers in meaningful ways — reflecting their various abilities, needs, and backgrounds.
- Volunteers receive an orientation to the organization, its policies and procedures, and receive training for their volunteer assignment.
- Volunteers receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback.
- Volunteers are provided with accurate accounting of hours, upon request.
- Volunteers are welcomed and treated as valuable and integral members of the organization's human resources.
- The contributions of volunteers are regularly acknowledged with formal and informal recognition methods.

Section 5

VOLUNTEER POLICIES AND PROCEDURES

Volunteer Records, Personnel Files

Your personnel file is confidential and consists of written documents retained by the volunteer coordinator. The volunteer's personnel file can be only reviewed by the volunteer, the volunteer coordinator, and the executive director.

This file contains basic contact information and records about your volunteer service with the History Center.

Volunteers receive accurate accounting of hours.

Confidentiality

Guest/summer camper/school student/donor/member/volunteer/staff information is confidential. No such, or other proprietary information, may be shared outside of the History Center.

Code of Ethics

Loyalty to the mission of the museum and to the public it serves is the essence of museum work, whether volunteer or paid. Where conflicts of interest arise—actual, potential, or perceived—the duty of loyalty must never be compromised. No individual may use his or her position in a museum for personal gain or to benefit another at the expense of the museum, its mission, its reputation, and the society it serves. Violation of this policy is grounds for dismissal.

Additionally, any volunteer having a personal collection in any area of interest that overlaps with the museum's identity and mission will not be permitted to volunteer within the collections department due to the potential for a conflict of interest or ethics. In the interest of making history accessible to everyone, it is strongly preferred that our volunteers who do have personal collections will choose not to compete with The History Center for the donation or purchase of historical artifacts.

Signing In and Out

Volunteers must sign in and out of each of their shifts. Clipboards are provided at the front desk of the museum. Staff will validate parking ticket at end of your volunteer shift.

Entering or Leaving the Building Before or After Operating Hours

Before Open Hours: In the event that you need to enter the building when the front doors are locked, please proceed to the back loading dock and ring the security door buzzer. Security will check your ID badge before entering the building.

After Closing: When it is necessary to leave the facility after hours. Please use either of the exit doors leading to the back parking lot. The main entrance doors are locked manually from the inside at 5 p.m., and for security reasons, no individual may leave them after this time.

Attendance and Absenteeism

You are a vital volunteer, and the museum depends on you to complete your scheduled duties. We do understand that from time to time, certain situations may arise that prevent you from doing so.

Please alert the volunteer coordinator of any scheduled absences — such as vacation — as far in advance as possible so that an appropriate substitute may be found.

In the event of an unscheduled absence — illness or emergency — please alert the volunteer coordinator as soon as possible, preferably 24 hours before your scheduled shift begins.

Any volunteer who fails to report for their scheduled shift without notification to their supervisor for three or more shifts will be considered to have voluntarily terminated their position.

Volunteer Leave of Absence

Volunteers needing time off should request a leave with a direct supervisor with as much notice as possible.

There is no guarantee that projects will be available upon return. Absences over 6 months require background screening resubmission.

Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the volunteer coordinator ideally two weeks prior to your departure.

Dismissal

Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the History Center.

Former Employees

Former employees of The History Center and Society must have executive director approval to transition to a volunteer position.

Problem-Solving Procedure

In situations in which differences arise between volunteers or volunteers and staff, first try to resolve these differences amongst the parties involved.

If a third party is needed, the volunteer coordinator is to be informed.

If the grievance is regarding the volunteer coordinator, the executive director should be contacted.

Telephones and Cell Phones

Cell phones must be silent or vibration mode and only used if absolutely necessary. Excessive cell phone use while volunteering is unacceptable.

In most cases, History Center telephones are to be answered by the staff.

Telephone usage should be limited for business purposes. Personal calls are discouraged, except in emergencies. Volunteers who need to make personal calls are encouraged to keep those calls brief.

Internet Access

All volunteers requiring access to Orange County's computers must complete Public Records Training.

Security

One of our greatest concerns is the safety and comfort of our volunteers. Please be aware of security issues at all times. Special care should be taken while walking to and from the History Center. When possible, walk with another volunteer or staff member. The History Center has 24-hour security personnel. As a general rule, do not bring valuables to the museum. Lockers are provided for day use on the 1st floor Loading Dock. Complimentary key locks are available.

Break Areas

Private spaces in the museum are available for volunteers to take a break. The first floor Catering Room has a convenient kitchen break area. The fifth floor Break Room has small accommodation for seated breaks. Volunteers assisting with events have scheduled breaks and may utilize other spaces such as Education Activity Room, Grand Jury Room, or Conference Room.

Children

We ask that you not bring children with you to the History Center during your assignment time.

Photography

We take many photos at our events, training, and programs. We use these photographs for various purposes. Volunteer faces may appear in videos, advertising, promotional materials, annual reports, and on our website. If you do not want your photo published, make sure to inform your supervisor in advance of your service or of a specific event.

Smoking

In response to state and local laws and building codes, smoking is not permitted on the premises.

Solicitation

Solicitation by non-staff or staff members for any reason on Orange County property is not allowed.

Substance Abuse

The possession, use, or sale of illegal drugs is never acceptable in our environment.

Policy against Harassment

The History Center is committed to maintaining a work environment free of harassment. The History Center prohibits harassment based on sex (including sexual harassment, gender identity harassment, and harassment due to pregnancy, childbirth, or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The History Center policy applies to all people involved in the operation and prohibits any harassment by any volunteer or any employee.

Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted.

Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment.

While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request.
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome or in any way inappropriate to the workplace.
- Displaying, storing, or transmitting pornographic or sexually oriented materials using History Center equipment or facilities.
- Engaging in indecent exposure.
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own might not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on History Center premises and whether or not the incidents occur during working hours.

Sexual harassment can involve multiple individuals of any gender identity. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment.

Volunteer Responsibility

If a volunteer believes they have been subject to sexual harassment or any unwanted sexual attention, they should:

- Make their unease and/or disapproval directly and immediately known to the harasser.
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses.
- Report on the incident to the volunteer coordinator or executive director.

All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Section 6

EMERGENCIES

All volunteers must become familiar with the evacuation route, stairwell exits and pull station locations as well as health and safety equipment locations.

Emergency Evacuation Procedures

In the event that the emergency fire alarm system is activated, all volunteers are to evacuate the building by following the procedures below.

- All volunteers should exit the building by way of the nearest emergency stairwell.
 - There are two emergency stairwells: one on the southwest corner of the building and the other on the northwest corner of the building.
 - There is one emergency exit door in each exhibit leading to an emergency stairwell.
- Do not try to use elevators. Upon a fire alarm they automatically return to the first floor for fire department personnel use.
- Do not enter the main staircase areas of the building.
- DO NOT attempt to extinguish even minor fires unless you have been trained in the proper use of fire extinguishers. Never jeopardize your own safety or the safety of others.

- Fire alarm pulls are located on each floor at various locations, including near the emergency exits. If you suspect a fire, pull the fire alarm, do not assume someone else will.
- When an evacuation is required, all History Center staff, volunteers and visitors are to report to the primary evacuation assembly point at the corner of Central Boulevard and Court Street on the Southwest corner of Heritage Square.

Medical Disclosure

Volunteers are asked to disclose any medical conditions that may impact them while in service at the museum and provide a physician's name and telephone number. If the volunteer is a minor, this information is required. Additionally, minors are required to have medical insurance coverage during their term of service.

Medical Emergencies and Accidental Injuries

Museum Visitors

In case of a severe medical problem, such as a heart attack, be sure the victim is not left alone. Call 911 and/or alert the nearest staff or volunteer. You may request assistance from others to keep people away from the problem site. Stay with the victim until a staff member or medical assistance arrives.

Lost Children

Offer assurance to the child and stay in the area where the child was found for five minutes to allow parents to return for the child. If the parents have not returned after five minutes, take the child to the admissions desk.

Volunteer Emergency

If you have an emergency or injury during your shift, immediately notify the closest staff member. Complete an Employee/Volunteer Minor Accident Report from Security.

Liability Protection

Liability protection may extend to active volunteers injured during scheduled shift in the facility. Such coverage through the Federal Government or The History Center is not guaranteed.

Section 7

ORANGE COUNTY REGIONAL HISTORY CENTER STAFF

Executive Director and Museum Manager: Dual Role

The executive director/museum manager is the administrative head of the museum on behalf of both the Historical Society of Central Florida and Orange County Government.

The executive director oversees all Orange County-related operations of the museum and makes command decisions concerning emergencies.

Curator of Education

The curator of education is responsible for ensuring a positive and accessible experience for all visitors. The department the curator directs is responsible for creating education materials for the public, aiding in the design and implementation of exhibitions, and coordinating all educational programming for schools and the public. The curator of education oversees the docent program and supervision of education volunteers.

Museum Services Coordinator, Volunteers

This coordinator recruits, interviews and processes volunteers and interns, including background screening. Also supervises volunteer and intern orientation, training, scheduling, and assessments.

School Services Coordinator

The school services coordinator oversees daily onsite and outreach school program operations. Oversees and schedules school services bookings and United Arts of Central Florida, Inc. grant funding.

Curriculum Coordinator

The curriculum coordinator is responsible for creating, resourcing, and developing an innovative, creative, and progressive curriculum. This includes Home School Days and Adventures in History Summer Camp.

Public Programming Coordinator

The public programming coordinator oversees the development, implementation and evaluation of the History Center's youth, family, and adult public programming, both onsite and offsite.

Curator of Collections

The curator of collections directs and participates in daily collection management activities. Curator oversees museum's custodial responsibilities in acquiring and preserving artifacts, and oversees collections staff, volunteers, and interns.

The curator of collections may designate other collections staff to oversee volunteers and interns on a day-to-day basis, depending on the specific project and staff availability. Collections staff who work with volunteers include but is not limited to the collections manager, archivist, registrar, and research associate.

Collections Manager

The collections manager obtains, develops, organizes, and catalogs new collections of individual archives to enhance and improve existing inventories.

Archivist

The archivist performs specialized procedures in archive handling, management, storage, preservation, and exhibition.

Registrar

The registrar organizes records relating to donations and loans, coordinates all department documentation, assists in artifact transport during exhibit installations, and participates in artifact processing and storage.

Research Associate

The research associate manages the library, maintains research files, and assists patrons and museum staff with research and image requests.

Curator of Exhibitions

The curator of exhibitions assists in the creation of all exhibitions – from initial design concept, research and text writing, to layout, productions, installation, and de-installation, and oversees the exhibition staff, volunteers, and interns.

Graphic Designer

The graphic designer assists with the oversight to design, print standards and branding/style guidelines for museums exhibitions.

Exhibitor Services Supervisor

The exhibit services supervisor leads exhibition construction and technology and is responsible for exhibition de/installation.

Sales Staff: Events - Facilities Rental

The public may rent certain spaces in the museum for private events. The sales staff is responsible for coordinating all sales efforts concerning weddings, corporate events, and other rentals.

Visitor Experiences & Events Manager

Responsible for developing and attaining rental sales attendance, revenue, and expense goals; Serves as History Center tourism and sales contact developing relationships in the cultural, local, convention, corporate, and tourism communities; Works as History Center

liaison between rental client, caterer, city officials, county, and any other outside vendor to ensure a successful event; Facilitates and participates in History Center-wide strategic and financial planning as well as event planning.

Visitor Experience Associate

The front desk staff at the museum assists visitors with admission, exhibits, programming and museum information.

Events Associate

Serves as primary contact for museum social events (including but not limited to weddings, intimate ceremonies, vow renewals, religious affairs, rehearsal dinners, bachelor and bachelorette parties, and special celebrations) held at the museum. Provides exceptional customer service and follow-up to prospects and clients to achieve monthly revenue and attendance goals. Works with internal and external partners to achieve a high level of results for the organization.