

**Volunteer Handbook**

**Updated October 2024**

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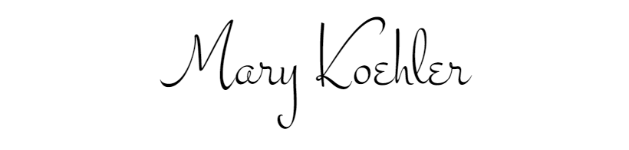
Hello, and welcome to the Mystic Seaport Volunteer Corps!

Thank you for your interest in Mystic Seaport Museum and for the commitment you’ve made to volunteer at our amazing institution.  We are proud of the Museum and the long-standing relationship it has had with our dedicated corps of volunteers.  Our stature in the Museum and maritime fields is bolstered by your dedicated and skilled support of our mission and our programs.

Every facet of our institution benefits from the time our volunteers contribute so generously.  The broad range of tasks required to execute our mission every day – seen and unseen, large and small – is astounding.  Your work, whether outward-facing or behind the scenes, is a critical component of our ability to execute that mission.  As a volunteer, you will work alongside and amongst our staff, who gain inspiration from your passion, enthusiasm, and experience.

I welcome your participation and appreciate your support of our mission to inspire an enduring connection to the American maritime experience.  Your personal contributions will be valued by all of us who serve the mission and by all the visitors who enjoy their interaction with the Mystic Seaport Museum community.

With gratitude,



Mary Koehler

Volunteer Services Manager

**TABLE OF CONTENTS**

**Introduction** 1

**Mission, Vision, and Core Values**  1

**Institutional Code of Ethics** 1

**Mystic Seaport Museum: Past and Future**  3

**Volunteering at Mystic Seaport Museum**

Office of Volunteer Services 5

Volunteer Opportunities 5

Behavior Standards 5

Orientation 5

Identification Badges and Museum Shirts 6

Time Sheets 6

Personnel Records 6

Parking 6

Suggestions and Feedback 6

Conclusion of Volunteer Service 7

**Benefits of Volunteering and Awards**

Service Recognition 8

Discounts 8

Admissions 8

Additional Museum Privileges 8

William C. Noyes Volunteer of the Year Award 8

Additional Benefits of Volunteering 9

**General Policies**

Museum Membership 10

Equal Employment Opportunity 10

Harassment 10

Drug-Free Workplace 11

Drug Testing 11

Non-Smoking Policy 12

Access 12

Standards of Conduct 12

Dress Code 13

Attendance 13

Dispute Resolution 13

Social Media 13

Solicitation & Distribution 15

Publicity & Privacy Release and Waiver 15

Intellectual Property Policy & Agreement 16

**Safety and Security**

Injuries and Illness 17

Museum Security 17

Personal Security 18

Fire 18

Storm Closings 18

Text Alert System (Opt-In) 19

**Important Phone Numbers** 19

**INTRODUCTION**

This handbook was developed as a guide to acquaint volunteers of Mystic Seaport Museum with some expectations of their jobs and to outline Mystic Seaport Museum’s policies, programs, and benefits. This handbook is intended to provide a summary of some general information and is not a comprehensive and detailed description of all of the Museum’s policies, programs and benefits. Volunteers should familiarize themselves with the contents of this handbook as soon as possible, for it will answer many questions about employment with Mystic Seaport Museum.

Because there may be times when circumstances change, Mystic Seaport Museum reserves the right to revise, modify, delete or add to this handbook and any and all policies, programs, and benefit plans at any time and without advance notice. Where a policy, program, or benefit is described in general terms, the official current policy, program or benefit plan document will always be controlling. We will do our best to keep volunteers informed of changes, but volunteers should contact Human Resources or their direct supervisor to obtain the most current information.

**MISSION STATEMENT**

Mystic Seaport Museum is a museum that strives to inspire an enduring connection to the American maritime experience.

**VISION STATEMENT**

Mystic Seaport Museum will reimagine the interchange between maritime heritage and broader contemporary culture.

**CORE VALUES**

Inspiration \* Knowledge \* Authenticity \* Stewardship \* Community

**Mystic Seaport Museum Institutional Code of Ethics**

Volunteers are required to adhere to the same ethical standards and established code of conduct that apply to Museum employees.

Mystic Seaport Museum, Inc. is a private, non-profit institution, whose collections, facilities, and programs exist to serve the public. The work of the Museum is carried out in a transparent manner that sustains the public trust and encourages broad engagement. The Museum’s public trust is reflected in the government's affirmation of the institution as an educational resource worthy of tax-exempt status; it is reflected in our donors' beliefs that their financial support is wisely monitored, invested, and spent in the furtherance of our stated mission and in the beliefs of its trustees, staff, and volunteers that their efforts for the Museum are well-expended. In all activities, Mystic Seaport Museum trustees, staff, and volunteers must act with integrity and in accordance with the ethical principles articulated in this Institutional Code of Ethics, the Museum’s Trustee, Staff, and Volunteer Handbooks, and the Collections Policy.

The Museum is deeply committed to serving present and future generations in its role as a collector, preserver, and interpreter of American maritime culture and heritage. Mystic Seaport Museum will hold and present its materials (whether owned, borrowed or Museum-created; on site, in print, digital, or online) with accuracy, honesty, sensitivity, exemplary stewardship, and concern for their original integrity.

*General Principles*

You are entitled to engage in the full range of personal and volunteer activities of your choice, limited by the restraints imposed by the Code of Ethics and the following principles:

1. Fulfill your duties fully and conscientiously.
2. Avoid conflicts of interest or the appearance of such conflicts.
3. Do not misuse the Museum’s name, reputation, property, or services.
4. Do not compromise the Museum’s reputation or goodwill within the museum profession or in the community.

*Conflict of Interest*

You should never abuse your position or contacts within the museum community, compete with the Museum, or bring discredit or embarrassment to Mystic Seaport Museum or to your volunteer service in any activity, museum related or not. You must disclose potential conflicts of interest to your supervisor.

*Gifts, Favors, Discounts, Dispensations*

Mystic Seaport Museum is committed to the highest ethical principles in all relationships with business suppliers. As a volunteer, you are not authorized to spend Museum funds. However, you should conduct any dealings you have with third parties on behalf of the Museum with impartiality and honesty, and with regard only to the best interests of the Museum.

*Responsibility of Museum Property, Real and Intangible*

You should not use, off Museum premises or for personal gain, any object or item that is part of the Museum’s collection or under the guardianship of the Museum. You should not use any other property, supplies, or resources of the Museum except for the official business of the Museum or without specific permission from your supervisor. The name and reputation of Mystic Seaport Museum are valuable assets and should not be exploited for personal advantage or the advantage of any other person or entity.

Any information that you may acquire in the course of your duties at the Museum which is not generally known or available to the public must be treated as information proprietary to the Museum and cannot be used for personal advantage.

*Outside Activities*

When you speak out on public issues, avoid the appearance of speaking or acting on behalf of Mystic Seaport Museum.

*Personal Artifact Collecting*

You should employ the utmost discretion whenever you collect objects similar to those collected by the Museum. You should not knowingly compete with the Museum in any personal collecting activity or use your Museum affiliation to promote your personal collecting activities. You should not act as a dealer (buying and selling for profit) in objects similar or related to the objects collected by the Museum. You may not acquire any object from the Museum’s collections, except when it has been formally deaccessioned from the Museum’s collections and is being offered for sale at auction or otherwise in the public marketplace.

*\*Any violation of the Institutional Code of Ethics may result in termination of volunteer position with Mystic Seaport Museum*

**MYSTIC SEAPORT MUSEUM: PAST AND FUTURE**

The mission of Mystic Seaport Museum is to create a broad, public understanding of the relationship of America to the greater Maritime world. Mystic, Connecticut has been a legendary maritime destination for over 300 years.  Since the 1600s, this historic area has been a center of shipbuilding.  Between 1784 and 1919 – the golden age of American maritime enterprise – more than 600 vessels were constructed along the Mystic River.  With the advent of steam power and the decline of wooden shipbuilding after the Civil War, textile manufacturing became Mystic’s dominant industry.

As the great Age of Sail gave way to steamships and railroads, wooden ships and boats were turned into firewood and the nation’s seafaring traditions began to disappear.  As a result, three Mystic residents decided to work together in an effort to keep the past alive.  On December 29, 1929, Edward E. Bradley, an industrialist; Carl C. Cutler, a lawyer; and Dr. Charles K. Stillman, a physician; signed the papers incorporating the Marine Historical Association.  Today we are known as Mystic Seaport Museum, the Museum of America and the Sea.  Their dream was to create a dynamic, educational institution to preserve America’s maritime culture and turn the achievements of a past era into an inspirational force for the future.

Despite the conditions of the Great Depression, the Museum grew rapidly.  Donations of log books, photography, ships plans, and other maritime artifacts poured into the fledgling museum, which was located in the Wendell building.  In 1941 Mystic Seaport Museum acquired the *Charles W. Morgan*, the world’s last wooden whaling ship, from the once-great Yankee fleet.  Historic buildings from across New England were also moved nearby to complement the *Morgan* – and the representation of a coastal 19th century seafaring village was born.

Over the next fifty years, Mystic Seaport Museum experienced explosive growth, amassing the world’s largest collection of maritime photography (more than one million images), approximately five hundred boats, and a collection of more than a million other maritime artifacts.  The 1970s saw the creation of the Henry B. duPont Preservation Shipyard, additional exhibit buildings, and several new accredited educational programs.

By the 1990s, Mystic Seaport Museum was widely recognized as the nation’s leading maritime museum.  In 1996, Mystic Seaport Museum underscored its mission to create a broad public understanding of the relationship between America and the sea with a six-week seminar entitled *America and the Sea*, which encouraged college professors from around the country to incorporate maritime history into their teachings.

In 1998 Mystic Seaport Museum began construction of a replica of the freedom schooner *Amistad*, creating a major educational program centered on the recreation of an historic vessel from the keel up.  In 2000, the Museum published its 70th publication, America and the Sea:  A Maritime History, described by Kirkus Reviews as, “the definitive work on the subject.”

With an eye to research, Mystic Seaport Museum made the history of America’s relationship with the sea even more accessible to audiences.  As part of a $35 million renovation of the inner core of the old Rossie Velvet Mill, the Museum’s new Collections Research Center provides convenient ways for scholars and researchers from around the world to access Mystic Seaport Museum’s renowned archives via the Internet and integrated databases.

In 2008 Mystic Seaport Museum embarked on a huge project to restore the *Charles W. Morgan* to its sailing ready condition.  In May of 2014, following a five year, multi-million-dollar restoration, the ship set out on her 38th voyage to raise awareness of America’s maritime heritage and to call attention to issues of ocean sustainability and conservation. It was the first time the national historic landmark had left Mystic Seaport Museum since her arrival in 1941.

Mystic Seaport Museum entered a new era of expansion and transformation with the construction of the Thompson Exhibition Building.  The exhibit space was designed to provide additional year-round, all-weather facilities and serve changing audiences while inspiring future generations.  Exciting new programs, exhibits, structures and environments enable the Museum to present the America and the Sea story in ways that deepen our understanding and strengthen our commitment to this ocean planet.

Volunteers play an essential role in achieving the mission of Mystic Seaport Museum.  They have been, and will continue to be an integral part of the growth and success of the Museum.

**VOLUNTEERING AT MYSTIC SEAPORT MUSEUM**

**Office of Volunteer Services**

The Office of Volunteer Services recruits and places volunteers, evaluates the Museum’s volunteer program and seeks ways to improve it, coordinates orientation training, and maintains records of volunteer service hours. Questions relating to your volunteer assignment should be directed to your supervisor or the Manager of Volunteer Services, Mary Koehler.  She may be reached via phone on (860) 572-5378 or via e-mail at [mary.koehler@mysticseaport.org](mailto:mary.koehler@mysticseaport.org).

The Volunteer Services Office is located on the 1st floor of Brustolon House at 61 Greenmanville Ave.

**Volunteer Opportunities**

Volunteers are placed according to the most current needs of the Museum, in conjunction with their talents, interests, and available time.  Volunteer opportunities vary and are located in a number of different departments throughout the Museum.

There are many opportunities for you to participate in programming. Some of them are provided at no cost to you through your status as a member volunteer. We suggest that all our volunteers take advantage of as many of these opportunities as their schedules allow.

**Behavior Standards**

You may assume that the things we value most at Mystic Seaport Museum are the many priceless items on display and in our Collections Department. While those objects are the foundation upon which we build our mission and programming, the experience that visitors have while on our campus is equally important to our success. For those volunteers in outward-facing positions, we ask that you care for and steward that experience with the same dedication that we ask our Collections Department to apply to our invaluable artifacts.

The Office of Volunteer Services has established behavior standards that all volunteers are expected to uphold.

* Hospitality is a crucial element of our visitors’ experiences at Mystic Seaport Museum. As a volunteer, you serve as the face of the Museum, whether behind the scenes or on our grounds.  Please treat visitors with courtesy and respect.  Smile when greeting our visitors.
* Be positive when speaking to members of the public, staff, and other volunteers.
* Treat each question like it is the first time you have heard it.
* Remain calm if a visitor has a complaint or is upset.
* Involve a staff member if you are unable to address a question or concern of a visitor.
* Be proactive in assisting visitors and engaging them in our exhibits.
* Be mindful of your body language and present a welcoming image. Do not fold your arms or turn your back to others.
* The golden rule applies to most interactions you will have here at the Museum:  treat others as you yourself would like to be treated.

**Orientation**

New volunteers are asked to attend a two-part orientation to introduce them to Mystic Seaport Museum. The first part will be a general orientation to review information about the Museum, its operation, policies and programs. At this orientation, volunteers will also go over this handbook and finish any outstanding paperwork. Following the general orientation, volunteers will go through a department orientation with their department supervisor to familiarize themselves with the projects and people they will be working directly with.

**Identification Badges and Museum Shirts**

A temporary name badge and Museum shirt will be given to you the day you start your volunteer service. A permanent badge will be issued after fifty hours of service. This is an exciting achievement! Your badge signals to visitors that you are ready and able to assist them and make their visit a positive experience. This badge must be worn at all times while on our grounds so that visitors may easily identify you as a Museum representative. Badges should be returned to the Volunteer Services Office upon the conclusion of your volunteer service. In the event that your badge is damaged or lost, please contact the volunteer office as soon as possible for a replacement.

**Shifts**

Volunteers are required to check in with a supervisor at the beginning of each shift and to sign in on a time sheet. If you need to come onto Museum grounds outside of the Museum’s regular business hours, your supervisor should be notified in advance and you should check in with security when arriving on grounds.

**Time Sheets**

The Volunteer Services Office compiles and records the service hours of our volunteers on a monthly basis. This information is required for many of the Museum’s grant applications which, when awarded, are a major source of funding for the Museum. Time sheets are available from your supervisor and should be completed for every shift you work. Your supervisor will submit them on your behalf at the end of each month.

**Personnel Records**

It is important to Mystic Seaport Museum that personnel records be kept up-to-date. Please notify both the Volunteer Services office and your supervisor if you change any of the following personal information: your name, home address, e-mail address, cell phone and/or home number or emergency contact data.

**Volunteer Online System**

Mystic Seaport Museum utilizes an online system through Volgistics.com, called “VicNet”, for active volunteers to track their hours, see what special events are coming up, and better communicate with the Volunteer Office. All new volunteers will be registered with the VicNet system and should receive a log in email to fully register after they have gone through orientation. The link to access VicNet can be found in several places. The official web page is https://www.volgistics.com/vicnet/604564. It can also be found at the top of each volunteer email/newsletter that you receive and on the volunteer page of www.MysticSeaport.org.

**Parking**

We offer free parking for volunteers in the north and south visitor parking lots, both located on Route 27 (Greenmanville Avenue). The south lot is located across the street from the iconic red tugboat and the north lot is located across the street from the Thompson Exhibition Building.

**Suggestions and Feedback**

Volunteers are encouraged to make suggestions or relay observations that can lead to the improvement of Mystic Seaport Museum for visitors, staff or other volunteers. You are our eyes and ears across campus; as such, you are uniquely positioned to offer us a fresh perspective on the day-to-day activities of the Museum. You are encouraged to share your thoughts and suggestions with your supervisor and/or the Volunteer Services Office; many times these discussions lead to improvements and efficiencies otherwise not imagined. We thank you for your help!

**Conclusion of Volunteer Service**

It is our hope that you will be a Mystic Seaport Museum volunteer for many years. If your circumstances change and you are no longer able to work with us, please let your supervisor and the Volunteer Services Office know so that we may plan to recognize your service and start the search for someone to take on your role. We ask that volunteers return their name badge and uniform shirt at the conclusion of their volunteer service.

**BENEFITS OF VOLUNTEERING**

The benefits below are available to all active volunteers with Mystic Seaport Museum. “Active Volunteer” refers to a volunteer who has signed-in for at least one shift in the previous 12 months and is in good standing with the Museum.

**Service Recognition**

Mystic Seaport Museum recognizes volunteers for their continued service in many ways. After fifty hours of service, a permanent identification badge will be issued in your name. When you complete 100 hours of service, you receive a pewter lapel pin; after 500 hours a silver pin, and after 1,000 hours, a gold pin. For every 5 years of active service, you receive a gold star on your name badge.

Volunteer hours will also be submitted twice a year for Presidential Volunteer Service Awards.

**Discounts**

After logging fifty hours of volunteer service, you are entitled to a discount on purchases from Museum stores and food outlets. You must show your name badge to receive a discount. Please inquire about these discounts at the point of service, as they change from time to time.

**Admissions**

***Volunteers receive free admission to the museum, but we ask that all volunteers visiting the museum outside of their volunteer shift hours check in at one of our admission gates with your name badge so that you can be counted towards the day’s admission total.*** As a volunteer, you are also eligible to receive up to six visitor guest passes per year. These are available from the Volunteer Services Office upon request.

**Additional Museum Privileges**

One of the unique benefits associated with being a volunteer is the variety of opportunities available for learning. You are encouraged to attend lectures, workshops, training sessions, and Planetarium shows as your schedule permits. Many of these programs and activities are available to you for free or at a reduced rate. When you purchase a ticket for Museum sponsored activities, be sure to state that you are a volunteer.

You are also eligible to take advantage of the various services and vast printed, video, manuscript and oral history collections available in the Museum’s Collections and Research Center. Please contact the Collections and Research Center directly at (860) 572-5367 for information on their collection and current borrowing privileges and procedures.

Volunteers working in the Interpretation Department may borrow books from the Interpretation Library located in Brustolon House.

**The William C. Noyes Volunteer of the Year Award**

This award is presented annually in loving memory of Mystic Seaport Museum volunteer William C. “Bill” Noyes, who volunteered over 6,000 hours at the Museum between 1983 and 1997. Offering his services to a number of different departments, Bill exemplified the true spirit of a dedicated volunteer, giving freely of his time wherever he was needed the most.

Nominations are solicited from all staff and volunteers at the Museum. The recipient is chosen by a committee consisting of a Noyes family designate and representatives from each of the Museum’s vice-presidential areas of management. Past award recipients are listed on a plaque that proudly hangs in the Office of Volunteer Services. Each recipient receives a gift and a certificate inscribed with their name. The Noyes Award is presented at the annual *Celebration of Volunteers* Dinner.

**Additional Benefits of Volunteering**

For volunteers that accrue fifty hours or more annually, we are pleased to offer the following benefits and enrichment opportunities:

* An invitation to attend the *Celebration of Volunteers* Dinner, at which annual awards are presented.
* An invitation to attend a December holiday open house
* Discounted rides on river cruises aboard *Sabino,* the Museum’s 1908 steamboat and *Liberty*
* An invitation to attend a monthly volunteer “First Thursday” lecture
* The opportunity to meet interesting people with a wide range of experiences and expertise
* The knowledge that you are inspiring our employees and helping to support the nation’s leading maritime museum with your special skills and talents

**GENERAL MUSEUM POLICIES**

If you have any questions concerning the policies described below, please contact the Office of Volunteer Services.

**Museum Membership**

In order to receive regular information about programming and events across the wide breadth and depth of the Museum, we strongly encourage all volunteers to maintain a Museum membership.  A membership provides access to behind-the-scenes events and programming that will provide you a wider knowledge base and give context to the information in our exhibits and working waterfront. This is particularly important for our outward-facing volunteers.

**Equal Employment Opportunity**

It is the policy of Mystic Seaport Museum to provide equal opportunity in volunteer service to qualified individuals regardless of race, color, religion, age, sex, marital status, national origin, ancestry, physical or mental disability, sexual orientation, gender expression or identity. Discrimination in violation of this policy is prohibited and will not be tolerated.

**Harassment**

## *Harassment Prohibited*

Mystic Seaport Museum is committed to maintaining a collegial work environment free of harassment in which all individuals are treated with respect and dignity. In keeping with this commitment, Mystic Seaport Museum will not tolerate harassment, including sexual harassment, as defined in this Policy, of volunteers by anyone, including any supervisor, manager, department director, co-worker, vendor, client, customer, visitor, volunteer, or trustee; whether in the workplace, at assignments outside the workplace, at Mystic Seaport Museum sponsored social functions, or elsewhere.

*Prohibited Conduct*

Harassment is defined as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of the individual’s race, color, religion, sex, sexual orientation, age, ancestry, national origin, disability, marital status, gender expression or identity, or any other characteristic protected by law that has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive working environment.

Sexual harassment is defined as unwelcome or unwanted sexual advances; requests for sexual favors; or other physical, verbal, or visual conduct based on sex when (1) submission to the conduct is an explicit or implicit term or condition of volunteer service, (2) submission to or rejection of the conduct is used as the basis for an employment decision, or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of sexual harassment include unwanted sexual advances; explicit sexual propositions; demands for sexual favors in exchange for favorable treatment or continued volunteer service; repeated sexual innuendos, suggestive comments, sexually oriented kidding, teasing, or practical jokes; jokes about gender-specific traits; foul or obscene body language or gestures; display of foul or obscene printed or visual material (including but not limited to e-mail); and physical contact, such as touching, patting, pinching or brushing against another's body. The offender or the victim of harassment may either be a man or a woman and, in addition, harassment can occur involving persons of the same or opposite sex.

*Reporting*

If any employee or volunteer believes that he or she is being harassed, they should clearly and promptly notify the offender that the behavior is unwelcome. If for any reason an employee or volunteer does not wish to confront the offender directly, or if such confrontation does not successfully end the harassment, the employee or volunteer should immediately notify Human Resources or Volunteer Services. The employee or volunteer also has the option of reporting the harassment to his or her supervisor. In such a case the supervisor must immediately report the complaint to Human Resources or Volunteer Services.

Although Mystic Seaport Museum has chosen not to impose a limited time frame for reporting harassment complaints, prompt reporting is strongly encouraged. It allows for rapid response and resolution of objectionable behavior or conditions, both for the employee or volunteer and any other affected persons.

*No Retaliation*

Mystic Seaport Museum will not retaliate against any employee or volunteer who makes a report of harassment, nor will Mystic Seaport Museum permit any employee or volunteer to do so. Any form of retaliation against anyone who has reported harassment is strictly forbidden.

*The Investigation*

Mystic Seaport Museum’s policy is to take all complaints of harassment seriously, and all such complaints will be promptly and thoroughly investigated.

*Confidentiality*

To the fullest extent practical and appropriate under the circumstances, Mystic Seaport Museum will treat complaints and the terms of their resolution as personal and confidential.

*Corrective Action*

If an investigation confirms that harassment has occurred, Mystic Seaport Museum will take corrective action, including discipline up to and including immediate termination of employment or volunteer service.

*Review*

If either party directly involved in a harassment investigation is dissatisfied with the outcome or the resolution, that individual should submit a written request to the Director of Human Resources to have the decision reconsidered.

Mystic Seaport Museum recognizes that this policy may not address every set of circumstances which may arise in the workplace related to harassment. It does, however, provide reasonable guidelines which will cover most situations. If an unanticipated situation arises, please contact Human Resources immediately.

**Drug-Free Workplace**

The manufacture, distribution, dispensation, use, being under the influence of, possession, transportation, or sale of controlled substances, narcotics, alcohol, illegal drugs, or drug paraphernalia by any volunteer while on duty or in a Mystic Seaport Museum vehicle is prohibited.

## Drug Testing

Certain positions within Mystic Seaport Museum will be subject to drug testing as required by Federal law. Volunteers requiring a license from the Department of Transportation or the Coast Guard are subject to drug testing on the following basis: pre-assignment, random, periodic, post-accident and where reasonable suspicion or cause exists to believe that the volunteer is under the influence of drugs or alcohol.

Volunteers or volunteer applicants who refuse to take a drug test cannot be assigned to volunteer service.  Volunteers who fail a drug test will be removed from volunteer service. They will not be reinstated to service until they have been declared fit to return by the Medical Review Officer.

All results are confidential and will be discussed only with those individuals who have a direct need to know.

**Smoke Free Environment**

To protect the items in our collections and the health of our staff, volunteers, and visitors, Mystic Seaport Museum is a smoke free environment. This includes e-cigarettes (vaping).

**Access**

In accordance with the Americans with Disabilities Act, it is the goal of Mystic Seaport Museum to provide the highest possible level of accessibility that can be accomplished within our institutional mission; that is, finding that course which will preserve our cultural heritage for future generations and offer everyone an equal opportunity to share that culture.

**Standards of Conduct**

Mystic Seaport Museum has established minimum standards of personal conduct and performance. The following list contains some examples of conduct that may lead to the imposition of discipline, including the possibility of immediate dismissal from volunteer service.

* Inappropriate jokes, slurs, or use of obscene or abusive language;
* Bullying, harassment, intimidation, belittling of others, undermining someone’s performance by withholding information, spreading gossip with the intent to hurt another’s reputation, or making offensive gestures or comments;
* Poor work performance, sleeping on the job, excessive time away from work station;
* Intentional or careless damage to Museum, customer or coworker property;
* Theft, including stealing or removing without express permission any property not owned by the volunteer;
* Dishonesty, including falsification of records;
* Possession of a weapon or dangerous materials (such as explosives, toxic substances, flammable substances) while on Museum property or while engaged in Museum business;
* Disorderly or disruptive conduct including fighting, derogatory name-calling, profane language, harassment, intimidation, threatening behavior, violence, or horseplay;
* Failure to use safety equipment, engaging in any activity that creates a safety hazard, or failure to report a safety hazard to management;
* Possession, being under the influence of, use, sale or distribution of alcohol, illegal drugs or prescription drugs without a valid prescription on the Museum’s premises or while engaged in Museum business;
* Insubordination, including abusive or improper language or conduct toward a supervisor or management representative, or failing to comply with a direct request from a supervisor;
* Refusal or failure to cooperate with any investigation conducted by the Museum;
* Actions posing a security risk for the Museum, including refusing to cooperate with the instructions or activities of security personnel;
* Unauthorized use or disclosure of the Museum’s proprietary or confidential information;
* Failure to promptly report work-related accidents or property damage;
* Misuse or abuse of the Museum’s computers or other Museum property;
* Other misconduct affecting your job, coworkers or customers.

**Dress Code**

As a volunteer, you represent the museum in manner and appearance.  Our dress code is designed to convey a casual but professional appearance.  Volunteers are required to wear a Museum shirt and badge during their shifts; both will be provided to you at no cost.  Some departments will have different requirements based on safety or visitor contact considerations.  For example, you may be required to meet additional grooming requirements or wear protective clothing depending on the nature of your work.  Your supervisor will provide additional guidance, which will be determined by your specific job duties.

*Guidelines:*

1. Clothing must be neat and free of excessive wrinkles, rips, holes, or fraying.

2. Skirts, shorts, or skorts must have a hem lower than the fingertips when hands are

at your side.

3. Footwear should be appropriate for your job duties.  Flip flops, crocs, and other similar footwear are not approved anywhere on campus

4. If your job duties will involve interactions with our visitors, we ask that you take special care with your appearance.  You should maintain exemplary grooming standards and always come to campus with your most important accessory: your smile!

Items of clothing that are not permitted at Mystic Seaport Museum include the following:

* Leggings and yoga pants
* Tank tops, crop tops, and sleeveless shirts
* Athletic and bike shorts
* Garments with writing, images, advertisements, or company logos other than the Museum’s

*Enforcement and Accommodations:*

Volunteers who do not meet the Museum’s dress code standards may be asked privately by their supervisor to correct their appearance.  Repeated violations of these standards will be cause for disciplinary action up to, and including, termination.

The Museum’s dress code is not intended to interfere with any volunteer’s religious observances or medical conditions requiring special clothing.  Volunteers may contact the Office of Volunteer Services to request accommodations.

**Attendance**

To maintain effective operations, Mystic Seaport Museum counts on employees and volunteers to be present during their scheduled hours. All volunteers are expected to notify their supervisor before their scheduled start time if they will be absent or late for any reason. If absenteeism becomes excessive, your volunteer relationship with the Museum may be reevaluated.

**Dispute Resolution**

Generally, the most effective way to deal with a problem is to have a discussion with your supervisor. However, if you feel an issue remains unresolved, you should discuss your situation with the Office of Volunteer Services.

## Social Media Policy

Social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for its appropriate use.

This policy applies to all active volunteers for Mystic Seaport Museum.

*Guidelines*In the rapidly expanding world of electronic communication, *social media* can mean many things.  *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or chat room, whether or not associated or affiliated with Mystic Seaport Museum, as well as any other form of electronic communication.

The same principles and guidelines found in Mystic Seaport Museum policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any conduct that adversely affects your volunteer experience, the performance of fellow volunteers or staff members, or otherwise adversely affects members, customers, suppliers, people who work on behalf of Mystic Seaport Museum or Mystic Seaport Museum’s legitimate business interests may result in disciplinary action up to and including termination of volunteer service.

*Know and follow the rules*Carefully read these guidelines and ensure your postings are consistent with these policies. Inappropriate postings may include, but are not limited to: discriminatory remarks, harassment, threats of violence or similar inappropriate or unlawful conduct. Such posts will not be tolerated and may subject you to disciplinary action up to and including termination of volunteer service.

*Be respectful* Always be fair and courteous to fellow volunteers, staff, customers, members, donors, visitors, suppliers or people who work on behalf of Mystic Seaport Museum. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with the individual than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating; that disparage customers, members, staff, volunteers or suppliers; or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone’s reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion, gender expression, or any other status protected by law or company policy.

*Be honest and accurate*Make sure you are always honest and accurate when posting information or news, and if you make a mistake correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be discovered. Never post any information or rumors that you know to be false about Mystic Seaport Museum, fellow staff, volunteers, members, customers, suppliers, people working on behalf of Mystic Seaport Museum or competitors.

*Post only appropriate and respectful content*  Maintain the confidentiality of Mystic Seaport Museum trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how, and technology. Do not post internal reports, policies, procedures, or other internal business-related confidential communications. Respect financial disclosure laws. Do not create a link from your blog, website or other social networking site to a Mystic Seaport Museum website without identifying yourself as a Mystic Seaport Museum volunteer.

Express only your personal opinions. Never represent yourself as a spokesperson for Mystic Seaport Museum. If Mystic Seaport Museum is a subject of the content you are creating, be clear and open about the fact that you are a volunteer and make it clear that your views do not represent those of Mystic Seaport Museum, fellow volunteers, staff, members, customers, suppliers or people working on behalf of Mystic Seaport Museum. If you do publish a blog or post related to your volunteer time or subjects associated with Mystic Seaport Museum, make it clear that you are not speaking on behalf of Mystic Seaport Museum. It is best to include a disclaimer such as, “The postings on this site are my own and do not necessarily reflect the views of Mystic Seaport Museum.”

*Using social media while volunteering*Refrain from using social media while volunteering or on equipment we provide, unless it is work-related as authorized by your supervisor.

*Media contacts*All media inquiries should be directed to the Director of Communications. Volunteers should not speak to the media on Mystic Seaport Museum’s behalf.

**Solicitation and Distribution**

Solicitation or distribution of literature on Mystic Seaport Museum property by individuals without employee or volunteer status is prohibited.

Solicitation by a Mystic Seaport Museum employee or volunteer is prohibited during working hours. Working hours do not include time when an employee or volunteer is not working or assigned to perform work; for example: meal periods, scheduled breaks, and time immediately before and after a shift.

Distribution of advertising material of any kind in a working area is prohibited. Working areas include visitor and member areas and those areas where employees and volunteers perform work; such as exhibit spaces, administrative offices, and workshops. Examples of non-working areas are meal and break spaces.

**Publicity and Privacy Release and Waiver**

As a volunteer of Mystic Seaport Museum, you may be asked to, or otherwise will, appear on film, in photographs or videos, or in other forms of media. You agree that, during the time of your service with Mystic Seaport Museum, you may be photographed, videotaped or otherwise recorded (collectively, “Footage”) by Mystic Seaport Museum. You grant Mystic Seaport Museum the exclusive right to use, and to authorize others to use, the Footage, including use in conjunction with other photographs and footage. You grant Mystic Seaport Museum the right to use the Footage, and your name, voice, likeness and/or biographical information (collectively, “Likeness”) for any purpose including, but not limited to, in connection with advertising and promotion of Mystic Seaport Museum, at such times and in such manner as Mystic Seaport Museum may elect, in perpetuity throughout the world. You further acknowledge and agree that you shall not be entitled to any payments, residuals, monies, compensation, or other remuneration arising out of Mystic Seaport Museum’s exploitation of the Footage and/or Likeness in any manner. You, on behalf of your heirs, successors and assigns, hereby forever release Mystic Seaport Museum and/or its successors and assignees from all claims of liability arising out of any use of the Footage including, but not limited to, claims for invasion of privacy or publicity; and that the Footage shall be the sole and exclusive property of Mystic Seaport Museum in perpetuity. You hereby agree to Mystic Seaport Museum’s ownership of all right, title and interest in the Footage, including copyright and all moral rights therein, throughout the world. You agree, at Mystic Seaport Museum’s expense, to execute and deliver any additional instruments and documents that Mystic Seaport Museum may reasonably request for the purpose of carrying out the intent of this Mystic Seaport Museum Publicity and Privacy Release and Waiver. You also further agree that you will not use any Footage in which you may appear in the creation of works to be exploited for personal profit, regardless of whether or not such works are created in your capacity as a volunteer of MSM or in your personal capacity.

**Intellectual Property Policy**

The Museum relies on the work of its employees and volunteers to assist MSM in achieving its mission, and genuinely appreciates and values the many contributions made by its volunteers and employees. In keeping with MSM’s standard policies and procedures, however, MSM requires that its employees and volunteers understand their rights and responsibilities as they relate to the work they conduct on behalf of, and/or contribute to, MSM.

In consideration of your volunteer service with MSM, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, you agree that all materials prepared by you as part of your volunteer service with MSM (whether alone, or jointly with other volunteers, MSM Staff Members, or employees) will, to the best of your knowledge, be original to you or derived from materials to which you have obtained any required permissions, releases, rights, or licenses; and that the use thereof by MSM will not violate or infringe any patent, copyright, trademark, trade secret or other personal or proprietary rights of any party.

You agree that any inventions, discoveries, ideas, designs, materials, or works of authorship created by you in your role as a volunteer of MSM will be the property of MSM. You hereby agree that any works of authorship prepared by you in your role as a volunteer of MSM will be a “work made in service” for MSM, and MSM will be deemed the sole author thereof, automatically upon their creation, as 29 contemplated by Sections 101 and 201 of the United States Copyright Act of 1976 as amended. MSM may, but is not required to, credit you as the author of the work.

In the event that any such work of authorship is not a work made in service, you hereby irrevocably transfer and assign to MSM in perpetuity throughout the world and in all manner: media and channels of distribution now known or hereafter devised, developed or created, including but not limited to electronic media and the Internet; any and all right, title and interest, including but not limited to the copyright in the work and other proprietary rights; effective automatically as of the creation thereof. In addition, you hereby irrevocably transfer and assign to MSM, in perpetuity throughout the world, any and all rights, title and interests; including but not limited to: copyrights, patent rights, trade secrets, trademarks and other proprietary rights; in and to all inventions, ideas, designs, materials or works of authorship created by you in connection with or arising out of your volunteer service with MSM, effective automatically as of the creation thereof.

You agree to cooperate with and assist MSM in its efforts to apply for and execute any applications and/or assignments reasonably necessary to obtain any patent, copyright, trademark or other statutory protection for such inventions, ideas, designs, materials, or works of authorship in MSM’s name as MSM deems appropriate; and you hereby waive any “moral right" or similar right in such works. You also further agree that you will not use access to the MSM grounds, exhibits and events gained as a volunteer of MSM in the creation of works to be exploited for personal profit, regardless of whether or not such works are created in your capacity as a volunteer of MSM or in your personal capacity.

**SAFETY AND SECURITY**

Mystic Seaport Museum is committed to providing a safe and health­y environment in which to work and visit. Yours may be the only pair of eyes that notice an unsafe situation in time to prevent an accident. The responsibilities of all volunteers in this regard include:

1. Knowing the location of all entrances and exits for evacuation in the event of an emergency in the building or area to which you are assigned.
2. Exercising maximum care and good judgment at all times to prevent accidents and injuries.
3. Reporting to a supervisor and seeking first aid for all injuries, regardless of how minor.
4. Reporting unsafe conditions, equipment, or practices to supervisory personnel.
5. Using safety equipment provided by the Museum at all times.
6. Conscientiously observing safety rules and regulations at all times.

## Injuries, Illness (Staff or Visitors)

**“CODE WHITE”**

If you encounter a visitor or staff member who is experiencing an illness or injury that appears to be life-threatening, or if you are uncertain in regards to the extent of their distress, you should call 911 immediately. **Then you must contact Security via phone or radio** so they are in the response loop**. Please state** your **name,** your **location** and that you have a **“Code White”.** Failing to do this could result in a delay in the Museum’s ability to *grant access to emergency vehicles*. Security may be reached at the following numbers:

* **From any MSM phone: x5310 or x5555**
* **From an outside line: (860) 572-5310**

If the injury or illness seems non-life-threatening, you should call Security at the numbers listed above, and let them assess the situation. Please report ALL accidents, no matter how minor they seem. Security is always available to come to your location for First Aid needs.

**Aggressive Behavior (Visitors)**

**“CODE YELLOW”**

In the event that a staff member, a volunteer, or any of our visitors are in danger (threat of bodily harm) from others, please contact Security immediately.  No specific details need to be given over the radio or the phone; simply **please state** your **name,** your **location** and that you have a **“Code Yellow”.**

* **From any MSM phone: x5310 or x5555**
* **From an outside line: (860) 572-5310**

It is important to calmly direct any visitors, volunteers, and staff away from the danger if able, but **do not put yourself in harm’s way**!  *It is not your responsibility to de-escalate or resolve the situation*. Security will respond immediately and take control of the situation upon arrival.  Museum security officers are trained to de-escalate these situations no matter what turn they may take.

**Museum Security**

Do not give a Museum key to anyone; report any loss of a key to Security. Upon the conclusion of your volunteerservice, return any Museum keys/fobs in your possession to your supervisor or Security as appropriate. Do not share alarm codes with anyone. Notify the Security Department when you believe that an alarm code has been compromised. Report every found item to the Security Department. If you cannot return the item to Security, an officer will pick it up.

**Personal Security**

A Security officer will happily escort you to your vehicle at your request. Mystic Seaport Museum is not responsible for your personal property; do not leave a wallet, purse or other valuables unattended. Report every lost or stolen item to the Security Department.

**Fire**

There is no smoking or vaping on the grounds or in any building at Mystic Seaport Museum. Volunteers must be thoroughly familiar with the following procedure in case of a fire emergency:

1. Report a fire emergency to 911;
2. Dial 5555 on a Mystic Seaport Museum phone or (860) 572-5310;
3. Report: YOUR NAME AND LOCATION OF THE FIRE;
4. Evacuate all visitors and staff from the area if no security personnel are present;
5. DO NOT reenter the area.

**Storm Closings**

Each individual must use good judgment as to personal safety, and no one is expected to jeopardize life and limb in order to come to the Museum. At the same time, resident New Englanders should plan to cope with most weather conditions as a matter of course. On questionable days, it is the responsibility of each volunteer to report to work unless they have established from a reliable source that the Museum is closed.  All volunteers are responsible for keeping their contact information up to date with the Office of Volunteer Services in order to ensure timely communication when necessary.

***Procedures***

When in consideration of the safety of visitors, volunteers, and staff, it becomes necessary to close the Museum, operational status will be posted on the Seaport homepage at [www.mysticseaport.org](http://www.mysticseaport.org/) and the text alert system will be activated. Volunteers are strongly encouraged to opt into this convenient notification program.

The Museum has three types of closings:

* Closed to General Admission Visitors and Staff is declared when conditions are unusually hazardous. In this case most staff and volunteers, except Security and those notified by their department director, will not report to work.
* Closed to General Admission Visitors is declared when it is hazardous for unescorted visitors to be on the grounds.  Visitor Reception and Interpretive staff will report for training sessions or reassignment to special projects. All other staff and volunteers are expected to report to or remain at work in a normal fashion. Some staff or volunteers may be delayed in getting to work, and a few will feel that conditions in their particular location are unusually severe and will use good judgment in staying home.
* Delayed Opening is declared when conditions are appropriate for opening, but additional time is needed to complete snow removal, pathway sanding, clearing and salting of vessels, and other physical plant requirements.

**Text Alert Program (Opt-In)**

The Museum uses a text alert system to notify staff and volunteers of emergency events and weather-related closures. Staff and volunteers must opt in; they are not automatically enrolled. To receive text alerts, please e-mail the following to Mary Koehler, Volunteer Services Manager: your name, the name of your supervisor, and the cell phone number you wish use to receive text alerts.

**IMPORTANT CONTACT INFORMATION**

Museum Main Number (860) 572-0711

Office of Volunteer Services (860) 572-5378

Human Resources Office (860) 572-5376

Museum Security (860) 572-5310

Greenman’s Landing Restaurant (860) 572-4075

Anchor Bake Shop (860) 245-5236

Museum Gift Store (860) 572-5386

Mystic Seaport Museum Web Site [www.mysticseaport.org](http://www.mysticseaport.org)

Mystic Seaport Museum On-Line Directory <https://staff.mysticseaport.org/directory/>

***Welcome aboard, and thank you***

***for sharing your time and talents with us!***