



Sam Noble Museum

VOLUNTEER HANDBOOK

August 2016

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Welcome to the volunteer program of the Sam Noble Oklahoma Museum of Natural History!

The following information is intended as a guide to help you understand Museum and Volunteer Program policies and procedures. This handbook is designed to introduce you to the Sam Noble Museum and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer staff – with guidance and direction. As a volunteer staff member we extend to you many of the same rights as paid staff with regards to work environment, necessary job training, supervision, evaluation, and recognition.

In return we expect you to honor your commitments to the Museum, respect other staff members – both paid and volunteer – and perform your assigned duties to the best of your abilities. As our organization grows and changes, there might be a need to modify the policies, practices and other information described 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.

Questions?

If you have any additional questions not covered by this manual, please call the Volunteer Program Coordinator at 405-325-1652.

Grievance/Volunteer Concerns

Any questions about the Sam Noble Oklahoma Museum of Natural History Volunteer Program or criticism of its procedures, policies and personnel should be brought to and discussed only with the Volunteer Program Coordinator. The Volunteer Program Coordinator will contact the proper authority concerned with these questions or criticisms.

GENERAL MUSEUM INFORMATION

Sam Noble Oklahoma Museum of Natural History
2401 Chautauqua Avenue
Norman, OK 73072-7029
(405) 325-4712
(405) 325-7699 Fax

Contact People

Amy Chase	Volunteer Coordinator	(405) 325-1652
Jes Cole	Head of Education	(405) 325-8879
Barry Magnin	Information Desk	(405) 325-7977
Museum Security Office	Non---emergency	(405) 325-5516
	Emergency	(405) 325-9191

Museum Holidays

Days the Museum is closed:

New Year's Day	January 1
Thanksgiving Day	Fourth Thursday in November
Christmas Day	December 25

In the event of museum closure due to unexpected circumstances, you will be notified as soon as possible. The closing of the museum will coincide with any closing of The University of Oklahoma due to unexpected circumstances, such as inclement weather. Listen to the local media or check the OU webpage at www.ou.edu/ for closing announcements.

Museum Hours

Monday – Saturday	10:00 a.m. --- 5:00 p.m.
Sunday	1:00 p.m. --- 5:00 p.m.

Café Hours

The Red Bud Café hours of operation are Monday through Friday 9:00 a.m. to 3:00 p.m. The café is closed on Saturday and Sunday.

Volunteer Office

The Volunteer Office is located on the first floor in the Hall of Education in Room 135. Please take special note of the bulletin boards located inside the Volunteer Office which contain updates and important museum information. A cabinet in the Volunteer Office is provided for volunteers to store and lock valuables. If the Volunteer Office is locked, please ask Security to unlock the door. Each volunteer also has a folder in the volunteer office, awards, cards, and other communications might be placed in this folder.

Volunteer Lounge

The Volunteer Lounge is located on the first floor in the Hall of Education in Room 140. A refrigerator is provided for volunteers to keep lunch and snacks while on the job. If the Volunteer Lounge is locked, please ask Security to unlock the door.

Restrooms

First floor restrooms are located in the southeast corner of the front foyer, outside the entry to the Hall of Education. Second floor restrooms are located on the north end of the building, across the Light Bridge. There is also a family restroom in the Discovery Room.

MUSEUM HISTORY

In 1899, the Territorial Legislature of the future state of Oklahoma mandated the founding of a natural history museum on the campus of the University of the Territory of Oklahoma in Norman, now the University of Oklahoma. Since that time, the existing museum has had a long and distinguished history, acquiring over 7 million objects that belong to the people of the state of Oklahoma.

The curators and staff of the museum conduct scientific investigations to preserve and develop a greater understanding and appreciation of natural resources and human cultural heritage; they develop exhibitions and conduct educational programs that illustrate, interpret, and explain the natural history of the state and region to bring a greater understanding of our world to the people of Oklahoma and others.

On May 1, 2000, the museum opened its doors to a new century. Over 4 billion years of Oklahoma's natural history can be seen in a 198,000 square foot facility. Five galleries feature thousands of artifacts in 50,000 square feet of exhibit space. Visitors can immerse themselves in the fascinating natural and cultural history of Oklahoma.

VOLUNTEER BILL OF RIGHTS

Volunteers have a right to:

- Be provided orientation, training, support, supervision and evaluation.
- Be trusted and respected by staff and co-workers.
- Have volunteer time used wisely.
- Be given adequate information and training to carry out assignments.
- Be able to freely discuss problems, ask questions or make suggestions.
- Have a written position description and have a designated place to work.
- Be part of a team.
- Be recognized for their work.
- Be informed about events, programs and changes.

A volunteer can expect a supervising staff member to:

- Decide the tasks to be completed and the amount of time needed.
- Determine the materials required and the work place.
- Inform the volunteer of changes that may affect his/her assignment.
- Provide meaningful tasks.
- Create an atmosphere in which the volunteer feels comfortable about asking questions.

Volunteer Responsibilities

- Carry out duties promptly and reliably.
- Accept the guidance and direction of museum staff and senior volunteers.
- Be punctual and notify your support person of absences as much in advance as possible.
- Participate in orientation and training programs.
- Learn about and support the museum's policies, programs and people.
- Act professionally which includes respecting all confidences.
- Complete all assignments.

THE VOLUNTEER PROGRAM

Mission Statement

The Sam Noble Oklahoma Museum of Natural History at The University of Oklahoma inspires minds to understand the natural and cultural world through collection-based discovery, interpretation, and education.

Vision Statement

As one of the finest museums, we are at the heart of our community, collectively working to inspire understanding, appreciation, and stewardship of the earth and its peoples.

Benefits

Volunteers receive valuable benefits in appreciation of their service. By getting involved at the Sam Noble Museum, you will have direct access to lifelong learning of natural history, plus the following benefits:

- A 20% discount in the museum store, Excavations
- Free tickets to the museum for family members
- Invitations to brown bag lunches, curatorial lectures and special training opportunities
- Invitations to exhibit openings and other special events
- Service awards
- Invitation to the annual volunteer appreciation dinner

Training

Volunteers come to the museum with a wide range of skills, but experience is not required. Initial training includes attending classes on the galleries, collections and interpretation. Successful completion of training is required before volunteers are given a work assignment. All volunteers are encouraged to attend additional training provided by the Volunteer Department. Every department and staff member will work with volunteers to ensure that they have the information and support needed to complete their tasks.

Volunteer Opportunities

Front of House Volunteer Opportunities

Gift Shop

Gift shop volunteers help visitors find treasures and mementos of their visits. They answer questions about products, help restock merchandise and learn about gift shop operations. Interacting with the public is a requirement of this position.

Time Commitment:

At least two 1 to 3 hours shift per month.

Special Events

The museum hosts and participates in community events throughout the year. Spike's Spooktacular, Holiday Happening, Science in Action Day, and Eggstravaganza are just a few of the many events the Sam Noble Museum participates in yearly. Special Events volunteers do everything from walking in parades to staffing craft tables. No special training beyond the new volunteer training is needed.

Time Commitment:

We ask that you work at least 3 events per year.

Docents

Docents are informal teachers. Docents interact with families, adults and school children. They inspire and inform museum visitors by interpreting galleries and artifacts for museum visitors. Standing and interacting with the public are requirements of this position.

Time Commitment:

At least one 3 ½ hour shift per month.

Back of House Volunteer Opportunities

Office Assistant

Assist a variety of departments in completing clerical or other office duties. Projects vary based on department needs. These positions typically do not need to interact with the public.

Collections Assistants

Want to learn about natural history or how a museum operates? Volunteering in a collection is a great way expand your knowledge. Most Collection Assistant positions do not require previous specialized experience. These positions are detail-oriented and attention to accuracy is required. These positions often do not need to interact with the public.

Availability of these positions will vary throughout the year based upon the availability of projects and collection resources. Most of these positions' shifts must be scheduled during normal business hours, Monday-Friday 9 a.m. to 5 p.m.

VOLUNTEER POLICIES & PROCEDURES

Dress Code/Uniform

Front of House Volunteers

As a volunteer, you represent the museum in manner and appearance, so it is important to dress professionally at all times. Volunteers in the public areas are expected to wear khaki slacks or skirt, a white shirt or sweatshirt, and/or a vest with the museum's logo. Please wear low-heeled comfortable shoes. Shorts, cutoffs, and short skirts are prohibited. At the end of new volunteer training those working in public areas of the museum will be issued volunteer shirt from the Volunteer Program Coordinator. If you choose, additional uniform items may be purchased.

Back of House Volunteer

As with front of the house volunteers you represent the museum in manner and appearance, but different areas require different dress codes. Please check with your immediate supervisor for those details.

Evaluation

Many volunteers consider volunteer work as a transition path to employment, or as a great way to develop new professional skills. If you are interested in pursuing this course the Volunteer Program Coordinator will help you establish goals, and will provide progress reports or a review as requested.

Inactivity

To remain a volunteer in good standing you must volunteer at least 3 hours per calendar year. If you do not your badge will be removed and you will be placed on the inactive list in the volunteer database. It is important to let the volunteer coordinator know if you will be taking inactive for a number of months. If you wish to volunteer after a being placed on the inactive list, you must fill out new paperwork and attend new volunteer training if appropriate.

Identification Badges

Identification badges are issued to each volunteer after completing volunteer training or before starting work. The badge logs in the time you arrive and depart the museum and is an important function of the security for the museum. While in the museum, all volunteers must wear their badges in a prominent and visible position on their clothing so that they may be easily identified by staff, security and museum visitors. ID badges are picked up and returned at the staff entrance on the northeast end of the building. Badges are not to leave the building.

Each time you arrive at the museum for your volunteer shift, you will enter the building through the staff entrance located in the northeast corner of the museum. A security officer will greet you, ask for your name and hand you your badge. You will immediately affix the badge and check in at the volunteer lounge for your assignment.

Upon completion of your volunteer shift you must check out at the volunteer lounge and exit the museum through the same staff entrance where you will also check out with the security officer and return your badge.

New Volunteer Training

All volunteers are required to attend *New Volunteer Training* before beginning volunteer service. It will include information about the Sam Noble Museum, its policies and procedures for volunteers, and volunteer job descriptions.

Placement

All volunteers must be interviewed by the Volunteer Program Coordinator or designated staff member before any volunteer service may begin. The interview will determine volunteers' interests and skills, and inform volunteers of the placement needs. The interview must be in person and preferably include the support person(s) who will be working with the volunteer.

Volunteer interests, desires, and placement needs must be weighed in the interview process to ensure the best match possible. When possible, the volunteer will have the final say in determining which volunteer position best fits his/her needs.

Before starting volunteer duties, all forms and paperwork given to the volunteer must be completed and returned to the Volunteer Program Coordinator.

Position Training and Assignment

You are considered on an official assignment when the Volunteer Program Coordinator has requested that you provide a service. It is important to remember that only the Volunteer Program Coordinator or other volunteer program staff can make official assignments. Other staff, clients, or organizations cannot authorize an assignment.

You are expected to remain on your scheduled assignment during shift and should not serve in any other area unless asked to do so by your support person or by the Volunteer Program Coordinator. If you are requested to do a task with which you are uncomfortable, please notify the Volunteer Program Coordinator and seek assistance.

In addition to the formal training procedures, volunteers receive on-the-job training to help them with information and tools to perform their duties. On-the-job training may be provided by your support person, a qualified volunteer or the Volunteer Program Coordinator.

Volunteers wishing to improve their skill levels are encouraged to take advantage of advanced training and classes offered by the museum. Lectures, workshops and classes are frequently offered to the public and are also great opportunities to improve your knowledge and skills. Please contact the Volunteer Program Coordinator to discuss what options are available for your position.

Punctuality and Absenteeism

If you are unable to arrive for your regular time or need to be absent, please let the Volunteer Program Coordinator know as soon as possible. Call in as soon as possible, preferably 24 hours in advance. ***Do not come to work if you are ill.*** 405-325-1652

Resignation/Termination

If a volunteer should need to resign his/her volunteer position, the Volunteer Program Coordinator and immediate supervisor should be notified. Volunteers are asked to give at least two-weeks' notice when terminating their volunteer service. Volunteers are also asked to

schedule an appointment with the Volunteer Coordinator on their last day to turn in their badge, keys, and parking pass. Volunteers may participate in a voluntary exit interview upon termination. The exit interview is an opportunity for the volunteer to state reasons for leaving and for the museum to learn of other volunteer concerns.

Time sheets and record keeping

Please use the computer in the Volunteer Lounge to sign in and out at the beginning and end of your shift. Using the time clock is very important and enables the Volunteer Office to keep track of how many volunteer service hours are donated to the museum. To check--in and out, you need the username and password from your application. If the computer is off or otherwise not working, please use the paper sign-in sheets located in front of the keyboard.

Your training will cover the process of recording your hours, signing up for shifts and checking your hours from home.

You can go to www.myvolunteerpage.com to view your volunteer record including dates of service, positions held, and duties completed. Other information is maintained by the Volunteer Program Coordinator. You are entitled to access these records by submitting a request to the Volunteer Program Coordinator.

A computer for volunteer usage can be found in the back of the Volunteer Office. Please feel free to use this computer to check your hours and sign-up for shifts. The computer is not intended for personal use.

Volunteer Support

Each volunteer has a support person who is responsible for day-to-day support and guidance of your work. Always report to your support person when you reach your area of service, when you leave the area to eat or when you complete your shift. When in doubt ask your support person.

For docents, your support person will often be the Volunteer Program Coordinator. If the Volunteer Program Coordinator is not available, please contact education staff personnel. For collections volunteers, your support person will often be the Collection Manager of the collection where you volunteer. A curator or graduate student may fill this role when the Collection Manager is otherwise unavailable.

Volunteers as Volunteer Supervisors

An experienced volunteer may act as a support person for other volunteers after appropriate training for the position has been completed.

GROUNDS FOR DISMISSAL

Grounds for dismissal may include, but are not limited to, failure to perform assigned duties, failure to follow Sam Noble Museum policies or procedures, failure to meet minimum standards of performance, abuse of visitors or staff, alcohol or drug abuse while volunteering, theft of museum property, misconduct, or insubordination. Volunteers may discuss reasons for dismissal with the Volunteer Program Coordinator. Instead of dismissal, the Volunteer Program Coordinator may recommend a probationary period to develop corrective methods.

Inappropriate Behavior and Performance Problems

When a volunteer's performance is below the standards required by the Sam Noble Museum, or when museum rules are violated, the Volunteer Program Coordinator may issue a verbal warning outlining the problem.

The museum has identified two categories of inappropriate behavior and the consequences, performance problems, and serious violations. Examples cannot be listed to cover every situation; however, the Volunteer Program Coordinator will deal with problems and violations not specifically mentioned here.

The following are considered performance problems and are not acceptable:

- Conducting personal business during your shift.
- Excessive personal telephone usage.
- Littering or otherwise creating unsanitary conditions.
- Safety violations.
- Tardiness for your shift.
- Unauthorized operation of equipment.
- Unfriendly or uncooperative attitude in dealing with guests, staff members or other volunteers.
- Unsatisfactory work performance.
- Waste, misuse, or damage of property.

Dismissal for Cause

Volunteers may be terminated at any time for violations of museum policy or procedures as defined in this manual or under University of Oklahoma regulations.

Consequences

1. First Incident: The volunteer will be notified verbally of the problem and the changes required. The incident will be documented in the volunteer's personnel file.
2. Second Incident: The volunteer will be placed on probation for a period of two weeks. During that time an evaluation will be done to determine if continued volunteering is mutually beneficial. The volunteer will be provided goals that must be accomplished to resolve the situation. The volunteer may be asked to participate in additional training or be provided with other opportunities to improve. The Volunteer Program Coordinator may meet with the volunteer to provide feedback. If the problem is not corrected following this process, the volunteer will be placed on suspension for four weeks.
3. Third Incident: The volunteer will be placed on suspension for four weeks while the incidents are investigated. If the problem is not corrected following this process, a notice of cancellation of volunteer status will be given.

4. For serious problems, steps 2 or 3 may be carried out immediately.

Incident Report

As stated in the consequences section, all incidents will be documented in the volunteer's personnel file, using an incident report. The volunteer will receive a copy of the incident report and is allowed to add notes or other relevant information to the report.

Note: It may be determined that the performance problem of a volunteer is the result of an inappropriate placement. Every attempt will be made to help him/her become more comfortable in the volunteer program at the Sam Noble Museum. Any serious violation may be cause for immediate dismissal of volunteer status.

GENERAL MUSEUM POLICIES

Access to Museum Property and Materials

As appropriate, volunteers shall have access to museum property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for museum purposes. Volunteers are not allowed to visit non-public areas of the museum unless approved by the Volunteer Program Coordinator and appropriate staff member. The museum is off-limits to volunteers after hours.

Age Limitation

The minimum age for adult volunteers is 18. Volunteers under the age of 18 are not allowed to work with equipment prohibited by law. Volunteers under the age of 18 must have the written consent of a parent or guardian.

The Museum offers a teen volunteer program in the summer. All applicants under 18 are encouraged to apply for the teen volunteer program. The volunteer duties assigned to a minor will comply with all appropriate laws and regulations on child labor.

Background Checks

All volunteers must pass an initial background check. Volunteers that work as a teen mentor or with children will have annual background checks.

Conflict of Interest

A Sam Noble Museum volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. They will not ask for or receive, directly or indirectly, any money or gifts. The museum's *Code of Ethics* contains detailed guidelines.

Lost and Found

Lost articles should be turned over to the information desk with details concerning when and where the item was found and who found it.

Media

Occasionally, a volunteer may be asked for an interview by the media. If this happens, please direct the request to the Marketing and Public Relations Department. Volunteers should not grant interviews which focus on Sam Noble Museum business or policies. ***Speaking to the media without authorization is grounds for immediate dismissal.***

Museum Representation

All actions or statements that reflect on, cause obligation to, or affect financially, the Sam Noble Museum must have prior approval by museum staff. Under no circumstances will a volunteer be permitted to lobby government or other organizations, give statements to the press, sign contracts, or assume financial obligations on behalf of the museum.

Non--Discrimination Policy

It is the policy of this museum that there will be no discrimination or harassment in its programs, activities or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, Vietnam era or veteran status. Questions or concerns related to affirmative action, non-discrimination or equal opportunity should be directed to the Volunteer Program Coordinator

Personal Data

Please maintain a current address and phone number on file with the Volunteer Program Coordinator. You can update your contact information using My Volunteer Page under "My Profile."

Pets

Pets are not allowed in the workplace due to building regulations. This rule does not apply to service animals.

Possession of Firearms or other Weapons

Possession of firearms and other weapons is prohibited on museum grounds and will result in immediate termination and possible criminal prosecution.

Smoking, Alcohol and Drugs

Effective July 1, 2012, the use of all tobacco products including but not limited to cigarettes, cigars, pipes, and smokeless tobacco shall be strictly prohibited anywhere on the OU grounds or campus. The sale of tobacco products on OU property is prohibited.

1. The use of tobacco products shall be prohibited in any buildings or portion thereof owned, leased, operated by the University, including OU housing/apartments, athletic facilities, within any OU parking structure, in any vehicle owned or leased by the University, or on the OU grounds or campus, including but not limited to public or non-public areas, offices, restrooms, stairwells, driveways, sidewalks, etc.
2. This policy applies to all persons on campus, including but not limited to students, faculty, staff, contracted personnel, vendors, and all visitors to the OU campus. The policy applies to all University events.

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol into the Sam Noble Museum facility under any circumstance.

Solicitation

Volunteers may not solicit or distribute literature during work hours.

Telephone Usage

Telephone usage shall be limited to business purposes. Personal phone calls, except in case of emergency, are discouraged. Please be brief. Long distance phone calls are not allowed.

INTEGRATED PEST MANAGEMENT (IPM)

The purpose of the Museum's IPM program is to prevent the deterioration of collections and exhibits. IPM is a priority at the Museum. Please adhere to the following rules:

Food: Our food is an attractant for pests. The Museum has the following rules for liquid, food and food wastes:

- Specific areas of the Museum have been approved for food consumption:**
 - Café (Rm 104)
 - Seminar room (Rm 147)
 - Education classrooms (Rms 134 & 136). Prior approval must be obtained from Head of Education.
 - Personal offices on the first floor
 - Servery (Rm 238)
 - Board room (Rm 240)
 - Personal offices in the administration wing
 - Personal offices in the second and third floor office pods

- No food is to be consumed, stored or taken into:**
 - Collections
 - Research Labs
 - Teaching Lab (Rm 148)
 - Exhibits
 - Collection managers' offices
 - Any area that houses collections or archives
 - Any area that has a shared door way or ventilation system with these spaces

- Only liquids in covered containers may be consumed in office/lab spaces within the above areas EXCEPT in collection storage areas or near specimens.

- All liquids must be transported through the building in covered containers with fitted lids.

- All beverage cans and disposable coffee cups must be rinsed with water when empty and removed from the building daily. A recycling station is located at the staff entrance.

- All food must be transported through the building in closed containers with tight fitting lids. Plastic wrap and baggies are stored in the security station at the staff entrance.

- All food, including fruit, coffee, tea and powdered drinks, must be stored in closed containers with tight fitting lids. Long term storage should be avoided.

- All food utensils, plates, and non---disposable cups must be washed with soap and water immediately after use and especially before they are stored.

- All food wastes, including napkins and food wrappers, must be disposed of only in plastic lined, COVERED garbage containers. Covered garbage containers are located in each office pod and the Museum servery.

- Storage of open food is not allowed in the loading dock. Any garden produce brought to the Museum for sharing with the staff and volunteers must enter the building at the loading dock and be stored on the loading dock in a tightly sealed container. Please label with your name, date, and who the produce is intended for on the packaging. Zip-top baggies are located at the security station for transporting produce from the loading dock to personal offices. Notify the Building Manager when bringing any items that are intended to be stored on the loading dock.

Packages/Incoming Materials: External packaging is a source for the introduction of many pests and a home for pests to reproduce. The Museum has the following rules for packages/incoming materials:

- All packages/incoming materials must be brought into the building through the loading dock.
- All packages/incoming materials must be opened on the loading dock.
- All external packaging must be removed from the package/incoming material at the loading dock before being allowed beyond the loading dock.
- External packaging can be stored on the loading dock or in Isolation for 1 week after receiving the package. The packaging must be stored in the supplied plastic tub or in a plastic bag. After 1 week, the Building Manager has the authority to discard the packaging. If it is still needed after the week, please contact the Conservator or IPM technician for storage in Isolation. Any external packaging needed for a return shipment (i.e. research loans) will be kept as long as necessary in Isolation.
- Packages/incoming materials requiring inspection, such as organic materials and specimens for collections will be inspected for pest infestation by the IPM tech or Conservator before being allowed beyond the loading dock. Treatment may be required.
- Packages/incoming materials that are not organic, such as glass or plastic, will be Inspected for cleanliness by Security, IPM technician, or Conservator. Recipient must wash or vacuum any items (if needed) before release from the loading dock.
- Any personal materials brought into the Museum for the purpose of sharing with staff (i.e. produce and clothing) must be brought into the building through the loading dock and stored on the loading dock in appropriate storage containers. Please label with your name, date, and who the items are intended for on the packaging. Zip-top baggies are located at the security station for transporting produce from the loading dock to personal offices. All food must be removed by the provider before the end of the day. Notify the Building Manager when bringing any items that are intended to be stored on the loading dock.

Cut Flowers and Plants: Live plants provide both food and shelter for Museum pests. The Museum has the following rules for all flowers:

- Live flowers and potted plants are not allowed in the Museum.

- All floral arrangements delivered to the loading dock will be retained at the dock for the recipient.
- Floral arrangements or live plants may not be stored on the dock overnight, so the recipient must remove the flowers from the dock by the end of the working day. The Building Manager has the authority to discard these items if they are not removed.
- Floral arrangements and live plants are not allowed beyond the loading dock, and therefore, cannot be taken out the staff entrance. The recipient must take them out of the building through the loading dock.
- Silk arrangements must be inspected by the Conservator or IPM Technician before being allowed beyond the loading dock. Treatment may be required. Approval will be on a case---by---case basis.

Please report any suspected pest infestation to the IPM technician.

SECURITY

Security in the museum is everyone's responsibility. The volunteers working in the galleries are an integral part of the security effort. The museum hires full-time security guards, some of whom will be stationed in the galleries. They will assist you in providing for the safety of the visitors and the security of the exhibits. Closed circuit television cameras monitor many parts of the museum, including the galleries. The camera images are recorded on videotape and are monitored by a security guard at all times. There are also additional electronic security devices in the exhibit areas and on the emergency exit doors.

The **internal emergency telephone number at the museum is 5-9191**. This number is answered in the security room which is staffed 24 hours a day, 7 days a week. The internal **non-emergency telephone number for Security is 5-5516**.

Security is assisted by members of the OU Department of Public Safety. All calls from the museum to any outside public safety provider must go through Security.

Parking

Parking is available in the lots north and east of the building. The first two bays are to be left available for Museum visitors. Museum Security will issue Museum parking permits that you must hang and display in your vehicle at all times. These permits are only valid at the Museum and do not work on the main campus. The Museum's parking lot is patrolled by OUPD, and you will be ticketed for failing to display appropriate parking permits.

Bicycles

Bicycle racks are located near the staff entrance at the northeast side of the building. All bicycles are to be parked and locked in the bicycle racks.

First Aid Kits

Trauma kits are stored at the information desk and in the security room. One will be brought to the scene of any first aid emergency by a security guard.

The security guards are certified in first aid and CPR. Once they arrive at the scene of a medical emergency, they will take charge of the incident, will administer first aid and will call for an ambulance, if necessary. They will also obtain names of all persons involved, inspect the area for damage or something that might have caused the injury and will write a report detailing the incident, those involved and the assistance given.

Accident Reports

There are several kinds of accidents which may occur in the museum and each requires a different type of report.

If a volunteer or visitor is injured while at the museum, a report must be filed with the Office of Risk Management. Contact Security immediately. The security guards have the forms and will assist in completing them.

Hazard Reports

Volunteers should be alert to anything that might pose a safety hazard to staff, volunteers or visitors. Reports of any kind of hazard should be made to a security guard. The guards have a reporting procedure for hazards and will take the necessary steps to have each one addressed.

Alarms

There are several different kinds of alarms in the museum. Your response to each is critical to the safety of the visitors and the security of the exhibits.

Door Prop Alarms – Several doors in the galleries and front lobby have an alarm that sounds when the door is opened. They do not delay opening the door. The alarms sound at the door and also register in the security room. Occasionally security guards will use one of these doors, but usually the alarm means that someone who is not supposed to use that door has opened it.

RESPONSE: If you are the closest person to the door, go to the door and try to find the person who opened it. If you find the person, ask him/her to wait for the security guard to arrive. If the person is a juvenile, attempt to find the parent or other adult responsible for the juvenile.

If other persons are handling the alarm, immediately check the area nearby for missing artifacts or other items. Remember that an alarm may be a diversion for someone in another part of the gallery. Be alert and immediately check all artifacts in your area.

30---Second Exit Alarm – The doors at the base of the fire stairs, on either side of the south rotunda, and a few other places, have alarms that sound at the door and in the security room, delay exit for 30 seconds, then allow the door to open.

RESPONSE: If you are the closest person to the door, go to the door and try to find the person who opened it. If you find the person, ask him/her to wait for the security guard to arrive. If the person is a juvenile, attempt to find the parent or other adult responsible for the juvenile.

If other persons are handling the alarm, immediately check the area nearby for missing artifacts or other items. Remember that an alarm may be a diversion for someone in another part of the gallery. Be alert and immediately check all artifacts in your area.

Wireless Alarms – Many of the exhibits will be protected by a wireless alarm system. The system will sound an alarm in the gallery (but not on the piece protected) and will register in the security room.

RESPONSE: If the alarm sounds for your gallery or floor, immediately begin checking alarmed exhibits. If you find one disturbed or someone who is or has been tampering with an exhibit, ask that person to remain for Security to interview.

Smoke and Fire

There are hand---held dry chemical fire extinguishers located throughout the building. Most are mounted in clear---faced cabinets near the exits. Find the extinguishers in your area. Memorize the locations.

Portable fire extinguishers are not intended to be a substitute for other fire extinguishing systems. Their primary use is as a first---line defense for fires of a limited size. They are considered necessary even though the museum is equipped with automatic fire protection devices, such as heat and smoke detectors and a sprinkler system. The building is constructed of fireproof materials (concrete and steel) however, some of the finish work and much of the contents will burn. All rooms have fire---rated doors so closing the door on a fire will effectively contain the fire until firefighting personnel arrive. The University employs its own fire marshal and contracts with the Norman Fire Department for fire suppression.

If you **smell SMOKE**, remain calm and contact a security guard immediately. The guard will investigate and will order an evacuation if necessary.

If you **see a FIRE**, remain calm and contact a security guard immediately. The guard will investigate and will order an evacuation if necessary.

Do not put your life in jeopardy to fight a fire and do not let the fire get between you and exits.

Fire Alarms

The fire alarm system installed in the museum makes use of flashing strobe lights and a combination siren/voice activation signals. The large white loudspeakers in the ceilings of all rooms and galleries are the fire alarm speaker system. There are two recorded messages which may be broadcast automatically. The message you hear depends on where the threat originated and where you are. One message directs you to leave the building immediately. The other message directs you to remain where you are and to await further instructions.

In case of fire, use the following protocol:

- R** Rescue – people in immediate danger
- A** Alarm – then pull the alarm and call security
- C** Confine – by closing doors
- E** Exit – the building

Emergency Announcements

Emergency announcements may be made by Security using the fire alarm system. Examples of these announcements are severe weather and tornado alerts, lost children or parents, supplemental fire alarm information or evacuation information.

Weather Alerts

Security will monitor the weather. If a tornado warning is issued for the Museum area, Security will advise through the public address system to take shelter. Shelter areas of the building are the auditorium, north end of the galleries, collection storage areas, rest rooms, stairways and internal offices. Avoid exposure to windows. There will also be a public address announcement when the apparent danger has passed.

Evacuation Instructions

In the event of an emergency, remain calm. Following the announcement over the PA system, begin encouraging visitors to leave the area immediately. There are emergency stairs and exits from all galleries. You should know where the nearest one is located and should have in mind an alternate route if the nearest one is blocked.

All emergency exits have panic hardware that is designed to emit a local audible alarm when the panic bar is pushed. The alarm will continue for 30 seconds, and then the door will open. The alarm will also register in the security room. If the fire alarm sounds, the doors will be unlocked immediately and the visitors may exit.

The assembly area for evacuation is on the plaza, outside the staff entrance. Everyone should take keys, badges, and whatever personal effects would be needed in case you are sent home without reentering the building.

Criminal Activity/Vandalism

Security in the museum is everyone's responsibility. Your eyes and ears are the best friends Security has. Watch for efforts to steal items or to damage exhibits. If you see a criminal act take place, do not intervene unless you can do so safely. Keep the person in sight and contact Security immediately.

Disturbances

If visitors create a disturbance in the galleries, it may be a prelude to a fight, an outburst of anger at another person or a diversion.

RESPONSE: Remain calm. Call Security immediately.

If other persons are handling the disturbance, immediately check the area nearby for missing artifacts or other items. Remember that a disturbance may be a diversion for someone in another part of the gallery. Be alert and immediately check all artifacts in your area.

Bomb Threats

If a bomb threat against the museum is received, you may be contacted by a security guard and asked to check your area for anything suspicious. Look carefully. If you see something that doesn't belong, notify security immediately. **DO NOT touch or otherwise disturb a suspected object.** Generally, radios, cell phones, flashlights and anything that emits any form of energy are not used around suspicious objects. If a suspicious object is found, Security will order an evacuation of the building and OUDPS will be notified.

VOLUNTEER TIPS

Working Cooperatively

- Focus on producing results, not putting in time. Develop a comfortable but efficient work speed. Don't just stay busy, stay effective.
- When you refer a visitor or fellow volunteer to another person to answer a question, wait to hear the response. Use this as an opportunity to broaden your knowledge.
- Always use the proper tools and work in the safest manner possible. Ask for assistance when needed.
- Follow through on your volunteer commitments. When you can't, be sure to let those affected know.

Code of Ethics for Volunteers

As a volunteer, believe that the organization has a real need of my services; I realize that I am subject to a code of ethics similar to that which binds the professionals in the fields in which I work. To accomplish this service, I will:

- Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
- Conduct myself with dignity, courtesy and consideration.
- Consider as confidential all information that I may hear directly or indirectly concerning a visitor.
- Interpret volunteer to mean I have agreed to work without pay. I will try to make my work of the highest quality, just as paid staff is expected to do their work.
- Promise to bring to my work an attitude of open---mindedness. I will be non---judgmental. I am willing to receive training and will show interest and attention. I will take any problems or suggestions to my support person and/or the Volunteer Program Coordinator.
- Realize I may have assets that my colleagues do not have. I should use my assets to enrich the project at which we are working together.
- Realize I may lack assets that my colleagues have. I will not feel inadequate but will help in developing good teamwork.
- Find out how I can best serve the activity for which I have volunteered. I will offer only as much as I am sure I can give.
- Realize that I must live up to my word. Therefore, I will be careful that my agreement is simple and clear and it cannot be misunderstood.
- Believe that my attitude toward volunteer work should be professional. I believe that I have an obligation to my work, to those who supervise me, to my fellow workers and to those who benefit. I will uphold the traditions and standards of the Sam Noble Oklahoma Museum of Natural History and will interpret them to the community at large.
- Notify my support person if I want to end my assignment.

Tips on Giving Good Information

- Provide only correct information. The only thing worse than not knowing an answer is giving the wrong answer!** Never be too proud to say, "I don't know, but I'll find out for you." If you don't know an answer, say so. Then do your utmost to find the correct information!

- Do not assume anything. Ideas that may be clear and easy for you may not be to a visitor.
- Be specific. When giving directions to a visitor. Use terms that are universal (north, south, right, left). Do not use terms that are only known locally, like “next to the Jones’ place.” Use names of streets and landmarks when possible. Give specific measurements if possible (four blocks, one half mile).
- Speak slowly and distinctively.
- Reinforce your instructions with something visual. Provide a brochure or map. Always hold the information facing the visitor, with north at the top for them. If possible, stand so that you, the visitor and the information are all oriented the same. Use a highlighter to mark important information.
- Give added information when it will help. Be careful not to confuse when giving added information.
- Recheck. Let the visitor repeat the information back to you if they want to and listen for points of possible confusion.
- Be patient and considerate, especially with people who have speech and language difficulty. Think how you would like to be treated if the situation were reversed.
- Maintain a helpful attitude. Be friendly and courteous. You should try not to rush the visitor. Don’t let the visitor leave until you both feel you have a clear understanding.
- Speak with confidence. True professionals provide their information and answers with quiet certainty because they know their material. They know they are doing their job well. Learn to be a true professional in everything you do. Your confidence also will help put the visitor at ease.

Tips on Handling Visitor Complaints

A few simple procedures can help anyone who has to deal with visitor complaints. Good visitor relations don’t depend on the innate ability of getting along with people. You can learn to handle complaints by following the simple procedures outlined below:

- Listen to the entire complaint. How else will you find out what the visitor wants? Don’t interrupt. People who complain about a product or service are feeling a need to tell you something.
- Accept the feelings of the visitor. Let him know it is all right to feel upset. His need to “tell you something” is often complicated by the feeling of frustration, or even embarrassment about complaining. The best way to deal with feelings is to accept them.
- Do not take the visitor’s complaint as a personal offense. Chances are it is not really directed at you. Don’t defend yourself or your organization either. If you oppose the feelings, they will continue; if you accept them as valid, they tend to diminish.
- You may feel like disagreeing with many things the person is saying. The key is to look for that feeling with which you can agree and then tell them that you understand. Manage to filter through the feelings by acknowledging them, and then move into solving the specific problem.
- Clarify the complaint. Now filter out the feelings to find out exactly what the person wants you to do. Simply ask, “How can I help you?”
- Take action immediately when possible. Do not just stand there, do something! The complaining visitor wants action! Even if the complaint isn’t in your department, show some interest.
- Follow through on anything you say you are going to do. Do not promise something you don’t intend to do. If you are authorized to handle the matter then take care of it without delay, preferably in front of the visitor. That visitor wants action not just words.

- Remain cheerful and helpful. Your attitude can ease the situation greatly if you handle it correctly. Smile! Be courteous and gracious; try to be really helpful.
- When you are dealing with an unhappy visitor you have an unparalleled opportunity to create a positive impression of yourself and the museum. This is the time to be at your very best.
- Refer matters that you can't handle to someone who can.

Remember: The person with the complaint is probably most upset because they don't feel they have been treated with fairness. This has offended their sense of self-worth. You can restore that sense of well-being by showing real attention and interest in their problem. Accept the reality and validity of their feelings. Try to resolve the problems or find the support person or staff member who can. Don't ever let the complaining visitor go away without showing them that someone does care about them and their problem. Isn't that what you would expect if you had a complaint?

Customer Service

Know your "product." Being able to provide a warm, friendly welcome to museum visitors is very important, but you also need to be able to supply accurate information on a variety of subjects. It is comparable to selling a product. You need to know everything in detail about the Sam Noble Oklahoma Museum of Natural History services available before you can share that knowledge with visitors.

Sometimes you can be your own best resource. Keep your eyes and ears open to new things to see and do. By experiencing them yourself you can give first-hand information to the visitor. The Volunteer Department issues a monthly newsletter to help you stay informed about events, programs and new exhibits happening around the museum.

Working with People with Disabilities

Don't let fear and uncertainty keep you from getting to know people with disabilities

Fear of the unknown and lack of knowledge about how to act can lead to uneasiness when meeting a person who has a disability. Remember, a person with a disability is a person with feelings. Treat him/her as you would want to be treated. You can't always see someone's disability. If a person acts unusual or seems different, just be yourself. Let common sense and friendship break down any barriers you may encounter. Following these guidelines may help prevent uncomfortable situations.

When meeting and talking with a person who has a disability...

1. A handshake is NOT a standard greeting for everyone. When in doubt, ASK the person whether he/she would like to shake hands with you. A smile along with a spoken greeting is always appropriate.
2. Speak directly to the person with a disability, not just the ones accompanying him or her.
3. Don't mention the person's disability, unless he/she talks about it or it is relevant to the conversation.
4. Treat adults as adults. Don't patronize or "talk down to" people with disabilities.
5. Be patient and give your undivided attention, especially with someone who speaks slowly or with great effort.
6. Never pretend to understand what a person is saying. Ask the person to repeat or rephrase, or offer him/her a pen and paper.

7. It is okay to use common expressions like “see you soon” or “I’d better be running along”.
8. Relax. Anyone can make mistakes. Offer an apology if you forget some courtesy. Keep a sense of humor and a willingness to communicate.

When meeting someone with a disability that affects learning, intelligence, or brain function...

1. Keep your communication simple. Rephrase comments or questions for better clarity.
2. Stay focused on the person as he/she responds to you.
3. Allow the person time to tell or show you what he/she wants.

When you are with a person who uses a wheelchair...

1. Do not push, lean on, or hold onto a person’s wheelchair unless the person asks you to. The wheelchair is part of his/her personal space.
2. Try to put yourself at eye level when talking with someone in a wheelchair. Sit or kneel in front of the person.
3. Rearrange furniture or objects to accommodate a wheelchair before the person arrives.
4. Offer to tell where accessible restrooms, telephones and water fountains are located.
5. When giving directions to a person in a wheelchair, consider the distance, weather conditions, and physical obstacles (curbs, stairs, steep hills, etc.)

Talking with a person who is deaf or uses a hearing aid...

1. Let the person take the lead in establishing the communication mode, such as lip reading, sign language, or writing notes.
2. Talk directly to the person, even when a sign language interpreter is present.
3. If the person lip reads, face him/her directly, speak clearly, and with a moderate pace.
4. With some people, it may help to simplify your sentences and use more facial expressions and body language.

When meeting a person with a disability that affects speech...

1. Pay attention, be patient, and wait for the person to complete a word or thought. Do not finish it for the person.
2. Ask the person to repeat what was said, if you don’t understand. Tell the person what you heard and see if it is close to what he/she is saying.
3. Be prepared for various devices or techniques used to enhance or augment speech. Don’t be afraid to communicate with someone who uses an alphabet board or a computer with synthesized speech.

Interacting with a person who is blind or has a disability that affects sight or vision...

1. When greeting the person, identify yourself and introduce others who may be present.
2. Don’t leave the person without excusing yourself first.
3. When asked to guide someone with a sight disability, never push or pull the person. Allow him/her to take your arm, then walk slightly ahead. Point out doors, stairs, or curbs, as you approach them.
4. As you enter a room with the person, describe the layout and location of furniture, etc.
5. Be specific when describing the location of objects. (*Example: “There is a chair three feet from you at eleven o’clock”*)
6. Don’t pet or distract a guide dog. The dog is responsible for its owner’s safety and is always working. It is not a pet.

Basic Points of Etiquette...

1. Avoid asking personal questions about someone's disability. If you must ask, be sensitive and show respect. Do not probe, if the person declines to discuss it.
2. Be considerate of the extra time it might take for a person with a disability to do or say something.
3. Be polite and patient when offering assistance, and wait until your offer is accepted. Listen or ask for specific instructions.
4. When planning a meeting or other event, try to anticipate specific accommodations a person with a disability might need. If a barrier cannot be avoided, let the person know ahead of time.

Be respectful of the rights of people with disabilities to use accessible parking spaces.

Using First Person Language when Speaking with or about Disabilities

For volunteers and members who would like to communicate with people with disabilities – their peers – but feel hesitant about saying the wrong thing, knowing the correct language to use goes a long way in breaking down barriers.

Biases against people with disabilities have been an unfortunate reality for a long time, but this is changing. Using appropriate language is something everyone can do to help increase awareness that persons with disabilities should be considered people first and not solely by their disability.

General Guidelines:

- If you are unsure of the proper term or language to use; ask!
- The best way to refer to someone with a disability is the same way we all like to be referred to: By name.
- Remember to use “people first” language!

The following are guidelines for talking with, and about, a person with a disability:

- DON'T USE** – “The” anything. For example, “the blind”, “the disabled”, or “the autistic”. This suggests that the speaker views people in terms of their disability and groups them into one undifferentiated category. This language is condescending and does not reflect the individuality, equality or dignity of people with disabilities.
- DO USE** --- “People with disabilities”, people who are blind, people with autism. Deaf people is an exception because deafness is considered a cultural identity for part of the deaf population.
- DON'T USE** – “Handicapped”. This term is outdated and implies that people with disabilities need charity. Disabilities don't handicap; attitudes and architecture handicap.
- DO USE** – “People with disabilities”.
- DON'T USE** – “The disabled”. An individual is a person before he/she is disabled. People with disabilities are individuals who share a common condition.
- DO USE** – “People with disabilities”.

- DON'T USE** - "Admits he/she has a disability". Disability is not something people have to "admit" or needs to be disclosed.
- DO USE** --- "Says he/she has a disability".

- DON'T USE** - "Normal," "Healthy," or "Whole", when speaking about people without disabilities as compared to people with disabilities. People with disabilities may also be normal, healthy, and whole. This insinuates that a person with a disability is not normal.
- DO USE** - "Person without a disability."

- DON'T USE** - "Courageous". This implies that the person has courage because of having a disability.
- DO USE** - "Successful", or "Productive".

More Do's and Don'ts:

- DON'T USE** - retarded, mentally defective
- DO USE** - Person with an intellectual, cognitive, or developmental disability

- DON'T USE** - afflicted with MS
- DO USE** - Person with multiple sclerosis

- DON'T USE** - CP victim
- DO USE** - person with cerebral palsy

- DON'T USE** - epileptic
- DO USE** - person with epilepsy, person with a seizure disorder

- DON'T USE** - confined or restricted to a wheelchair
- DO USE** - person who uses a wheelchair

- DON'T USE** - stricken by MD
- DO USE** - person who has muscular dystrophy

- DON'T USE** - crippled, lame, deformed
- DO USE** - person with a physical disability

- DON'T USE** - dumb, mute
- DO USE** - unable to speak, uses synthetic speech

- DON'T USE** - crazy, nuts
- DO USE** - person with a psychiatric disability