

Volunteer Welcome Handbook



Thank you for volunteering with Pacific Historic Parks (PHP). My name is Minette Lew-McCabe, and I am the Volunteer Coordinator. I am always available to answer any questions or concerns you have about our volunteer program.

Please feel free to ask me any questions you may have after reading this handbook. We're looking forward to having you on our team of dedicated staff and volunteers.

Sincerely,
Minette Lew-McCabe

INTRODUCTION

The contribution of volunteers to Pacific Historic Parks is immeasurable with the quality of help and caring they give so freely. Because many of our volunteers are also active citizens of the community they serve, they also serve as a vital link to visitors, donors, members and contributors, and in turn bring to Pacific Historic Parks a greater level of understanding of our stakeholders.

Pacific Historic Parks encourages the involvement of volunteers at all levels of the organization and seeks volunteers who are interested in delivering its mission to visitors, donors, and members.

Core Values

Core Values are the foundation by which we operate. We have seven values that reflect essential elements necessary for a productive, successful organization and work environment. The Core Values are:

- **Aloha Spirit**
- **Communication**
- **Excellence**
- **Integrity**
- **Leadership**
- **Teamwork**
- **Continuous Learning**

Schedule

Volunteers are encouraged to make at least a four (4) hour commitment per week; however, a volunteer can volunteer for as many or as little days as they choose or based on special events. A volunteer schedule will be created once a month and distributed to each volunteer. If you have any questions or if you will not be able to cover your shift on your scheduled day, please contact the Volunteer Coordinator as soon as possible or at least 48 hours in advance to allow time to find a replacement for the shift.

Volunteers will be notified of tours, special events and various projects that we may need help with.

Dress Code

Pacific Historic Parks will provide you with a Volunteer Polo Shirt and a name tag if you will be working on-site.

CODE OF ETHICS AND CONDUCT

Conflict of Interest

Pacific Historic Parks does not intend to interfere with the rights of volunteers to engage in outside business or other activities that do not conflict with their commitment to Pacific Historic Parks. However, any interest or relationship, which might constitute a conflict of interest, must be reported immediately to the Volunteer Coordinator. Any further instructions must be followed.

Each volunteer is required to disclose all outside interests that might unduly influence official decisions and actions.

Each volunteer/staff member shall refrain from disclosing or using information relating to Pacific Historic Parks business which might be prejudicial to Pacific Historic Parks or which could result in personal profit or advantage to the volunteer or his/her immediate family.

Personal Integrity

A person's commitment to integrity in all circumstances benefits each individual as well as the organization. Volunteers will commit to:

- Respect and seek out the truth and avoid misrepresentation
- Ensure fairness and objectivity in all activities
- Set an example for personal conduct
- Honor the right of privacy of all people, including co-workers, contributors, and beneficiaries
- Promote public confidence in philanthropic institutions and the mission of Pacific Historic Parks

Professional Excellence

Pacific Historic Parks promotes professional excellence and encourages open and honest communication among all volunteers.

All Pacific Historic Parks volunteers, at every level, have the responsibility to:

- **Strive to meet performance standards at the highest level**
- **Refuse to engage in or tolerate any fraud, misuse, abuse or waste of Pacific Historic Parks resources and to report such violations to Volunteer Coordinator or other manager as needed**
- **Encourage growth and self-improvement in themselves and their co-workers**
- **Exhibit respect for supervisors, and all those they come into contact with**
- **Comply with all legal requirements concerning substance abuse**
- **Comply with all applicable laws and regulations affecting the organization**
- **Adhere to Pacific Historic Parks and The National Park Service rules and regulations**

Harassment-Free Workplace

Pacific Historic Parks believes that every volunteer has the right to be treated with dignity and respect – just as our customers do. Accordingly, our policy is to provide a work environment free from all types of harassment, including but not limited to unlawful harassment on the basis of sex, race, color, religion, national origin, age, disability or a protected characteristic under federal law, state/local laws. Such harassment undermines the dignity of the workplace, and is a form of misconduct that is prohibited and will not be tolerated.

Pacific Historic Parks prohibits not only unlawful sexual harassment, but also any unwelcome conduct in the workplace or relating to work or the work environment, even if the conduct does not rise to the level of unlawful harassment.

Harassment can occur between fellow volunteers as well as between managers/supervisors and subordinates. Harassment can come from third parties, such as vendors and customers and can occur between individuals of the same gender.

Other forms of harassment include but are not limited to harassment on the basis of race, color, religion, gender, national origin, age, disability or any other basis and are forms of misconduct which undermine positive, professional work environment. Such harassment may be in the form of slurs, jokes, or related verbal, nonverbal or physical conduct that is not welcome, is personally offensive and hostile, and which interferes with work effectiveness.

Complaint Procedure

It is the responsibility of everyone to create an atmosphere free of discrimination and harassment. Further, it is the responsibility of each employee/volunteer to respect his or her co-workers.

If you experience or observe any work-related harassment, you are to promptly report the incident to the Volunteer Coordinator, who will investigate the matter and take appropriate action including reporting the matter to the President/CEO. If you believe it would be inappropriate or otherwise difficult to discuss the matter with your Volunteer Coordinator, you may report the matter directly to the next level of management or directly to the Director of Development or Director of Human Resources, who will undertake an investigation.

Due to the personal and sensitive nature of harassment complaints, Pacific Historic Parks investigations will be conducted confidentially and discreetly to the extent possible to complete a thorough investigation, and the nature of the complaint shall be provided to those on a need-to-know- basis only. Should the investigation determine that an individual has engaged in inappropriate behavior, Pacific Historic Parks will take appropriate corrective action to end the harassment, ranging from disciplinary action up to, and including, termination.

Pacific Historic Parks prohibits any form of retaliation against any volunteer for filing a good faith complaint under this policy or for assisting in the investigation or a complaint.

Any questions regarding this policy should be referred to the Volunteer Coordinator.

Open Door Policy

Volunteers are encouraged to bring any questions to the attention of the Volunteer Coordinator.

Responsibilities to Volunteers

Pacific Historic Parks is a community service volunteer organization. Volunteers are crucial to the success of Pacific Historic Parks. In order to assist volunteers to achieve at the highest possible level and to obtain maximum satisfaction from their work, it is the responsibility of Pacific Historic Parks managers and/or employees, where appropriate, to:

- Train volunteers so they can perform to the highest level of their contributions and personal satisfaction
- Treat all volunteers with fairness, equity and respect, providing appropriate mechanisms for their views and interest to be expressed
- Involve volunteers at appropriate levels and phases of the decision-making process
- Set clear standards of performance for volunteers, appraise their performance regularly, and publicly recognize their contributions
- Avoid providing benefits and rewards to volunteers that are inconsistent with the spirit of volunteerism

Personal Gain

No employee, staff member and volunteer should accept any gratuity or favor for doing his/her job.

Accordingly, employees pledge that they will:

- Report all gifts offered to or received by employees
- Honorariums for speaking engagements will only be accepted as a Pacific Historic Parks donation
- Refuse food, transportation, or entertainment unless directly related to Pacific Historic Parks business
- Avoid use of Pacific Historic Parks resources for personal gain

Solicitations

Pacific Historic Parks has an interest in keeping our premises free of activity that does not relate to our business. With this in mind, solicitation of employees, volunteers, and staff members or visitors by non-employees and the distribution of literature, pamphlets or other materials by non-employees on Pacific Historic Parks premises are prohibited.

Nothing in these written materials are meant to censor or discourage legitimate solicitation under applicable federal or state law.

Confidential Information

Each employee, volunteer, and staff member who is exposed to donor information will be required to:

- Ensure that all Pacific Historic Parks information which is confidential or which is not publicly available not be disclosed to any unauthorized party or person(s).
- Ensure that all non-public information of donors (by signing a Donor Confidentiality Policy), other persons, or firms acquired by Pacific Historic Parks personnel in dealing with outside firms on behalf of Pacific Historic Parks shall be treated as confidential and not disclosed to any authorized party or person(s).

Clearance Before Public Release

To ensure that proprietary information is not released to the media and to prevent possible misstatements and confusion, the Director of Development or the President/CEO will address all information that will be shared with the public. Please refer these matters to the Director of Development and/or the President/CEO.

Use of Pacific Historic Parks Name

Pacific Historic Parks letterhead stationery identifies the content of the letter in association with Pacific Historic Parks. Such stationery is to be used only for Pacific Historic Parks matters and not for personal or non-official correspondence.

If you have any questions concerning interpretations of compliance with the Code of Ethics and conduct, direct your queries to the Volunteer Coordinator, Director of Development, or the President/CEO.

Safety

We take every precaution to instill safety in the workplace and see that working conditions are safe for you to operate. We maintain our building, property, and equipment in the best possible condition attempting to ensure that you are free from recognized safety and health hazards. However, your assistance is needed in immediately reporting any perceived unsafe conditions to your volunteer Coordinator.

In the event you are involved in an accident at work report it to your Volunteer Coordinator immediately.

Security

To protect the safety and security of employees, volunteers, staff members and customers, and to protect Pacific Historic Parks property and premises, Pacific Historic Parks has the right to take action to prevent disruptions and contraband on its property as well as to prevent property loss.

Workplace Violence

Pacific Historic Parks believes in encouraging a safe work environment, and will not tolerate verbal or physical intimidation, harassment, or threats of violence toward any employee, volunteer, and staff member.

Any employee, volunteer and staff member who believes that the actions or words of a co-worker, customer, client, vendor or third party constitute intimidation, harassment, or a threat of violence should report it as soon as possible to the Volunteer Coordinator, or any other member of management. All complaints of intimidation, harassment, or threats of violence will be investigated promptly and will be kept confidential to the extent possible. Any employee/volunteer who is found after appropriate investigation to have engaged in any intimidation, harassment, or threat of violence to another employee/volunteer will be subject to termination.

We prohibit retaliation against any employee, volunteer and staff member who has made a good-faith complaint of intimidation, harassment, or threat of violence or how has cooperated with or been a witness during the investigation of such a complaint.

Drug and Alcohol

The consumption, use, sale or possession of illegal drugs, controlled substance, or alcohol by an employee during working hours or at any time attending a Pacific Historic Parks event or on Pacific Historic Parks property, is prohibited. Reporting to work while under the influence of illegal drugs, controlled substance, or alcohol is also forbidden.

Final Thought

Thank you so much for your interest in volunteering for Pacific Historic Parks. Your commitment and service to our mission is very much appreciated, and I would like to wish you a warm welcome to our Pacific Historic Parks 'ohana!

Thank you,

Minette Lew-McCabe
Volunteer Coordinator