

ART | CRAFT | DESIGN  
BELLEVUE ARTS MUSEUM

Bellevue Arts Museum

# VOLUNTEER HANDBOOK

Colleen Shelton, Manager of Volunteer Programs

*Always different, always new, always exciting*

Last Updated January 27<sup>th</sup>, 2023

## **WELCOME!**

Thank you so much for volunteering with the Bellevue Arts Museum! Your time, talents, and efforts are so appreciated, and we are excited to have you on board. We will make every effort to provide a valuable and rewarding volunteer experience, and hope that you enjoy your time volunteering with us.

Volunteers at the Bellevue Arts Museum come from all walks of life, each bringing diverse skills and experiences to the Museum. The Bellevue Arts Museum has over 300 volunteers who donate their time and energy to many areas of Museum operations. Without your support, we would not be able to provide the programs, activities, and services that are valued by our members and the community.

To ensure both Museum staff members and volunteers have a positive experience, we ask that you read and agree to the information in this handbook. Please do not hesitate to speak with the Manager of Volunteer Programs or your Staff Supervisor regarding any questions or concerns you may have.

**BAM Phone Number:** 425.519.0770

**BAM Address:**

Bellevue Arts Museum  
510 Bellevue Way NE  
Bellevue, WA 98004

**BAM Website:** [www.bellevuearts.org](http://www.bellevuearts.org)

## **PARKING**

Volunteers may park for FREE in the Museum's parking garage, located underneath the museum. The garage closes 30 minutes after museum closure. To retrieve your vehicle after hours at your own expense, please contact Ibsen Towing at 425.644.2575.

## **PUBLIC TRANSIT**

Routes 234/235, 240, 271, 271, 550, 555/556 all stop at the Bellevue Transit Center, within walking distance of the Museum.

## **VOLUNTEER DEPARTMENT STAFF**

Colleen Shelton, Manager of Volunteer Programs; [colleens@bellevuearts.org](mailto:colleens@bellevuearts.org)

## **BAM HOURS**

Monday & Tuesday – Closed

Wednesday – Sunday – 11:00 a.m. – 5:00 p.m.

## ABOUT THE BELLEVUE ARTS MUSEUM

### MISSION

Bellevue Arts Museum provides a public forum for the community to contemplate, appreciate, and discuss visual culture. We work with audiences, artists, makers, and designers to understand our shared experience of the world.

### VISION

Bellevue Arts Museum is a space where artists and audiences directly participate in the exchange of ideas, illuminating and enriching their joint experience of art, craft, and design.

### LAND ACKNOWLEDGEMENT

Bellevue Arts Museum acknowledges that we are on the Indigenous Land of Coast Salish peoples who have reserved treaty rights to this land, specifically the Duwamish (dxwdəwʔabs) and Snoqualmie Indian Tribe (sdukwalbixw). We thank these caretakers of this land who have lived, and continue to live, here since time immemorial.

### HISTORY

Bellevue Arts Museum is the Pacific Northwest's center for the exploration of art, craft, and design. The Museum's mission is guided by the belief that craft and design are essential to the conversation on art and are equally transformative. From objects made for everyday use to cutting-edge sculpture, furniture, and jewelry, Bellevue Arts Museum celebrates the creative process, skill, and vision of today's most talented makers. International exhibitions are placed side-by-side with some of the region's most promising artists, fostering global exchange and providing a platform for thought provoking ideas.

BAM is one of few museums that grew out of an art fair. Started by a handful of dedicated volunteers, the first fair was held in 1947 and eventually led to the founding of the Museum in 1975. After undergoing a series of transformations, BAM opened the doors to its first permanent home, designed by renowned architect and Washingtonian Steven Holl, in 2001. Exclusively dedicated to art, craft, and design since 2005, the Museum has grown to be an important contributor to the region's cultural vibrancy and a leading institution in its field. The Bellevue Arts Museum Arts Fair continues to be a core community program, celebrating its 70th anniversary in 2016.

## **BECOMING A BAM VOLUNTEER**

### **APPLICATION**

BAM volunteers must be 14 years of age or older. Those interested in volunteering at the Bellevue Arts Museum must complete an online volunteer application form, which can be obtained by emailing the Volunteer Coordinator. After the application is submitted they will be contacted via email with instructions on how to sign up for shifts and other pertinent information. Please visit the Museum's website for [www.bellevuearts.org/join-and-give/volunteers-docents](http://www.bellevuearts.org/join-and-give/volunteers-docents). Specific days/hours of volunteer commitments are set individually by each department and staff supervisor and communicated to volunteers via the Volunteer Coordinator.

### **BACKGROUND CHECKS**

To ensure the security and safety of its employees, volunteers, guests, and visitors, the Museum reserves the right to conduct background checks on all prospective volunteers, pursuant to applicable law. All prospective volunteers will also be run through the national Sex Offender Registry.

### **EQUAL VOLUNTEERING OPPORTUNITY**

BAM believes that all persons are entitled to equal volunteer opportunities, and does not discriminate against its volunteers because of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, age, marital status, veteran status, physical disability, medical condition, or any other basis prohibited by local, state, or federal law.

BAM is proud to be a "Safe Place" through the Bellevue Police Department. This means that we display a logo in our windows on the 1st floor to promote our location as a safe haven for anyone who feels they have been the victim of a hate crime or harassment.

As provided by those laws, the Bellevue Arts Museum will make reasonable accommodations if you have a disability, including pregnancy, that substantially limits your ability to perform the essential functions of your job or if working without accommodation would aggravate a disability such that it would create a substantially limiting effect in the future unless doing so would create an undue hardship for the organization. What constitutes a reasonable accommodation is decided on a case- by-case basis.

### **VOLUNTEER POSITIONS**

Volunteer opportunities will be listed on the BAM website or sent out via email to current volunteers. Opportunities range from general volunteering (craft help, special events), to interns, Teen Docents, the Teen Arts Council, Guild Members, and Museum Docents.

## VOLUNTEER RESPONSIBILITIES

### EXPECTATIONS

#### Volunteers can expect to be:

- Provided with this handbook, explaining the purpose and goals of the Bellevue Arts Museum.
- Introduced to Museum staff that they will be working/interacting with.
- Given instructions for recording their volunteer hours.
- Provided with adequate workspace, training, and ongoing supervision.
- Reviewed regarding their progress on assignments, as applicable.
- Respected as important Museum affiliates.
- Provided with the legally required number of breaks and rest periods during their volunteer shift, depending upon the length of the shift.

#### Museum staff expects volunteers to:

- Understand, support, and adhere to the Bellevue Arts Museum's mission, vision, history, and policies.
- Provide excellent and professional customer service to the public, vendors, and visitors.
- Have a positive attitude and model appropriate professional behavior.
- Be prompt and reliable in attendance.
- Notify supervisor promptly of absences or planned vacations.
- Record hours for every onsite shift using VicTouch on the iPad at Guest Services.
- Perform duties as assigned.
- Respect the confidentiality of sensitive or proprietary information.
- Understand that volunteers are not in a position to speak for the Museum or to sign official correspondence.
- Notify their supervisor immediately in the event of an on-the-job injury.

### ABSENCES

Volunteers should remove themselves from the VicNet calendar **and** email their staff supervisor as soon as they know they are going to be absent, late, or unable to fulfill their volunteer commitment.

If it is within 24 hours of their scheduled shift, volunteers should also call or email their staff supervisor. Weekend volunteers who have a last-minute emergency and are unable to fulfill their commitment should call Guest Services at (425) 519-0770 to leave a message for the staff supervisor.

**THREE STRIKE POLICY**

The Three Strike Policy is how volunteers are held accountable for meeting the standards outlined by the Bellevue Arts Museum, the Volunteer Coordinator, and the Staff Supervisor(s). Strikes include, but are not limited to, complaints received from guests, members, docents and/or staff; not notifying staff of absences; not showing for a shift; and breaking any of the volunteer policies outlined in this handbook. Strikes will be recorded in the volunteer database and after three strikes, volunteers will be removed.

Bellevue Arts Museum reserves the right to terminate a volunteer from their position for any valid reason with no prior verbal or written warning.

**VOLUNTEER RECORDS****PERSONNEL RECORDS**

An official volunteer record shall be kept by the Museum. Volunteers can request and receive copies of any information in the file and have the right to provide written comment regarding any item present in their files with which they may disagree or feel requires clarification.

**CHANGE OF ADDRESS, EMAIL, OR PHONE**

It is each volunteer's responsibility to immediately update their VicNet (our volunteer database) profile whenever their name, home address, telephone number, email, emergency contact, or other information has changed. Please contact the Volunteer Coordinator if you need assistance updating your information.

**VOLUNTEER POLICIES****DRESS CODE**

Volunteers should use discretion and good judgment to dress in an appropriate manner suitable for their work area and job responsibility. If in doubt of what is appropriate, ask the staff supervisor or the Volunteer Manager. BAM does not allow clothing of transparent or semi-transparent fabrics, clothing with major rips or holes, revealing clothing, sweatpants, or beachwear. Skirts, shorts, and dresses must be three inches above the knee or longer. Logoed apparel should be kept to a minimum.

**RECORDING HOURS**

Volunteer hours are invaluable to BAM as to all non-profit organizations. Recorded hours are used for grants, financial sponsorship applications, used to confirm hours for school requirements, and financial reporting. All volunteers are required to sign in upon arrival at BAM and to sign out before leaving. Volunteers will sign in and sign out using the VicTouch iPad at the Front Desk (near the coat

closet). This is not only important for the reasons listed above, but also for the safety of our volunteers on duty as a record of who is currently in the building in case of an emergency.

Volunteers who do not sign out can only be credited for one hour of service regardless of actual hours worked. For those seeking community service verification, this should be a priority. If a volunteer needs a community service verification signed, they should submit their request to the Volunteer Coordinator and expect it to be completed within two weeks of receipt.

**COMMUNICATION**

Volunteer information will be communicated via email and occasionally text or phone call. Please make sure that BAM has a valid email and cell phone for you. Volunteers will be held accountable for knowing and adhering to all notices sent via department email messages. If you are not receiving emails, please check your junk mail folders.

**PERFORMANCE REVIEW AND EVALUATION**

BAM will provide an opportunity annually for volunteers to give written feedback on their volunteer experience based on their expectations and will strive to foster an environment where the volunteer viewpoint is valued. Volunteers are also encouraged to provide feedback every time they volunteer and can email the Volunteer Coordinator at any time with feedback.

**TERMINATION OF SERVICES**

It is requested that volunteers provide notice, via email, to the Volunteer Manager two weeks prior to terminating volunteer duties/service. No Museum property may be removed upon termination unless expressly approved, including files, artwork, reports, etc.

**DISMISSAL PROCEDURES**

Volunteers may be dismissed for failing to comply with the Museum's policies and procedures outlined in this handbook, or for other inappropriate behavior or conduct. Reasons for a volunteer's dismissal from his or her position may include, but are not limited to:

- Numerous unexcused absences
- Repeated and/or excessive tardiness
- Being under the influence of drugs or alcohol while volunteering
- Harassment or unprofessional conduct towards a fellow volunteer, staff member, board member, visitor, donor, or other Museum guest. This can include but is not limited to:
  - unprofessional or inappropriate verbal comments
  - unwanted or improper physical contact
  - physical or verbal altercations,
  - social media or online harassment
  - and/or bullying.

Bellevue Arts Museum reserves the right to terminate a volunteer from their position for any valid reason with no prior verbal or written warning. Types of corrective action the museum may take include but are not limited to the three-strike policy, an oral warning, a written warning, temporary suspension, and dismissal.

**PERSONAL PROPERTY**

Volunteers are discouraged from bringing personal property to the Museum due to the possibility of loss or damage. While the Museum will try to make arrangements for the safe storage of purses and similar items, it does not assume responsibility for their security. Volunteers are welcome to use the lockers in the Coat Check near Guest Services for 25 cents, which is returned upon removal of items.

**MUSEUM PROPERTY**

Volunteers should be aware that Museum equipment, desks, file cabinets, and other property they may use in their work belong to the Museum and are subject to access by the Museum staff as the need may arise, with or without prior notice.

**DISABILITY POLICY**

Bellevue Arts Museum will accommodate volunteers with disabilities that may affect their ability to work to the level as required by all state and federal laws. Although all volunteers must be able to properly perform the essential functions of their tasks, the Museum may be able to make schedule changes, provide seating, and other modifications upon request to the Volunteer Coordinator. Such information will be treated as confidential, except to the extent staff members need to know to accommodate the volunteer concerned.

**HARASSMENT AND DISCRIMINATION**

Bellevue Arts Museum believes that all volunteers must be allowed to work in an environment free from harassment and discrimination. BAM strives for an open, friendly, uncoercive environment for all volunteers. If you feel that the conduct or statements of any volunteer, staff member, or other person you may contact in your volunteer work, may constitute sexual harassment, or may undermine our commitment to equal volunteering opportunity, please immediately notify a staff supervisor or the Volunteer Coordinator so that the situation can be addressed immediately. If you are not satisfied with the response, please then make a complaint, in writing, to the Executive Director. Your report will be taken seriously, investigated, and kept confidential to the extent consistent with our need to investigate.

**ETHICS POLICY**

In all activities our volunteers must act with integrity and in accordance with the most stringent ethical principles as well as the highest standards of objectivity. The Museum enjoys high public visibility, and our volunteers and staff members hold a generous measure of public esteem. As a museum volunteer, you must hold yourself to a high level of standards and ethics.

Volunteers can never consider themselves or their activities totally independent of the Museum despite disclaimers that they might offer. Any Museum-related action by the individual may reflect on the institution or be attributed to it. Volunteers must be aware of this, and act accordingly while volunteering or any other time they could be considered affiliates of the Bellevue Arts Museum.

**SOCIAL MEDIA POLICY**

Volunteers are important ambassadors for the Museum's mission, reputation, and brand. These guidelines are not meant to restrict personal presence on the Internet, hinder academic or personal speech, or prohibit discussion of Bellevue Arts Museum, provided that such activities do not result in disclosure of the Museum's confidential or proprietary information, or otherwise violate Museum policies. It is important to keep in mind that social media activity is part of a permanent public record, and individuals are responsible for the content they post on the Internet, including but not limited to blogs, photo and video sharing sites, and social media platforms such as but not limited to Instagram,

Facebook, Twitter, Snapchat, VSCO, TikTok, and Pinterest. In all online communications, we expect you to be respectful of the Museum, its employees, fellow volunteers, visitors, members, and affiliates.

Honor the privacy rights of others and seek permission before publishing their photos or writing about them.



When publishing content to a personal account, volunteers must avoid stating, implying, or creating the impression that they are speaking in an official capacity on behalf of the Museum or that their activity is endorsed by the Museum.

Do not use the Museum's brand, logos, or other official identities to promote or identify your personal accounts.

### **TECHNOLOGY USE POLICY**

To better serve our patrons and provide our network users with the best tools to do their jobs, the Bellevue Arts Museum makes available access to one or more forms of electronic media and services, including WiFi, computers, AV equipment, email, telephones, voicemail, fax machines, online services, intranet, and Internet access.

Bellevue Arts Museum encourages the use of these media and associated services because they can make communication and work-performance more efficient and effective. Volunteer users should remember that electronic media and services provided by BAM are Museum property and their purpose is to facilitate and support Museum business. All users have the responsibility to use these resources in a professional, ethical, and lawful manner.

The following guidelines have been established to ensure an acceptable use.

### **PROHIBITED COMMUNICATIONS**

Conducting personal or side business using Museum technology is prohibited. Furthermore, volunteers must not use the Internet for purposes that are illegal, unethical, harmful to the Museum, or nonproductive. Examples of unacceptable uses include but are not limited to:

- Sending unsolicited commercial email to recipients within or outside the organization.
- Downloading streaming media such as music from the Internet.
- Sending or forwarding chain email, such as messages containing instructions to forward the message to others.
- Broadcasting email, such as sending the same message to more than ten external recipients or more than one distribution list.
- Sending emails unrelated to Museum business.
- Transmitting any content that is offensive, harassing, or fraudulent.
- Engaging in online commerce unrelated to Museum business using Museum resources.
- Transmitting material in violation of any license governing the use of software.
- Any purpose that is illegal or contrary to Museum policy or business interests.

### **PHOTOGRAPHY**

Still photography for personal, non-commercial use is allowed in most areas of the Museum, depending on the exhibition. Visitors are welcome to take pictures in the Museum Forum (1st floor) year-round. No tripods, no flash, and no video cameras please. Galleries where photography is not permitted are clearly marked. If it is unclear whether or not photography is allowed, please either ask a museum guard, or do not take any photos.

**SMOKING, DRUGS, AND ALCOHOL**

Smoking (including, but not limited to tobacco and e-cigarettes) is not permitted in the Museum or in public areas adjacent to the museum. Washington State's Clean Indoor Air Act of 2005 prohibits smoking indoors and requires smokers to be at least 25 feet away from all entrances, exits, windows and ventilation intakes.

Volunteers must never report for a shift under the influence of drugs and/or alcohol or conduct a shift under the influence of drugs and/or alcohol. Volunteers and interns of legal age may consume alcohol while on museum property for museum functions such as preview parties and exhibit openings. However, moderation is expected and volunteers and interns exhibiting signs of intoxication may also be subject to corrective action.

**PREVENTING VIOLENCE IN THE WORKPLACE**

We are committed to providing volunteers with a safe work environment. Therefore, we strictly prohibit threatened or actual violence by our employees, volunteers, or members of the public on our premises or on a work site.

Violence in the workplace may be described as verbal or physical threats, intimidation, and/or aggressive physical contact. Prohibited conduct includes, but is not limited, to the following:

- Inflicting or threatening injury or damage to another person's life, health, well-being, family or property
- Possessing a firearm, explosive or other dangerous weapon on organization premises or using an object as a weapon
- Abusing or damaging organization or employee property
- Using obscene or abusive language or gestures in a threatening manner
- Raising voices in a threatening manner.

Because of the potential for misunderstanding, the organization also prohibits joking about any of the above conduct.

You are encouraged to be proactive in maintaining a safe working environment by reporting violent or potentially violent behavior. If you observe or experience these types of behavior, please report them immediately to your supervisor, the Chief of Security, or call emergency 911, when appropriate. In addition, volunteers working at a remote location who experience actual or threatened violent behavior should report it immediately to the appropriate authorities.

Any volunteer who exhibits violence in the workplace may be disciplined, up to and including termination. The organization may also choose to bring formal charges against anyone who endangers its volunteers.

**INCLEMENT WEATHER AND NATURAL DISASTERS**

The Executive Director has the authority to close organization facilities. If there is a question about whether the facility will remain open, you should call the office in advance of your starting time. If the office is closed, please call (425) 519-0777 and a message will be left at this number informing you of the closure and any other necessary information.

If you are reluctant to drive in threatening weather or during a natural disaster, you are encouraged to carpool with others whose vehicles might be better equipped to handle the conditions, or to use public transportation. You are encouraged to make every effort to arrive at your volunteer shift, on time, whenever the facility is open.

If the office is open but you are unable to come to your volunteer shift, or you must leave early due to inclement weather or a natural disaster, please notify your volunteer supervisor as soon as possible.

### **COMPLAINT PROCEDURES**

We recognize the importance of an open and fair method of resolving complaints and answering questions. Therefore, our complaint resolution procedure makes three steps available to you if you have a question or concern. We encourage you to bring to the attention of management any complaints you may have about work-related situations.

**Step 1:** We encourage you to bring up any questions or concerns you have about the terms or conditions of volunteer status. Usually, the place to start in answering a question or resolving a concern is with your supervisor. He or she is expected to listen to your question or concern and get back to you with an answer or response, usually within 14 days of your initial discussion.

**Step 2:** We recognize that in some cases a question or concern you have may involve your supervisor, and you may be reluctant to discuss the situation with that person. If this is the case, or if you are not satisfied with your supervisor's response to Step 1, you may contact the supervisor's manager, and then the Executive Director, whose responsibility it will be to investigate your question or concern, discuss it with you, and get back to you within 14 days.

**Step 3:** If you have taken Step 2 and are still not satisfied with the response you have received, you may address a written complaint to the Executive Director within seven days of receiving the response under Step 2. The Executive Director, or his or her designee, will investigate, review, and discuss your concerns with you as soon as possible and will give you a written response within 14 days. This response will be the final decision and resolution of the concern or matter you raise.

We recognize that not everyone is comfortable presenting a grievance to their place of volunteering, but we encourage our volunteers to take advantage of our complaint resolution procedure, and we are committed to preventing any retaliation against persons who do so. Taking the time to ask and answer questions, and state and resolve workplace concerns, makes an important contribution to the overall performance and growth of our organization.

## **VOLUNTEER BENEFITS**

BAM honors and rewards the contributions of volunteers by providing the following benefits in gratitude:

- 10% off in BAM Museum store.
- Invitations to members-only events and exhibition opening receptions.
- Free Admission for the day of your volunteer shift (any other guests must pay the normal admission fee).
- Free admission to reciprocal museums and cultural attractions in the Puget Sound area during National Volunteer Appreciation Week every April.
- 20% off one item in the BAM store during National Volunteer Appreciation Week every April.
- We are also currently working on improving and expanding volunteer benefits, so if you have any suggestions, please pass them along to the Volunteer Coordinator.

## **SAFETY AND SECURITY**

Bellevue Arts Museum will make all reasonable efforts to provide and maintain safe working conditions. Volunteers are expected to cooperate by working in a safe manner to prevent accidents. Volunteers are required to report any accident, injury, or unsafe conditions immediately to their staff supervisor.

Volunteers are covered by workers compensation insurance for injuries sustained in the discharge of official duties. This does not cover normal travel to and from the Museum.

If in case of an emergency, the Evacuation Meet-Up Location for BAM staff, volunteers, and interns is located across Bellevue Way and in front of the Cheesecake Factory.

If you have any questions regarding the safety procedures of the Museum, please ask any of the members of the security team or contact BAM's Chief of Security, Jeremiah Meno, at 425.519.0727 or [jeremiahm@bellevuearts.org](mailto:jeremiahm@bellevuearts.org).

## **CONCLUSION**

Thank you for taking the time to read and understand the Bellevue Arts Museum's Volunteer Handbook. We appreciate your service to our museum, and your active help in upholding our mission. The Bellevue Arts Museum strives to be a welcoming, open, and safe space, which could not be achieved without the help of our valued volunteers.

This handbook is reviewed on a yearly basis, and altered as necessary to improve clarity, and remain in compliance with all relevant state and federal laws. If you have any questions or concerns with regards to this handbook, please contact the Manager of Volunteer Programs, Colleen Shelton, via email at [colleens@bellevuearts.org](mailto:colleens@bellevuearts.org). All concerns will be taken seriously, and the handbook will be updated/revised as needed.

**VOLUNTEER HANDBOOK ACKNOWLEDGMENT FORM**

I acknowledge that on the date indicated below, I received a copy of Bellevue Arts Museum Volunteer Handbook. I acknowledge that I am expected to read, understand, and comply with the information in the handbook. I also understand I should ask my supervisor if I have any questions about anything covered by the handbook.

I acknowledge that the provisions in this handbook are not intended to form or imply an employment or volunteer contract between the Organization and me or any of its other employees or volunteers. I understand my volunteer position may be terminated "at-will" by me or by the Organization at any time for any reason. I also understand this volunteer position "at-will" policy can only be revised by the Organization's Executive Director and only in writing.

I understand that the Organization has the right, subject to limitations or provisions of applicable laws and regulations, to change, interpret, withdraw, add to, or make exceptions to any of its published policies, benefits, or handbook provisions in its sole discretion and without prior notice or consideration to any volunteer. The Organization's policies, benefits, or terms and conditions of volunteer activity do not require approval by any volunteer or volunteer group.

Date \_\_\_\_\_

Employee Name (Please Print) \_\_\_\_\_

Employee Signature \_\_\_\_\_