

# Newfields Volunteer Handbook

*This Volunteer Handbook was designed to summarize many of the policies and procedures and to acquaint you with the benefits and guidelines of volunteering at Newfields. The Manager of Volunteer Services is responsible for administering all policies covered in this handbook and can provide any further information or clarification needed upon request. Please contact the Manager of Volunteer Services for further information or clarification of these policies.*

*Newfields reserves the right to modify, rescind, delete or add to the provisions of this handbook at any time. We will attempt to provide you with notification of any and all changes in a timely manner.*

## Newfields

Encompassing 152-acres of gardens and grounds, Newfields includes the Indianapolis Museum of Art, among the 10 largest and 10 oldest encyclopedic art museums in the United States, and features significant collections of African, American, Asian, European and contemporary art. The IMA offers visitors an expansive view of arts and culture through its collection of more than 54,000 works of art that span 5,000 years of history from across the world's continents.

### Newfields Mission

To enrich lives through exceptional experiences with art and nature.

### Newfields Objectives

- Provide exceptional experiences that leverage all of Newfields' strengths. Build attendance and membership. Improve quality of life in Indiana.
- Achieve institutional leadership by attracting and developing exceptional talent. Actively engage with visitors and residents in our community and region.
- Ensure Newfields' fiscal future by developing a sustainable business model that thrives on an endowment draw rate of 5% or less.

### Newfields Values

Stewardship      Service      Excellence

### Volunteer Services Mission

To provide volunteers for Newfields so it can expand the capacity of the institution to more successfully accomplish its mission.

### Volunteer Services Core Objectives

- Drive initiatives that engage volunteers in a greater capacity so that volunteerism supports the institution staff in a way that increases productivity and the quality of work performed.
- Recruit, train, activate, and retain exceptional volunteers throughout the year to fulfill the needs of Newfields.
- Create long lasting relationships between volunteers, staff, and guests.
- Foster opportunities for volunteers to engage with the institution in a more meaningful way that inspires a desire to contribute more time and financial resources.

### Newfields Volunteer Values

Appreciation      Excellence      Knowledge      Service      Dependability





## Reasons to Volunteer

- Support the arts and nature
- Enjoy your hobbies
- Build your resume
- Meet new people
- Stay active in the community
- Be a part of a team
- Feel appreciated and utilized by the institution
- Get the first look and behind-the-scenes pass to special events
- Be a part of an ever growing and changing non-profit



## Traits of a Great Volunteer

- Positive
- Patient
- Flexible
- Great with guests of all ages
- Possesses exceptional customer service skills
- Knowledgeable about the institution, campus, and its assets
- Smiles and projects a warm, helpful aura
- Works well in a team with others
- Welcomes change
- LOVES NEWFIELDS!



## Benefits

- ❖ Specialized training and other learning opportunities
- ❖ Volunteers on duty are entitled to free individual admission to Newfields
- ❖ Recognition for volunteers at the annual appreciation event
- ❖ Tours of campus and programs designed for volunteers only
- ❖ Merchandise created especially for volunteers
- ❖ 20% off an Individual Membership
  - Every volunteer is able to purchase a discounted membership to Newfields. Once the membership is activated, volunteers can receive the following benefits:
    - 10% discount at The Café.
    - 10% discount at The Museum & Garden Shop





## Volunteer Training Opportunities

### **Group Interview**

An opportunity for Newfields staff to get to know volunteer applicants and for applicants to learn more about what volunteerism looks like on campus.

### **Group Orientation**

An opportunity for newly accepted candidates to learn more about the policies and procedures associated with volunteering at Newfields.

### **Seasonal Preview & Training Sessions**

These meetings are a great way for volunteers to get up to speed on Newfields' seasonal initiatives and major exhibitions as well as developments within the volunteer program. These sessions also provide an opportunity to mix and mingle with other volunteers.

### **Online Recorded Training**

These provide opportunities for volunteers who are unable to attend presentations and trainings in person.

### **Tram Driver**

A personalized training session that introduces volunteers to our informative and engaging tram program.

### **Tram Narrator**

A specialized position for Garden Guides, please contact Guest Services for more information.

### **Special Exhibition & Installation Tours**

An informative tour led by Curators and Docents of special exhibitions in conjunction with their opening.

### **Docent-led Tours**

Much like our Special Exhibition Tours, these informative tours explore our permanent collection.

### **Lead Volunteer Training & Mentorship**

These volunteers are integral to the success of our volunteer program. Lead Volunteers are responsible for mentoring new volunteers as well as assisting active volunteers when the Manager of Volunteer Services is not available.

### **Ambassador Training Program**

Specialized training designed to arm our Ambassador Team with the exceptional customer service skills and information they need to properly assist our guests.





## Volunteer Policies and Practices

### 1. Customer Service Philosophy

Newfields is committed to ensuring that each guest who visits our campus has a positive, engaging and memorable experience. Likewise, Newfields is dedicated to creating a work environment where each employee and volunteer is treated with respect, dignity and professionalism. In support of this institutional commitment, each of us is expected to make a personal commitment to delivering the highest level of customer service in order to provide our guests with an exceptional experience.

#### Exceptional Guest Service Pledge

As ambassadors for Newfields, I will provide exceptional customer service by creating a warm, positive atmosphere for our guests. I will inspire guests as I share with them all that Newfields has to offer.

### 2. Attendance

Volunteers must record their volunteer hours using the volunteer management system, Volgistics. Accurately recording the hours volunteered is essential for our program, in order for us to keep an accurate record of your contribution to the institution. Volunteers are required to sign in each time they volunteer and to sign out at the end of each volunteer shift. All hours are input directly into a database and are available to volunteers upon request. Letters of reference and recommendation may also be available for volunteers who have been involved for at least 6 months and have completed a minimum of 45 hours of service.

### 3. Dependability

The success of this program relies on the presence and enthusiasm of dedicated volunteers. If you are absent for a scheduled shift, we are left short-handed. Please give the Manager of Volunteer Services a 48 hour notice of cancellation or lateness. Even if it is an hour before your shift starts, communication with us about your absence or lateness gives us time to find a replacement and know that you are safe. We care about your wellbeing.

### 4. Entrance for Volunteers

Please use any Newfields entrance and open parking space.

#### 4. Entrance for Volunteers with Badge Access

According to Suggested Practices for Museum Security as Adopted by The Museum, Library and Cultural Properties Council of ASIS International and The Museum Association Security Committee of the American Association of Museums (Revised June 2008), employees, docents, volunteers and contractors are required to enter and leave the museum via designated entrances, controlled by Security personnel when reporting for a shift.

- Once parked, volunteers may enter through the garage pre-function area into Deer Zink, the main level through Deer Zink, or the Showalter entrance by Deer Zink. These locations are the only allowed exits for staff and volunteers leaving for the day. April-October all staff, docents and volunteers are asked to use the exterior route. If there is a special event taking place in Deer Zink, please use the exterior route.
- Docents and volunteers without badge access will not be required to relinquish their badges at the end of their work day.

#### 5. What to Wear

All volunteers must wear their Newfields issued badge in a visible location during their volunteer shift. Each volunteer is expected to exercise good judgment and dress appropriately for their position. Positions involving regular contact with the public often require professional business attire. Other positions require uniforms or protective equipment. Your supervisor will provide you with specific details regarding proper attire and/or any restrictions on attire that may apply to your position.







## General Policies and Practices

### 1. Non-Harassment

Newfields is committed to maintaining a positive work environment for all its employees and volunteers. In part, this means that no employee or volunteer should be subjected to harassment based on any protected criteria by another employee, by a supervisor or by a guest or vendor. Harassment includes, but is not limited to slurs, epithets, threats, physical abuse, intimidation, derogatory comments and unwelcome teasing or joking based on any protected criteria.

If you perceive that you are being harassed based on any protected criteria or become aware of another employee or volunteer who perceives that he or she is being harassed based on any protected criteria, you should immediately report the situation to your supervisor, the Director of Human Resources or the Director and CEO. Generally, reports of alleged harassment will be referred to the Human Resources Director so that a confidential investigation can be conducted promptly; where appropriate, confidential investigations can also be performed by the Director and CEO. The individual reporting the alleged harassment will be advised of the outcome of any investigation.

Retaliation against any employee or volunteer presenting a legitimate complaint of harassment or perceived harassment is never acceptable, and will result in disciplinary action.



### 2. Background and Reference Checks

Newfields reserves the right to complete background checks on all prospective employees and volunteers. All employees and volunteers over the age of 18 are subject to a review of criminal conviction records. Additional checks may include professional references, verification of driver's license (where having a valid license is a requirement of the job), pre-employment drug screen and verification of educational credentials.

### 3. Equal Volunteering Opportunity

Newfields provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, gender identity, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

### 5. Confidentiality

In the course of performing your job, you may gain access to confidential information, such as employee or donor records, Newfields finances, operational strategies or other non-public information. Each individual is responsible for ensuring that confidential and non-public information is treated accordingly and shared only with those who have a legitimate business need to know. Further clarification can be found in the Newfields Code of Ethics Policy.



### 6. Non-Solicitation and Non-Distribution Guidelines

One volunteer may not solicit another while either is on working time (working time does not include break time or meal periods). Distribution of literature is prohibited at all times in public and in working areas. In addition, a volunteer may not distribute literature during his or her working time. These restrictions include, but are not limited to the following items: Girl Scout cookies, fundraisers for schools or other groups, charitable walks, and home-based businesses (e.g. Avon, Mary Kay Cosmetics, and Tupperware). During non-working times and in non-public areas (e.g. staff lounge or Volunteer Office), such solicitations or corresponding distribution of literature can occur. At no time, however, can non-Newfields sponsored literature be distributed to the public while on campus. Violations are subject to disciplinary action, up to and including termination.

### 7. Smoking

All employees, volunteers, and guests are required to comply with the smoking guidelines. Employees and volunteers violating the smoking policy will be subject to disciplinary action, up to and including termination. A detailed copy of the smoking policy is available in the Human Resources Department.



Smoking is prohibited in all public areas and private work spaces not designated specifically for smoking. Designated smoking areas are per policy:

Main Building – Outside the Dock Ramp Door

1330 Property – West end of parking lot





Lilly House & Greenhouse – South end of Greenhouse parking lot  
Garden Terrace – East end of circle driveway  
Newfield – East parking lot

## 8. Children

Children will not be allowed to accompany a volunteer who is working their scheduled shift.

- If child-care arrangements are canceled and there is a choice of either bringing the child/children or not coming in, the volunteer should not come in. It will be considered the same as sudden illness, emergency or any other unforeseen event. Please notify your direct supervisor so that the appropriate staffing adjustments are made.

## 9. Corrective Action Process

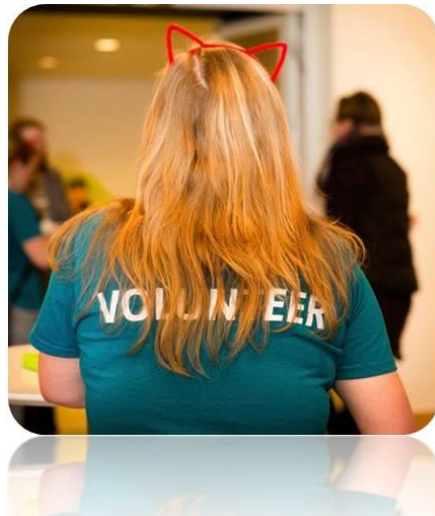
Newfields reserves the right to terminate a volunteer's connection with the organization at any time. However, the Manager of Volunteer Services may provide verbal counseling and/or a written warning prior to termination. The following steps may be completed if concerns arise and are subject to change:

- Warnings

- Informal verbal warning
- Formal verbal warning and formal coaching
- Formal written warning
- Removal from the Volunteer Program

- Termination

- If a volunteer's performance continues to deteriorate or corrective action is not adhered to, the Manager of Volunteer Services may prepare and deliver to the volunteer a letter summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include:
  - a) Failure to adhere to Volunteer Handbook guidelines
  - b) Conduct on duty which would be detrimental to the organization
  - c) Any breach of confidence
  - d) Conduct off duty which would adversely affect Newfields
  - e) Reporting to an event under the influence of drugs or alcohol
  - f) Theft of property or funds
  - g) No call or no show for scheduled assignment shifts even after repeated warnings from Manager of Volunteer Services
  - h) Releasing of confidential information
  - i) Gross misconduct or insubordination



## 10. Volunteer Emeritus

Volunteer Emeritus is an honorary status that may be bestowed on a volunteer upon resignation from the volunteer program. Criteria to be considered include:

- Minimum of 10 years of continuous service (health or extenuating circumstances may be considered)
- Quality of service
- Extent of contribution to the museum
- Recommendation for emeritus status by supervisor

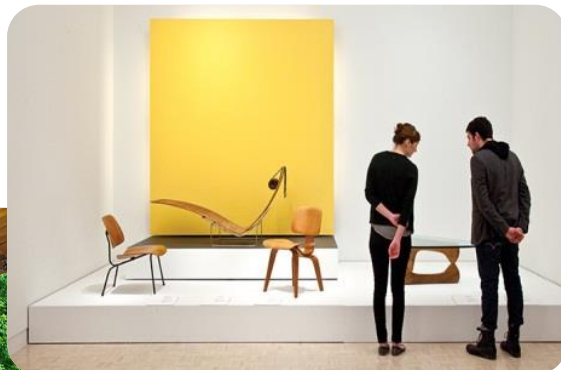
Benefits: Continuing to get discounts on membership, items in The Museum & Garden Shop, and products in The Café.

Any volunteer may resign and request emeritus status consideration when he/she meets the length of service requirement of ten continuous years of service. Emeritus status requests will be reviewed and considered by the Manager of Volunteer Services who may request input from the staff supervisor of the volunteer as well as additional staff.

When a volunteer resigns with emeritus status, all museum property, including identification badge, must be returned to the Volunteer Services Department or staff supervisor on the last day the volunteer works.

## 11. Resignation

If you should decide not to volunteer with Newfields any longer, please contact the Manager of Volunteer Services at [volunteer@discovernewfields.org](mailto:volunteer@discovernewfields.org).





## General Information

### Newfields Mission Statement

To enrich lives through exceptional experiences with art and nature.

### Newfields

As the Indianapolis Museum of Art has grown to become an internationally renowned museum, we now turn our attention toward increasing our emphasis on combining art with nature. This combination of art and nature was always part of the original vision—and now we see a vision for the *next* fifty years. The galleries are surrounded by gardens, water features, over a hundred acres of woodland filled with surprise and beauty. The campus itself is ideal for performances, afternoon walks, kite-flying, cloud-gazing, memory-making, new-idea-having. There's a mansion to stage unforgettable events, restaurants for relaxing, bars for microbrews and friendships. Newfields is a setting where it's easy to make connections of all sorts. Like no place else in Indianapolis.

### *Campus Hours:*

Tuesday, Wednesday, & Sunday

11am to 5 pm

Thursday, Friday, & Saturday

11am to 8 pm

### Indianapolis Museum of Art

The Indianapolis Museum of Art (known colloquially as the IMA) is an encyclopedic art museum located in Indianapolis, Indiana, United States. The museum, which underwent a \$74 million expansion in 2005, is located on a 152-acre (0.62 km<sup>2</sup>) campus on the near northwest area outside downtown Indianapolis, northwest of Crown Hill Cemetery.

The Indianapolis Museum of Art is the ninth oldest and eighth largest encyclopedic art museum in the United States. The permanent collection comprises over 54,000 works, including African, American, Asian, and European pieces. Significant areas of the collection include: Neo-Impressionist paintings; Japanese paintings of the Edo period; Chinese ceramics and bronzes; paintings, sculptures, and prints by Paul Gauguin and the Pont-Aven School; a large number of works by J. M. W. Turner; and a growing contemporary art collection. Other areas of emphasis include textiles and fashion arts as well as a recent focus on modern design.



*Hours:* The IMA is open during campus hours. Closed Mondays, Thanksgiving, Christmas, and New Year's Day

### **Virginia B. Fairbanks Art & Nature Park: 100 Acres (Fairbanks Park)**

With 100 acres of woodlands, wetlands, meadows, and a 35-acre lake, Fairbanks Park is one of the largest museum art parks in the country, and one of only a few to feature the ongoing commission of site-specific artworks. The Art & Nature Park provides an opportunity for guests to interact with art through play and recreation.

*Hours:* Open daily from dawn to dusk

### **Oldfields–Lilly House & Gardens**

Designated a National Historic Landmark in 2003, Oldfields–Lilly House & Gardens is an elegant 26-acre estate and historic house museum on campus.

At the heart of Oldfields-Lilly House & Gardens is Lilly House, the restored 22-room mansion that was once the home of J.K. Lilly Jr., the late Indianapolis businessman, collector and philanthropist. Nearly 90 percent of the furnishings and decorative arts objects featured belonged to the Lilly family and were used in the home.

The upper level of Lilly House offers expansive views of Oldfields' magnificent landscape and gardens, which were designed in the 1920s by Percival Gallagher of the famous landscape architecture firm Olmsted Brothers, which also designed Central Park in New York and Lincoln Park in Chicago. The second floor occasionally hosts feature exhibits.

*Hours:* Lilly House closes for the season in January and reopens in February. It is open during campus hours.



### **Elder Greenhouse**

As part of the Oldfields estate, the Madeline F. Elder Greenhouse originally provided plants and produce to the residents. The first glasshouses were built in the 1920s and the present structures were constructed in the late 1940s. Fully renovated, the Greenhouse is open year-round; guests may explore while learning from the knowledgeable staff and volunteers. Workshops, special exhibitions, and horticultural programming is available throughout the year.

*Hours:* The Greenhouse is open during campus hours. Closed Mondays, Thanksgiving, Christmas, and New Year's Day.



### **The Garden**

Come stroll this 52-acre complex, practically “a museum of gardens” at Newfields—many of them historical and all of them beautiful, changing from month to month. You’re welcome to stroll them quietly alone or chatting with friends and a drink in your hand, any time we’re open. There’s nature, there’s art, and there’s history around every turn. Definitely a more-than-one-visit (in more-than-one-season) sort of experience to capture the feeling of it all.

*Hours:* The Garden is open during campus hours.

### **The Café**

The Café, located inside the Indianapolis Museum of Art, is a stylish, comfortable retreat serving contemporary fare. The Café is ideal for a quick lunch or a leisurely meal with the family with options like hand-crafted soups, seasonal salads, and artisan sandwiches. Indoor and outdoor seating available.

*Hours:* The Café is open during campus hours.

### **The Museum & Garden Shop**

Looking for the perfect gift or item to remember your trip to Newfields? Visit The Museum & Garden Shop, located inside the IMA, for a unique selection of jewelry, glass, textiles, books, stationery, plants, and gift items, many featuring reproductions from the IMA's art collection.

*Hours:* The Museum & Garden Shop is open during campus hours.

### **Beer Garden**

The Beer Garden is currently closed for the season. Located in front of the Madeline F. Elder Greenhouse, the Beer Garden is the perfect place to unwind with a beer, wine, ale, and food. Grab a chair and relax, or take your drink with you as you stroll through The Garden. Take advantage of the new menu items inspired by feedback from our customers, including red wine on tap and bottled sodas. Enjoy a vast beer selection composed of drinks from regional vendors: Taxman Brewing Company, Bier Brewery and Sun King Brewing. Food options continue to include crowd favorites such as the giant soft pretzel and charcuterie board featuring meats from the local Turchetti’s Salumeria.

*Hours:* The Beer Garden is open seasonally TBD.

### **Performance Spaces**

*The Toby* - Tobias Theater, which we like to call “The Toby,” was declared “best screening room in Indianapolis” in a poll by Indianapolis Monthly magazine, thanks to its 35mm surround sound and imaginative programming. But it’s much more than movies—530 seats and a balcony means there’s room to relax and enjoy all sorts of performances, lectures, meetings, or whatever the person standing on the stage has attracted an audience to witness.

*The Amphitheatre* - It's Newfields' backyard—a giant, terraced, open-air, community space for performances including one of our most popular annual rites, The National Bank of Indianapolis Summer Nights Film Series.

*DeBoest Lecture Hall* - A lecture is prelude to discussion—as our community continues to explore issues of all sorts, we are eager to provide a space for “the back-and-forth” to begin, in this 168-seat theater.

*Deer Zink Special Events Pavilion* - Two-story windows filled with views of the Sutphin Fountain and surrounding gardens make every event held in this private enclosed pavilion a memorable experience. It's large enough to accommodate dancing, dining, and large numbers of people in the mood to celebrate.

### **Miller House & Garden**

It's one of the jewels set into the famous architectural destination of Columbus, Indiana—owned and cared for by Newfields. You should contact the Columbus Area Visitors Center for information about tours.

Here's an opportunity to experience one of the finest expressions of American modernism, an integration of house and landscape that draws upon historical precedents without repeating them, enfolding them in a compelling composition of forms and spaces that captures the genius of its designers, the aspirations of its owners, and the spirit of their time.

Commissioned by industrialist and philanthropist J. Irwin Miller and his wife Xenia Simons Miller in 1953, Miller House expands upon an architectural tradition developed by Ludwig Mies van der Rohe—epitomizing the international Modernist aesthetic—with an open and flowing layout, flat roof and stone and glass walls. The rooms, configured beneath a grid pattern of skylights supported by cruciform steel columns, are filled with textiles that feature strong colors and playful patterns. Amid the residence's large geometric gardens, its grandest feature is an allée of honey locust trees that runs along the west side of the house. In 2000, the Miller House became the first National Historic Landmark to receive its designation while one of its designers, Dan Kiley, was still living, and while still occupied by its original owners. The house showcases the work of leading 20th-century architects and designers Eero Saarinen, Alexander Girard, and Dan Kiley.

Miller House and Garden is made possible through the generosity of Members of the Miller Family, Irwin-Sweeney-Miller Foundation, and Cummins Foundation.

*Hours:* By appointment only. Guests interested in visiting must call the Columbus Area Visitors Center at 1.800.468.6564 to schedule a tour.



**Westerley House & Gardens**

Located just south of the museum in the Golden Hill neighborhood, Westerley House is the former home of Dr. George H. A. Clowes and wife Edith, and their son, Allen Clowes. Designed by architect Frederick Wallick and built in 1922, the four-story home consists of 20 rooms as well as a carriage house, a greenhouse, and the surrounding grounds. Allen Clowes died in 2000 and bequeathed the estate to the museum, intending it to serve as an event space and the home for the IMA director. In 2006 the estate underwent a \$2-million renovation, with a major gift of \$800,000 by the Allen Whitehill Clowes Foundation and an anonymous donor. Westerley House historically served as a venue for the Clowes family to showcase their fine art collection, which eventually became the foundation for the IMA's early European collection.

*Hours:* By invitation only.



### General Amenities

#### Admission

Newfields Members: FREE, Adults: \$18, Youth ages 6-17: \$10, Children ages 5 & under: FREE

#### Membership: Solo - \$55, Duo - \$85, Family - \$100, Host - \$150



- Free general admission to the galleries and gardens
- Member prices on all Newfields programs
- Exclusive members-only viewing times for special exhibitions
- Early registration for programs (some of which fill up fast), like Summer Nights.
- 10% discount at Museum & Garden Shop
- Free subscriptions to Newfields magazine and e-newsletter
- Invitations to an assortment of Newfields Affiliate Member groups, so you can explore art and nature through planned social events and educational opportunities
- Knowing you're officially a part of Newfields, and your dues support art, nature, programming, activities, a variety of gardens, the ongoing success of one of the world's most celebrated encyclopedic art museums, and a vision for Newfields' future that will make the most of this combination of art and nature we are fortunate to curate in our community.

#### For All Guests

- Wi-Fi is free throughout areas of Newfields including The Café.
- Available On the First Floor
  - Self service coat check is free of charge
  - A public phone (local calls only) is free of charge

- Lockers (refundable cost of 25 cents)
- Drinking fountains on all gallery levels and at both entrances to Deer Zink Special Events Pavilion
- The first aid room (inquire with a security officer or front desk member for access)
- Strollers are available free of charge at coat check
- Family restrooms
- A nursing mother's room near The Café. The room is unlocked during Museum hours and can be accessed at will.
- Bicycle racks are in the underground garage and surface parking lots





## Appendix

### Photography Policy

Note: The photography policy is subject to change and you will be notified of those changes by the Manager of Volunteer Services.

To protect the objects being photographed, the copyright privileges of their creators, and the safety of other guests, there are certain guidelines that must be followed when photographing at the Museum.

- Photography must be conducted without disruption to Newfields operations or limitation to the accessibility of exhibitions, entrances/exits, doorways, and high traffic areas.
- Cameras and video equipment are permitted in the permanent collection galleries for personal and educational-reference photography without special permission. However, auxiliary lights and equipment, including tripods, are not allowed in the galleries, and photography of traveling exhibitions is prohibited. In addition, camera holders and cases must be no longer than 11" x 15" x 6."
- Flash photography, tripods, and other photographic equipment are not permitted in the galleries or Lilly House.
- Photography is permitted for private, noncommercial use only. Photographs may not be published, sold, reproduced, distributed, or otherwise commercially exploited in any manner.
- Photography is not permitted of the following:
  - Temporary exhibitions
  - Works of art within the Efroymson Family Entrance Pavilion
  - Floor 4 contemporary art galleries
  - Borrowed works of art

\*Please visit: <https://discovernewfields.org/photography-policy> for more information\*



## Gallery Rules:



- Works of art may not be touched.
- Activity that may endanger works of art or disturb other patrons is prohibited.
- While food and beverages are not permitted in the galleries, infants may be nursed or bottle-fed in the galleries by an adult caregiver who is seated on one of the gallery benches.
- Smoking inside campus buildings is not permitted.
- Firearms and other weapons are not permitted on campus.  
Excluded are knives authorized for job-related use by Collection Support staff, approved equipment issued to Protection Services staff, and authorized weapons carried by “on duty” law enforcement officers.
- The use of clay, paint or ink in the galleries requires special permission from the Newfields curatorial department.
- Open flame in the galleries is prohibited.
- Laser pointers may not be used in the galleries without special authorization.
- Radios and similar small devices in the galleries may be used with headphones only. Items must be no longer than 11” x 15” x 6.”
- Sketchpads up to 18" x 24" and pencils or conte crayons are permitted in the galleries without special permission.
- Proper attire is required for guests, staff and volunteers on Newfields property.
- Coats taken into the galleries may be worn or carried. As a convenience, coats may also be left at Coat Check.
- Only canes with blunt tips that are required for disability assistance may be carried into the galleries.
- Dry, collapsible umbrellas (under 15”) are permitted in the galleries. Wet umbrellas and umbrellas larger than 15” are to be left at Coat Check.
- Briefcases, purses, bags and packages larger than 11" x 15" x 6" are not permitted in galleries without special authorization. All bags are subject to search.
- Bags, packs or carriers may not be worn on the back in the galleries.
- Guests and staff are permitted in the galleries during open hours only, when an officer or gallery attendant is present, unless special access permission has been approved.
- Drilling, sawing, painting and other construction activity in the galleries are prohibited without special authorization from the Newfields conservation and registration departments.
- Service animals for disability assistance are permitted in Newfields buildings.

# Welcome to the Newfields **Volunteer** Program!



## **Exceptional Guest Experience Pledge**

“As an ambassador for Newfields, I will provide exceptional customer service by creating a warm, positive atmosphere for our guests. I will inspire guests as I share with them all that Newfields has to offer.”

The above pledge is understood and agreed to.

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Volunteer Signature

Date

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Volunteer Name: Printed



## MEDIA POLICY

*In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding Newfields without prior approval of the Public Relations Manager or the Deputy Director of Marketing and External Affairs.*

The above Media Policy is understood and agreed to.

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Volunteer Signature

Date

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Volunteer Name: Printed



## ACKNOWLEDGEMENT OF RECEIPT

*I acknowledge receipt of the Newfields Volunteer Handbook and understand that it is my responsibility to familiarize myself with its contents. I further understand that I am employed at-will, and that nothing contained within this handbook constitutes an employment contract. I also recognize that my continued employment constitutes acceptance of the provisions contained herein, as well as acceptance of any changes that may be made in content or application.*

As a volunteer, I recognize that either Newfields or I may stop our relationship at any time for any reason without advance notice.

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Volunteer Signature

Date

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Volunteer Name: Printed

