

# Volunteer Handbook



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## **010 A Few Words of Introduction**

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You are about to begin the “Dalí Adventure” by becoming a member of the volunteer team at **The Dalí Museum** (the Museum). The museum is a desired destination for visitors to Florida, the U.S., and around the world.

By becoming a Dalí volunteer you have made a commitment to help in the growth of your community, a commitment to promote the Tampa Bay area and a commitment to assist in spreading the appreciation of the works of Salvador Dalí. You are an ambassador of The Dalí Museum, an opportunity you will find rewarding and enlightening.

To ensure continued success, we feel it is important that everyone understand our policies and procedures. The Volunteer Handbook will give you important information about working at the Museum. It is not a contract. The handbook explains many of the benefits of working here. It also explains what is expected of you and tells about many of the Museum’s rules.

However, the handbook cannot cover every situation or answer every question. It is intended to provide an overview. Therefore, if there is something about our organization you do not understand, please feel free to visit the Volunteer Office. We want you to develop a strong working and supportive relationship with other volunteers and staff.

Also, sometimes we may need to change the handbook. Accordingly, you may receive notices or updates during the year and you can always check with the Volunteer Office for the most current version.

You are also encouraged to acquaint yourself with the philosophy, history and achievements of Salvador Dalí. Literature and films are available in the Volunteer Library. Attend docent tours, because our docents are known around the world for their excellence.

Thank you for offering to help in our efforts to advance the art community in our area and the works of Salvador Dalí. It is a pleasure to have you with us.

## **020 About The Dalí Museum**

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### **Museum Mission Statement**

*The Dalí Museum shall educate the public and promote understanding, enjoyment and scholarly examination of art through the exhibition of works by Dalí and artists of similar vision. The Dalí Museum shall preserve and expand its collection of art of Dalí and*

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*related archival material. In cooperation with other museums and educational institutions, The Dalí Museum shall be an active resource in the cultural life of our local, state, national and world communities by the presentation of intriguing and varied exhibitions and programs.*

### **Museum Overview**

The Museum is the permanent home of the largest collection of this great artist's works outside of his native Spain. Dedicated to Dalí, the Museum aims to protect and preserve this unique collection, making it available for the enjoyment and education of all people, and to enhance public appreciation of Dalí, one of the most significant artists of the twentieth century. In this capacity, the Museum is a cultural and educational institution dedicated to increasing knowledge and awareness of Salvador Dalí's work and his spirit of discovery and intellectual adventure. Special exhibitions showcase other artists of similar vision, and a representative sample from the permanent collection is always on view.

### **Museum History**

The Museum's vast collection was assembled over a 45-year period by longtime friends of Dalí, Eleanor R. and A. Reynolds Morse of Cleveland, Ohio. A nationwide search for a permanent home for the art, with a stipulation that the collection remain intact, culminated in the late 1970's with the Morse's selection of St. Petersburg, Florida.

The Dalí Museum opened on March 7, 1982.

The new location at One Dali Boulevard opened on 11 January 2011 at 11:11 a.m.

### **Museum Collection**

The internationally renowned collection contains 96 original oil paintings, 8 master works, plus watercolors and drawings, over 2,000 works; graphics, sculptures, *objects d'art*, photographs, and an extensive archival library. The scope of the collection, spanning the years 1914 to 1981<sup>1</sup>, presents a panorama of Dali's diverse and evolving art.

The Museum exhibits a retrospective of oil paintings, which is comprised of Dali's early works reflecting Impressionist and Cubist styles, his transition to Surrealism, the famous surrealist works for which he is best known, and his later "classic" works showing his preoccupation with religion and science. Periodic rotation of the collection and changing special exhibitions allow visitors to view varying works on repeat visits.

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<sup>1</sup> 1914 represents the first oil painting in the Museum's collection; 1981 represents the last official print Dali created.

## **Museum Admissions**

Fees (general admissions, educational and special programs) and tour information are available by:

Phone: 727-823-3767, extension 0.

Information is also available through the Group Tours Office: 727-623-4778, 727-623-4706 (manager's office), and 727-623-4731 (volunteer scheduling)

Emails: ([volunteer.office@thedali.org](mailto:volunteer.office@thedali.org)) for scheduling; [pwhiteaker@thedali.org](mailto:pwhiteaker@thedali.org) (coordinator's office) and [groups@thedali.org](mailto:groups@thedali.org) to arrange for private tours or group general admission pre-purchased tickets.

Museum Website: <http://www.thedali.org>

Brochures and Publications: Available at the Museum

Membership allows unlimited free admission to the museum for a year; invitations to private exhibit previews and events; advance notices and invitations to special events, lectures, film series, plus a Museum Store/Mail Order discount.

## **Museum Events and Programs**

The Museum sponsors a wide variety of educational and special programs. Information and scheduling for all tours and programs can be made by calling the Museum. Some examples are:

*Dalí on Tour:* The exhibit includes 31 reproductions of Dalí's paintings which travels to libraries, art centers, shopping areas, transportation hubs and small museums.

*Outreach programs:* Specially trained docents are available to local schools, clubs, recreation centers, and other venues. Presentations can be adapted to the needs of the class or audience.

*Breakfast with Dalí:* Occurring on the first Saturday of each month, the breakfast provides a unique opportunity children and parents to enjoy a guided tour, interesting art project, and casual breakfast.

*Junior Docent Program:* This educational program is available to 4<sup>th</sup> and 5<sup>th</sup> grade students. Students learn presentation skills, art appreciation, and how to explain Dalí's works from a young person's view.

*Dilly Dally with Dali:* This art workshop is open to children between the ages of 6 and 12 daily in the Gus and Frances Stavros Education Center (first floor) and with the addition of crafts and stories every Saturday from noon until 4 pm.

*Lectures and films:* Monthly (the first Wednesday of each month) “*Coffee with a Curator*” talks provide a closer look at a specific aspect of Dalí’s work. Other lecture and films are offered, based on the Museum’s schedule or special exhibitions.

### **Museum Store**

The Museum Store offers visitors a wide range of books on Dalí, Surrealism, and other artists. A choice of reproductions of Dalí’s work, including posters, postcards, T-shirts, and other unique Dalí-related gift items are available. The online museum store, accessible at <http://www.thedali.org>, serves customers worldwide.

### **030 Accidents and First Aid**

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Call 911, the emergency phone number, if required.

Volunteers are acting as representatives of the Museum. In this capacity, the Good Samaritan Act is null and void. **Volunteers may not administer first aid or assistance (i.e., aspirin, band-aids, attendance to a wound, etc.) to a visitor.**

In case of an emergency, the Volunteer should immediately go to the closest Security Guard in the area for assistance. The Security Personnel are responsible for coordinating any activity or treatment associated with an accident or the need for first aid.

Never touch or move a victim. Allow in-house security to assess and act.

Volunteers should avoid contact with body fluids (blood, saliva, urine, vomit, etc.) or any aspect of accident cleanup.

In case a volunteer witnesses an accident, volunteers should:

1. Notify the closest security guard as quickly as possible about the incident and respond to the accident victim by conveying that security help has been called to assist them.
2. The security guard will notify in-house via radio, the appropriate personnel to address the accident/event.
3. Once in-house security arrives on site, they will take control of the situation. The volunteer may stay if they wish or leave the location at that time.
4. The accident will be assessed by in-house security and needed steps will be taken including the filing of an incident report. The in-house security may ask the volunteer for additional information for this report.

In addition, it is very important that volunteers tell the appropriate supervisor or Volunteer Coordinator immediately about any accident that causes an injury, no matter

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how minor it might seem at the time. When reported quickly, the Museum can investigate the accident promptly; follow the laws, and start worker's compensation and insurance processing as necessary.

## **040 Application and Assignment Procedures**

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Each prospective volunteer completes an Application for Volunteer Service, available from the Volunteer Office and online at [www.thedali.org](http://www.thedali.org), under the tab 'get involved'. All candidates will be asked to provide appropriate references, sign a release for a background check, and provide contact information for possible inclusion in the Volunteer Directory. Information from the application will be placed within the online volunteer scheduling system by the Volunteer Office for future communication purposes.

Following a discussion of the candidate's capabilities, qualifications, availability, position requirements, and interests, the Volunteer Coordinator may offer a position to the candidate. If nothing is currently available, the application may be kept for future consideration.

Service as a volunteer begins with an official notification of acceptance and appointment to a volunteer position by the Volunteer Coordinator. A volunteer cannot begin performance of any position until he or she has been officially accepted for volunteer work and has completed all the necessary screening, paperwork and release forms, and orientation requirements. They will also be asked to provide a valid email and mailing address, phone number (s), birthday and social security number for background check. General information such as address, email, and phone numbers will be included in the directory listing.

Volunteers may participate in many Museum programs and activities and serve at appropriate levels of skill as determined by the Volunteer Coordinator. Since volunteers are considered a valuable resource in performing the Museum's mission, staff is encouraged to seriously consider creative ways in which volunteers can be of service. (Volunteers should not however, be utilized to displace any paid employee from their position.)

A volunteer service description is available to each individual outlining the general responsibilities and requirements. Volunteer Service Descriptions are available in Appendix I. Docent Bylaws, Appendix II, further explains the role and responsibilities of docents.

Volunteers are also encouraged to participate in Museum sponsored efforts, such as:

- Arts Alive
- Booth at Downtown Market
- Breakfast with Dali
- Community Outreach
- Custodial and Library assistance
- Dali Fest
- Dilly Dally with Dali
- Festival of States – Kid Fest



- First Night – New Year’s Eve
- Great America Teach-In
- Junior Docent Summer Program
- The St. Petersburg Pride Festival
- School and Organization Outreach Programs

Volunteers may not perform services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such certificate or license must be on file with the Human Resource Officer.

As a part of the application process, volunteers who have not reached the age of 18 must have written consent of a parent or legal guardian. The volunteer work assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

## **050 Attendance and Punctuality**

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Regular attendance and punctuality is an important requirement. The Museum must be able to respond to its public and visitors’ needs. In order to perform this obligation, it is essential that volunteers report to work as scheduled and on time.

**NEW in 2012** - Volunteers who are unable to fulfill their tour/shift time commitment should notify the Volunteer Coordinator at least **12 hours prior** to their scheduled start time. If a volunteer must cancel within 12 hours of their volunteer tour/shift, the volunteer is requested to make every effort to find a replacement for that allotted time. A directory of volunteers is provided electronically and on the volunteer scheduling website to assist with contact information to find a substitute. Volunteers are requested to contact the Volunteer Office at 727-623-4731 if they will be late in arriving for their scheduled tour/shift. Frequent absenteeism or tardiness could result in disciplinary action, up to and including separation.

Volunteers who have been absent for health reasons could be asked to provide fitness for duty certification prior to being allowed to return to active volunteering.

## **060 Automobile Use – Personal**

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The Museum is not responsible for damage to your personal auto when you are using it for Museum business.

## **070 Benefits for Volunteers**

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The Dali Museum extends many benefits to its active volunteers in appreciation for their

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time, effort, and commitment. Volunteers are admitted free of charge to some Museum events and the galleries while an ‘active’ volunteer. To attain ‘active’ status and receive annual benefits, a volunteer must provide eight (8) hours of volunteer service during the twelve-month fiscal year of the Museum (July 1 through June 30).

Socializing with people having a similar interest is an integral part of the Museum Volunteer program. Volunteers will be notified of invitation-only and RSVP events via email to expand these opportunities. Other events are posted on the Museum website at [www.thedali.org](http://www.thedali.org) (select events) and announced in the weekly *Dalí Museum Dispatch* or quarterly *Volunteer View* Newsletter.

### Recognition

Recognition and training are a key aspect of the Dali Museum Volunteer experience. An annual volunteer appreciation event is held to recognize, reward, and honor the efforts of the Volunteer Community in addition to other social events throughout the year. At the annual function, the Volunteer of the Year is announced by the Museum, highlighting a Volunteer’s contributions toward supporting the mission of the Museum.

### Volunteer Years of Service Recognition

Years of Service (Designation-Ants)	Documented Hours of Service to the Museum	Documented Number of Tours	Special Awards
5 (one ant)	50+	40-59+	Volunteer of the Year
10 (two ants)	100+	60-100	
15 (three ants)	200+	100-150	
20 (four ants)	300+	150-200	
25 (five ants)	400+	200-250	
30 (six ants)	500+	251+	

### Education and Training

Active status Volunteers are eligible to attend a variety of educational and training opportunities offered at the Museum. Educational opportunities can include monthly events such as Coffee with a Curator, outside speaker programs, and monthly/semester Docent Training classes. In addition, the Museum provides orientation highlighting guest relations skills to complement Volunteers’ opportunities.

### **NEW in 2012** -Membership

Active status volunteers are provided with a complimentary individual membership beginning 1 July 2012. If the volunteer is already a member, this complimentary membership becomes effective at the end of their current membership time period. Or volunteers may choose to purchase a dual, family, or NARM membership at a 50% discount of the total listed value of that level of membership. This benefit can be used at

any time during the fiscal Museum year (1 July – 30 June). \*\*\*

In December, up to two additional scholars, individual, dual, family, or NARM memberships may be purchased during the month at a 50% discount, for gifts to friends/family/colleagues.

Discounts on merchandise from the Museum Store and a Café Gala are available to active volunteers with current service hours to the museum. Volunteers receive a 15% discount as a member and the prevailing discount\* at Café Gala on days they are volunteering in the museum. Volunteers must be wearing their badge when purchasing from Café Gala to receive a discount.

An Active Volunteer can select to receive guest passes to the Museum based on their service hours. Active Volunteers can apply accrued Volunteer hours toward guest passes beginning with 40 hours – two (2) guest passes, a \$42 value\*\*. With 60 hours of service, an active volunteer can select to apply hours toward an additional two guest passes. With 80 hours of service, an active volunteer can also select to apply hours toward two more guest passes, with a maximum of six passes accrued in any one fiscal year. Guest passes will be available to Volunteers who select and achieve this benefit in the next fiscal year.

All volunteers are on the active email and mailing list.

\*Based on current contracts between the Museum and Café Gala Management Company

\*\* Based on Admissions Ticket pricing as of 7.1.2012

\*\*\*Volunteers who are also upper level members (Dada, Surrealist, Visionary, and Master) will receive a gift certificate for a complimentary individual membership.

## **080 Breaks**

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The Volunteer Lounge provides a place to store personal belongings and to take a break. Coffee is available in the employee kitchen located on the second floor and vending machines are located in the loading dock area of the Museum. Microwaves and refrigerators are accessible for storing and heating food volunteers bring to their assignment. Volunteers should arrange for breaks with their supervisor or the Volunteer Coordinator.

Food or drinks (other than water) are not permitted in the galleries or at work assignment stations at any time. Appropriate security access keys/cards are available through the Volunteer Office, and are provided specifically for volunteers to access designated offices and break areas.

## **090 Business Ethics and Conduct**

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It is the responsibility of each volunteer to comply with the Museum's policy of business ethics and conduct. Volunteers who ignore or do not comply with this standard could be subject to disciplinary action, up to and including separation. The Museum's complete Code of Ethics is included as Appendix III.

The Museum has an excellent reputation of conducting business activities with integrity, equality, and in accordance with the highest ethical standards. As a volunteer, you enjoy the benefits of our reputation and are obligated to uphold the highest ethical standard in every activity performed.

As an organization, the Museum will comply with all applicable laws and regulations. The Museum expects all directors, officers, employees, and volunteers to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decision. If you are not sure if an action is ethical or proper, refer to the Code of Ethics. If you are still unsure if an action is ethical or proper, you should discuss the matter openly with the Volunteer Coordinator.

## **100 Communications – Computer and Phones**

Effective Date: 03/15/2010

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To help volunteers do their jobs, the Museum may give them access to computer and phone systems.

Concerning computers, volunteers should not use a password, access a file, or retrieve any stored communication without authorization. To make sure all volunteers and employees follow this policy, the Museum may monitor computer, voicemail, and e-mail usage. The Museum does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if a volunteer did not create the material, does not own the rights to it, or has not received authorization for its use, the volunteer may not put the material on the Internet.

The Dalí Museum does not permit the use of the museum's name or logo, or the artist's name or photo, by any volunteer or volunteer group without written permission.

The artist's name (Salvador Dalí or Dalí) may not be used to brand any activities not sanctioned in writing by the Museum.

The museum's name or logo may not be used to brand any activities not sanctioned in writing by the Museum.

Activities include but are not limited to any online presence. The Museum reserves the right to change online presence permission and scope at any time.

Concerning phone calls, the Museum encourages volunteers to keep personal calls to a minimum and make necessary phone calls during lunch or break periods. Long distance calls using Museum-owned equipment can only be placed with assistance from a Museum staff member.

The Museum treats all messages (computer or voice), received or stored, as business messages which the Museum is entitled, if deemed necessary, to access, review, copy, delete, or save for any purpose and to disclose them to anyone it deems appropriate.

## **110 Complaints (Problem Resolution)**

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Volunteers may appeal conditions or decisions they believe are unfair or impartial. The volunteer should present the condition or decision to the Volunteer Coordinator as soon as is practicable following the incident. The Volunteer Coordinator will respond to the volunteer as soon as is practicable. This may be following a consultation with appropriate management. If the volunteer feels the resolution is not acceptable, the volunteer may present the condition or decision to the Deputy Director.

The Deputy Director will dialog with the volunteer, towards defining the condition or decision in writing and determining the next appropriate step, which may include a meeting with the staff member(s) or directing the condition or situation to the most appropriate person for further review.

Volunteers are encouraged to understand that not every problem can be resolved to everyone's total satisfaction. However, Museum management believes that honest discussion and listening build confidence and teamwork between volunteers and management and help make the museum a better place to volunteer.

## **120 Conduct and Work Rules**

Effective Date: 03/15/2010

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All volunteers are expected to follow the practices and policies in this Manual. Violations to the Manual's provisions could result in disciplinary action or separation.

## **130 Definition of Volunteer**

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A “volunteer” is an individual who, beyond the responsibilities of paid employment, freely assists the Museum in the accomplishment of its mission without expectation or receipt of compensation.

## **140 Discipline**

Effective Date: 03/15/2010

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Although infrequent, in some cases, formal disciplinary action may be deemed appropriate. Progressive discipline steps may include, but are not limited to, verbal warnings, written warnings, suspensions and separation from service. The Museum retains the right to administer discipline in any manner it deems suitable and any of the steps listed above may be skipped. Separation from service may occur at any time without any progressive discipline steps having been taken.

Prior to the departure date, the volunteer will be required to return all Museum documents, materials, equipment, and identification badges. No materials or documents should be copied or in any way duplicated and taken with the volunteer when separated.

It is the responsibility of the Volunteer Coordinator to inform the staff when a volunteer is not available (due to suspension) or no longer with the Museum (due to separation).

## **150 Drug and Alcohol Use**

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The Museum maintains a workplace that is free from the effects of drug and alcohol abuse. The Museum will not tolerate any abuse of drugs or alcohol that imperils the health or well-being of its staff, volunteers or visitors, threatens its operation, or compromises the safety of its services.

While on Museum property or while performing Museum business off premises, volunteers are prohibited from unlawful: possession, use, manufacture, distribution, sale or dispensation of illegal drugs or alcohol.

Volunteers, who use legally prescribed drugs during their work and have any reason to expect that such use may affect their ability to perform this work, must report this fact to the Volunteer Coordinator before performing any volunteer functions at or for the museum.

## **160 Emergency Procedures**

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Volunteers must alert the nearest in-house security guard of any emergency situation, including medical, maintenance, security, electrical or plumbing, etc.

## **170 Evacuation Procedures**

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The need to evacuate will be determined by the monitoring systems and in-house security personnel. A sounded alarm does not always constitute an emergency that requires building evacuation.

When the fire alarm sounds or the evacuation order is given, the building is evacuated from the top of the building to the bottom and from the east of the building to the west when possible. Please:

1. Remain calm and immediately stop all operations.
2. If you are on the second or third floor, use stairs. **DO NOT USE THE ELEVATOR.**
3. Once evacuated, please proceed to the Common Greens area, the park area to the north of the building and between the Museum and the Mahaffey Theatre.
4. The Common Greens area is our designated safe zone and will be the meeting point for all persons evacuating the building. All evacuees are requested to stay in the Common Greens area until the St. Petersburg Fire Department gives in-house security the final building all clear signal.

### **EVACUATION LOCATIONS**

In the event of an evacuation, instructions on where to proceed will be given by designated in-house security personnel. Locations of exit routes are as follows:

#### **THIRD FLOOR**

a. **MORSE GALLERY**

**PRIMARY EVACUATION POINT:** The primary evacuation point for the MORSE GALLERY (South Gallery) is located in the Southwest corner of the Morse Gallery. This stairwell will take you directly to the lower level and outside of the building.

**SECONDARY EVACUATION POINT:** The secondary evacuation point for the MORSE GALLERY (South Gallery) is located inside the gallery in the Southeast corner of the gallery.

b. **HOUGH GALLERY**

**PRIMARY EVACUATION POINT:** The primary evacuation point for the HOUGH GALLERY (North Gallery) is located in the Southwest corner of the Hough Gallery. This stairwell will take you directly to the lower level and outside of the building.

**SECONDARY EVACUATION POINT:** The secondary evacuation point for the **HOUGH GALLERY (North Gallery)** is located just outside the gallery on the Northeast stairwell.

## SECOND LEVEL

### OFFICE AND LIBRARY LEVEL

**PRIMARY EVACUATION POINT:** The primary evacuation point for the **OFFICE LEVEL (second floor)** is located on the West side of Level Two, adjacent to the freight elevator. This stairwell will take you directly to the lower level and outside of the building.

**SECONDARY EVACUATION POINT:** The secondary evacuation point for the **OFFICE LEVEL (second floor)** is the Southeast corner of the general office space. This stairwell will take you directly to the lower level and will empty onto the Southeast corner of the building.

## FIRST LEVEL

### FRONT OF THE HOUSE (Retail, Café, Admissions, and RJRoom areas)

**PRIMARY EVACUATION POINT:** The primary evacuation point for the first level is the four sets of emergency doors in the retail store adjacent to the Donor Area.

**SECONDARY EVACUATION POINT:** The secondary evacuation point for the first level is the glass doors leading from the Café Gala to the patio area.

### BACK OF THE HOUSE (warehouse, security, loading dock)

**PRIMARY EVACUATION POINT:** The primary evacuation point for the Back of the House will be the general staff entrance/exit through the loading dock on the Southwest corner of the building.

**SECONDARY EVACUATION POINT:** The secondary evacuation point for the Back of the House is the general staff entrance/exit.

## **180 Harassment**

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Harassment is defined as unwelcome or unsolicited verbal, physical or sexual conduct that interferes with an employee's or volunteer's job performance or which creates an intimidating, offensive or hostile work environment. Some examples include, but are not limited to:



- Questions or comments that unnecessarily infringe on personal privacy or offensive, sexist, off-color or sexual remarks, jokes, slurs or propositions or comments that disparage a person or group on the basis of race, color, age, sex, pregnancy, gender, creed, disability, religion, national origin, ethnic background, military service or citizenship.
- Derogatory or suggestive cartoons, photographs, calendars, graffiti, drawings, other materials or gestures. Inappropriate touching, hitting, pushing or other aggressive physical contact or threats to take such action.
- Unsolicited sexual advances, requests or demands, explicit or implicit, for sexual favors.

Sexual Harassment is constituted as discrimination and is prohibited by state and federal laws. Therefore, it is the position of the Museum that sexual harassment will not be tolerated. It is a violation of Museum policy for any supervisor, employee or volunteer, male or female to engage in sexual harassment as defined below. Such conduct will result in disciplinary action up to and including separation. Some examples of sexual harassment include, but are not limited to:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making threatening reprisals after a negative response to sexual advances
- Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, of cartoons
- Verbal conduct such as making derogatory comments, epithets, slurs, sexually explicit jokes or comments about an employee's body or dress
- Verbal sexual advances or propositions
- Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual or suggestive or obscene letters, notes or invitations
- Physical conduct or threat of physical conduct, such as touching, assault or impeding or blocking movement and
- Retaliation for reporting harassment or threatening to report harassment

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as follows:

Quid Pro Quo - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute quid pro quo when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment and, or
2. Submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting an individual.

Hostile Environment - One in which unwelcome sexual advances, requests for sexual favors and verbal or other conduct of a physical nature occur and when such conduct has

the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Anyone who believes he/she has experienced such conduct by anyone, including a supervisor, co-worker or by persons during business with or for the Museum should tell the offender that such conduct is unwelcome and unacceptable. If the offensive behavior does not stop, or if the volunteer is uncomfortable confronting the offender, the volunteer must immediately report such conduct to the Volunteer Manager or to either of the Museum Compliance Officers listed below:

Human Resources Contact: Carol Ann Martin

The Museum prohibits retaliations against any volunteer who complains of sexual harassment or who participates in an investigation. Any such retaliation will not be tolerated and may result in discipline up to and including separation.

All aspects of the complaint-handling procedure will be handled discreetly. However, it may be necessary to include others on a need to know basis. All those who assist in an investigation are required to maintain the confidentiality of all information they learn or provide.

Anyone who knowingly fails to report an incident of harassment may be subject to disciplinary action. Anyone who intentionally files a false report will also be disciplined, up to and including separation.

All incidents of prohibited harassment that are reported will be investigated.

## **190 Hours and Scheduling**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Recorded hours are used in fund raising, grant applications, Museum accreditation, promotional activities, and volunteer recognition events. Individual volunteers are responsible for the accurate completion and timely submission of timesheets for travel times, outreach, and other off-campus volunteer activities.

Volunteers capture volunteer hours using the online Volunteer Scheduling System <https://www.volgistics.com/ex/portal.dll/?FROM=34163> . All volunteers have access to this system and can sign up for volunteer opportunities directly through the system or by calling the Volunteer Office. The volunteer's email address is their ID and the temporary password to enter the system is A123456789.

Volunteers are asked to arrive and depart using the back entrance when reporting for volunteer service either before or after regular museum hours (before 10 am and after 6 pm.)

Volunteers will automatically receive hours in the system when they are entered into an assignment and will receive an email reminder 3 days prior to the volunteer shift or tour. If volunteers are performing outreach or other activities not scheduled through the Volunteer Office, they will be responsible for entering these hours in the system under the Time Sheet tab. (more information on how to use the system is available through the website's tutorials or from the Volunteer Office)

Schedules for volunteers are maintained based on the function of the position. The Volunteer Office manages all scheduling with the exception of volunteers who are engaged by staff members to help with services specific to their department. Docents should refer to Appendix II, Docent Bylaws, for additional information concerning scheduling.

Volunteers should arrive at least fifteen (15) minutes prior to the beginning of the shift.

Any volunteer, who wishes to bring someone with him/her during a shift, including tours, must obtain approval from the Volunteer Coordinator before the start of the shift/tour.

## **200 Identification Badges**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Each volunteer will be given a Museum Name Badge, which must be worn at all times on the premises, or when serving for business off-site. Upon completion of a 60 day probation period, the volunteer will be issued a permanent badge. Please provide written medical documentation to the Volunteer Coordinator if health issues would prevent wearing magnets.

Lost badges should be reported to the Volunteer Coordinator immediately so that a new badge can be issued. Badges must be turned in when a volunteer's service with the Museum ends.

## **210 Museum Membership**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Information concerning membership levels and fees is available on the Museum's website at [thedali.org](http://thedali.org).

## **220 Orientation and Training**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Volunteer Coordinator trains all volunteers, with the exceptions of docent training classes, or interns and volunteers that staff members have requested to help with services

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specific to their department. The length and content of training varies with each position. If unable to attend training/orientation, volunteers are expected to notify the Volunteer Coordinator or the instructor conducting the training. Arrangements must be made to complete training that is missed. New volunteers are also encouraged to take self-guided and docent-led tours, and attend educational seminars, such as the monthly “*Coffee with a Curator*” talks to increase their understanding of the Museum and its collection.

## **230 Parking**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

**NEW in 2012** - There are six designated volunteer parking spaces located in the paved parking lot on the south side of the Museum in two locations. Overflow parking is located in the Albert Whitted Airport Parking Lot immediately across from the museum on Dali Blvd. Should the six designated (curb markings) parking areas and the regular Museum parking lot be full, volunteers are requested to park in the airport parking lot during their shift/tour. Volunteers attending training or other museum sponsored events are requested to NOT park in the volunteer designated parking spaces, leaving them for those who will be volunteering at that time.

Entrance to the Museum prior to opening (10 a.m.) is through the Southside Security Entrance Door.

Handicapped spaces are available on a first come, first serve basis and ramps are provided in both the front of the building and on the South side.

## **240 Performance Evaluation**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Standards of performance could be established for on-going volunteer positions. These standards list the work to be done, measurable indicators of whether the work was accomplished and appropriate timelines for accomplishment of the work. Supervising staff is involved in all evaluation and work assignments of volunteers with whom they are connected.

## **250 Personal Appearance**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Personal appearance can influence what visitors think about the Museum. Personal appearance means how volunteers dress, their neatness, and personal cleanliness.

The Museum’s objective in establishing a dress code is to allow our Volunteers to work comfortably in the Museum with our guests as well as at outreach, off-campus events for and with the Museum.

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During business hours or whenever volunteers represent the Museum, volunteers should wear clothes appropriate for the conditions and performance of their duties, generally described as “business casual.” Clothing should be pressed and not wrinkled. Torn, dirty, or frayed clothing as well as bare midriff, or transparent clothing is not considered appropriate. Any clothing that has words, terms, or pictures that may be offensive to guests or other Volunteers does not comply with the Museum dress code.

Hats and sunglasses are not appropriate for wear inside the Museum for security reasons. Head covers that are required for religious purposes or to honor cultural tradition are allowed. Closed toe and closed heel shoes are highly recommended in the Museum for your protection.

## **260 Personal Property**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum cannot be responsible for personal property that is lost, damaged, or stolen. If volunteers bring personal property, they need to understand that it will not be covered under the Museum’s insurance.

## **270 Public Presentation**

Effective Date: 03/15/2010

Revision Date: 06/130/2012

Volunteers must not identify themselves as an official spokesperson of the Museum without prior written approval by the Executive Director or his/her representative.

## **280 Records Maintenance**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum maintains personnel records of each volunteer, which are the property of the Museum and are confidential. Volunteers are required to notify the Volunteer Coordinator of any changes in contact information (i.e., emergency contact notification, changes of address, phone numbers). Volunteers may review their personnel records in accordance with state law. Volunteers must notify the Volunteer Coordinator and schedule a time that is mutually convenient.

The Volunteer Coordinator will submit new volunteer paperwork to HR for approval.

## **290 Reimbursement for Approved Expenses**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for the Museum. Volunteers should check with the Volunteer Coordinator regarding specific reimbursable items. Prior approval must be sought for any expenditure.

### **300 Return of Property**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum may loan volunteers property, materials, or written information to help them do their jobs. Volunteers are responsible for protecting and controlling any property that is loaned to them. Volunteers must also return it promptly if asked.

### **310 Safety**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum provides a safe and healthy place for employees, volunteers, and visitors. The Museum will make every effort to provide working conditions that are as healthy and safe as feasible, and volunteers are expected to be equally conscious about work-place safety, including proper work methods, reporting potential hazards and reducing exposure to know hazards.

### **320 Screening of Volunteers**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Screening is required of all Volunteers by Museum Policy. All volunteers will release information needed for a background check when asked or prior to their first day.

Volunteers, who participate in outreach programs off-campus, may be asked by schools or other organizations to complete background checks or other screening requirements.

All reference and background checks will be performed in accordance with applicable federal and/or state law.

### **330 Security Inspections**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum wants to have a work environment that is free of illegal drugs, firearms, explosives, or other improper materials. The Museum prohibits the possession, transfer, sale, or use of these materials on our premises.

The Museum may provide volunteers with desks, lockers, and other storage devices for convenience but these are always the sole property of the Museum. Because they are the Museum's property, the Museum may allow our representative or authorized agents to inspect them at any time, either with or without advance notice to the volunteer. The Museum may also inspect any items that are found inside.

The Museum also wants to discourage theft and the unauthorized possession of property that belongs to our employees, volunteers, the Museum, and visitors. To help enforce this policy, we may require inspection of volunteers and other persons who enter or exit our premises as well as any packages or other belongings they carry with them. If anyone wishes to avoid having belongings inspected, the best thing is not to bring them to the Museum.

While it is impossible to list every action that is unacceptable, additional examples include:

- Theft, misappropriation, defacing or damaging of the Museum's or another's property including cash or merchandise.
- Unauthorized or inappropriate removal, possession, or use of any Museum property or that of a visitor.

### **340 Resignation**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Should a volunteer decide to resign for any reason, the Museum requests that the volunteer provide as much notice as possible, generally 14 calendar-days. This assists us in making a smooth transition of duties and working relationships.

Prior to departure date, the Museum could request that a volunteer meet with a Museum representative to provide work-related feedback to the Museum. This will allow the Museum to continue to evaluate its policies and practices and to improve such policies and practices if appropriate.

Prior to the departure date, the volunteer will be required to return all Museum documents, materials, equipment, and identification badges. No materials or documents should be copied or in any way duplicated and taken with the volunteer when he/she separates.

It is the responsibility of the Volunteer Coordinator to inform the staff when a volunteer has resigned or has been re-assigned to a new position.

### **350 Smoke Free Workplace**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

In order to maintain a safe and comfortable working environment, the Museum prohibits smoking (including electronic smoking devices) throughout its workplace, with the exception of specifically designated areas.

### **360 Suggestions**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum is always looking for suggestions that improve the visitors' experiences, morale, procedures, working conditions, and reduce costs or errors. If you have any suggestions, we encourage you to contact the Volunteer Coordinator, or a member of the Volunteer Council at [vcouncil@thedali.org](mailto:vcouncil@thedali.org) (see Section 390 Volunteer Council).

### **370 Guest Relations**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

Volunteers are one of the first contacts visitors have with the museum. Volunteers are expected to make visitors feel welcome. Volunteers are expected to be pleasant to visitors at all times; acknowledging them even if he/she cannot attend to their needs immediately. Deal with complaints in a sympathetic and constructive way. If a visitor becomes unpleasant, call a manager or in-house security guard to address the situation.

### **380 Volunteer Council**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Volunteer Council consists of nine members from the volunteer community who are charged with representing the interests of volunteers. The Council may be reached via e-mail [vcouncil@thedali.org](mailto:vcouncil@thedali.org) or by contacting one of the members by phone. The Volunteer Coordinator maintains a list of the members and their contact information.

Volunteers are encouraged to bring their suggestions, concerns, and ideas to the Volunteer Council for presentation to the Museum. Examples include: constructive feedback, fund raising ideas, all suggestions concerning volunteers, visitors, or the Museum, and/or issues or conflicts. Bringing these matters to the attention of the Volunteer Council assures a smooth hand-off to the appropriate Museum staff person, eliminates redundant effort, assures follow-up and feedback to the originator of the idea, and keeps everyone up-to-date on the activities of the volunteer community (excluding those matters of a confidential or personal nature). Suggestions can be submitting to individual members of the Volunteer Council or by email to [vcouncil@thedali.org](mailto:vcouncil@thedali.org).

### **390 Volunteer Status**

Effective Date: 03/15/2010

Revision Date: 06/30/2012



An “active volunteer” is one who has volunteered for a minimum of eight (8) hours at the Museum within the past 12 months of the Museum’s fiscal year. Volunteers may be moved to inactive status to accommodate individual circumstances (such as personal hardship) and reinstalled as an active volunteer at a future date.

If a volunteer has not worked for a period of twelve months and has not communicated with the Museum, he/she will be considered inactive and taken off the mailing list unless prior arrangements are made through the Volunteer Coordinator.

## **400 Workplace Violence**

Effective Date: 03/15/2010

Revision Date: 06/30/2012

The Museum has a strong commitment to its volunteers to provide a safe, healthy, and secure work environment. The possession of weapons or occurrences of violence in the workplace is contrary to our objective and will not be tolerated. Violators are subject to immediate separation.

## **Administrative Volunteer Service Description**

DEPARTMENT: Various

REPORT TO: Requesting Manager

### **GENERAL DESCRIPTION:**

This job varies according to the needs of different departments within the museum. The volunteer will report to the volunteer department and then proceed to the department personnel who requested volunteer assistance. The volunteer will assist with work which may include stuffing envelopes, rolling posters, labeling envelopes, making telephone calls, filing, using the computer, or any one of several things required in a museum department.

### **SPECIFIC DUTIES:**

1. Volunteers will work for any department requiring volunteer service.
2. The work is varied; there are no specific duties listed.
3. Instruction will be given by the department involved.

### **REQUIREMENTS:**

1. A volunteer must have the ability to follow directions and attend to detail.
2. The volunteer must be willing to perform varied tasks and have the ability to work with limited supervision.

### **TIME COMMITMENT**

1. Time commitment varies according to the needs of the museum and the availability of the volunteer.
2. Generally, the time commitment runs about three hours per job.

## Docent Service Description

DEPARTMENT: Volunteer

REPORT TO: Volunteer Coordinator and/or Curator of Education

### GENERAL DESCRIPTION:

Docents give tours of the galleries, explain the art, and act as ambassadors to visitors from around the world. By providing such interesting background and insight into the genius of Dalí's works, and adding their own style, anecdotes and content, these tours have become an important highlight to the visitor's Dalí experience. Docents also give outreach tours to groups of all ages and backgrounds within the community.

### SPECIFIC DUTIES:

1. Perform gallery tours on a scheduled or "fill-in" basis.
2. Attend training classes to update knowledge of new and visiting exhibitions.
3. **NEW in 2011** - Attend lectures and public talks in the museum relating to Dalí and related subjects (minimum of six training credits per fiscal year tracked through the online scheduling system).
4. Participate in Outreach Programs and special events.

### REQUIREMENTS:

1. A four-month training program equivalent to a college course is taught by a qualified curator. The class meets once a week and requires out-of-class study, written tests, a research paper and presentation, and concludes with an oral exam. This prepares docents to give a **45 minute to one hour-long** guided tour of the galleries to the public.
2. Presentation Requirements
  - a. Possess good presentation skills
  - b. Ability to communicate clearly and concisely
  - c. Ability to create positive presentations that are technically correct (including sources of knowledge)
  - d. Ability to vary presentations based on the needs of the audience
  - e. Ability to manage difficult situations
  - f. Ability to adhere to strict time limits
  - g. Ability to use privacy headsets with microphone when needed
3. Attendance Requirements:
  - a. Fulfill tour commitments by arriving at the appointed time, as scheduled

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- b. Notify the Volunteer Office of absences in advance
  - c. If absence arises less than 48 hours prior to touring, provide a replacement docent to cover the tour.
  - d. Attend all required training for new exhibitions
  - e. Attend required educational programs at the Museum
4. Failure to meet performance and attendance requirements may result in suspension, separation, or retirement.

#### TIME COMMITMENTS:

Time commitments vary based on tour availability, outreach program requests, and continued education events, including the monthly *Coffee with a Curator*, first Thursday film series, and monthly Docent Training sessions.

## **Educational Intern Volunteer Service Description**

DEPARTMENT: Volunteer

REPORT TO: Curator of Education

### **GENERAL DESCRIPTION:**

As a cultural resource, the Salvador Dalí Museum is dedicated to the education, enjoyment and scholarly examination of art through the exhibition of works by Dalí and artists of similar vision. As part of this mission, the Dalí Museum offers internships in the education department for qualified student participants, open to both graduate and undergraduate students. This internship is a non-pay position designed to provide students with off-campus museum experience, an opportunity to study the life and work of Salvador Dalí, and to receive college credit if applicable. The program is informal and can be designed to work within the student's schedule. There are three Education Internships available per year: 1) Fall, 2) Winter/Spring, and 3) summer semesters. Applications deadlines for each semester are as follows:

- March 15 for Summer session (notified by April 1)
- July 15 for Fall session (notified by August 1)
- November 15 for Winter/Spring session (notified by December 1)

Special month-long internships can be designed if notified in advance. If the internship is arranged for college credit, the student must make all arrangements through his/her faculty advisor. Students are responsible for their expenses and housing arrangements during internship.

### **SPECIFIC DUTIES:**

Under the supervision of the Curator of Education, the intern will assist with a variety of museum projects that may include clerical work, assistance with museum programs and events, archival documentation, and exhibit research.

### **REQUIREMENTS:**

1. Potential interns must complete the application form and include a resume.
2. An interview with the Curator of Education may be requested.
3. A letter of intent is suggested but not required.

### **TIME COMMITMENT:**

Time commitment varies according to needs of the assignment.

## **Guest Services Volunteer Service Description**

DEPARTMENT: Volunteer

REPORT TO: Volunteer Coordinator

### **GENERAL DESCRIPTION:**

Guest Services Volunteers (previously referred to as Museum Greeters) act as ambassadors for the Museum and act in a variety of capacities to enhance the experiences of Museum guests. The Guest Services Volunteers can be positioned at the General Admissions line and/or the entrance and exit of the Tom and Mary James Gallery, or with the Self-Guide Audio Tour Unit Distribution area of the Admissions Desk. These volunteers welcome visitors, provide information on the tour options and use of equipment, and ensure that visitors have access to admission ticket options. They may also be called upon to help with other administrative activities.

### **SPECIFIC DUTIES:**

1. Greet visitors in the Admissions Line, make them feel welcome, and ask if you can answer any questions prior to their purchase of an admission ticket.
2. Set-up, distribute, and collect self-guide audio tour units
3. Test and collect self-guide audio tour units requiring repair
4. Guide visitors, when in-house security is not available, to the starting point of public Docent tours in the Tom and Mary James Wing, Hough Family Wing, and front entrance.
5. Guide visitors leaving the Tom and Mary James Gallery toward the Hough Gallery and the Museum Gardens.
6. Answer general, non-collection questions posed by visitors

### **REQUIREMENTS:**

1. A friendly person who enjoys working with the public.
2. A person who can follow directions.
3. A person who is able to stay calm during stressful situations and desires to help others.

**TIME COMMITMENT:**

Three (3) to four (4) hours, once a week or once every other week. Weekday shifts are 10-12:30, 12:30 to 3:00, and 3:00 to 5:30 Monday through Saturday. The Thursday evening session is from 5:30-8 pm. Sunday work shifts are from noon to 2:30 and 2:30 to 5:00.

## **Special Events Volunteer Service Description**

DEPARTMENT: Volunteer

REPORT TO: Manager in charge of event

### GENERAL DESCRIPTION:

Special Events Volunteers help at museum events or at off-site locations. They may greet visitors, pour beverages, serve food or help at a booth. They greet the public, make them feel welcome and informed about the Dalí Museum.

### SPECIFIC DUTIES:

1. Greet guests at an event and check invitations
2. Perform other duties as needed

### REQUIREMENTS:

1. The candidate needs to be available in the evenings and have adequate transportation
2. The job requires an outgoing personality and an ability to perform varied tasks
3. Ability to handle money and make change

### TIME COMMITMENT:

Time commitment varies according to need. Generally the volunteer should be available evenings and weekends.



## **Survey Volunteer Service Description**

DEPARTMENT: Marketing

REPORT TO: Volunteer Manager

### **GENERAL DESCRIPTION:**

Survey Volunteers act as goodwill ambassadors. They approach visitors with a short survey relating to the visitors visit. After the visitor finishes answering the questions, the survey volunteer gives the visitor a small gift in appreciation. The Survey Volunteer may also substitute for the Gallery Greeter.

### **SPECIFIC DUTIES**

1. Interview visitors exiting the galleries who are willing to take a short survey.
2. Assist in the compilation of data for analysis of survey results.

### **REQUIREMENTS:**

1. A friendly person who enjoys working with the public.
2. A person who can follow directions.
3. A person who is comfortable approaching guests for surveys.

**TIME COMMITMENT:** Surveyors are scheduled according to need. They can spend as little a 3 hours or as many as 6 hours.

## **Volunteer Council Volunteer Service Description**

DEPARTMENT: Volunteer

REPORT TO: Volunteer Coordinator

### GENERAL DESCRIPTION:

Seven volunteers serve on the Volunteer Council. Members vote on a Chair, Co-Chair and Secretary and other functions, as required. These functions are described in the Volunteer Council Policies and Procedures Guide.

### MISSION STATEMENT

To bring concerns and ideas to the attention of the Executive Director, Museum Managers and Volunteers in a way that considers::

- The museum collection,
- The invited exhibits,
- Museum Policies and Procedures,
- Volunteer Concerns and Suggestions,
- And the building and surrounding property,

So that the Museum continues to meet and/or exceed visitor and volunteer expectations.

### SPECIFIC DUTIES:

1. Participate in Council meetings and ad hoc meetings of the Council:
  - a. Council meetings are monthly and generally last 1 to 2 hours.
  - b. Ad hoc meetings generally occur when necessary.
2. Participate on a Council Sub-committee. Examples:
  - a. Set up archival system for Council documents and records,
  - b. Review manuals, handbooks, and other media as requested by the Museum Staff,
  - c. Work with Museum to staff or participate in the hosting of special functions.
3. Proactively participate in the functions and duties of the Council,
4. Endorse Museum sponsored efforts,
5. Design and implement Council processes, such as e-mail site, Council documents,
6. Serve on a Council position, as needed, such as Chair, Vice Chair, Communications Coordinator, Treasurer, Recording Secretary, Historian, Special Projects.
7. Participate in Council activities.

## REQUIREMENTS:

1. Active Volunteer.
2. Member of the Dali Museum.
3. Understands the Council's Vision documents. (Available to prospective candidates by contacting the Council Chair or Volunteer Manager.)
4. Work with a cooperative spirit with the Council, the Volunteer Manager/Council Sponsor, and other members of the Museum Staff.
5. Available to communicate with Volunteers to fully understand their suggestions and concerns.
6. Communicate volunteers' input to the Council,
7. Communicate with volunteers that their input has been appropriately directed to the Museum.
8. Have the time to participate in scheduled meetings, ad hoc meetings, and/or sub-committees.

## TIME COMMITMENT:

Monthly meeting 1 to 2 hours. Meetings generally occur on third Thursday of each month from 5:00 PM to 6:30 PM.

Sub-committees and special projects may require significant time investment dependent on the scope of the project.

Council positions require preparation time. Time varies, based on Council activities. Council members generally serve a two-year term.

## **Youth Volunteer Service Description**

DEPARTMENT: Volunteer

REPORT TO: Volunteer Coordinator and/or Curator of Education

### **GENERAL DESCRIPTION:**

Junior and teen volunteers help at Museum events or at off-site locations. Their knowledge of the Museum and art will vary greatly, depending on their involvement with Junior or Teen Docent programs which occur during the summer and in specific schools and times throughout the year. Students may volunteer towards the fulfillment of various school programs such as Bright Futures, etc.

### **SPECIFIC DUTIES:**

1. Provided their participation in the Junior or Teen Docent program, the volunteer may conduct a presentation or small tour by sharing knowledge of Dali and his paintings.
2. Work with the Family Programs Coordinator or Education Coordinator on various Education Department programs that provide interaction with their peers or younger children.
3. Perform other duties as needed.

### **REQUIREMENTS:**

1. Candidate needs to be available for a scheduled event as necessary and have reliable transportation from a parent or legal guardian, if not in possession of a valid driver's license.
2. The job requires an ability to perform the required tasks.

### **TIME COMMITMENT:**

Time commitment varies according to need. Generally the volunteer should be available after school or on weekends as needed.

## Zodiac Steering Committee Volunteer Service Description

DEPARTMENT: Membership

REPORT TO: Membership Coordinator

### GENERAL DESCRIPTION:

The Zodiac Group serves as ambassadors for the museum and its programs. The original Zodiac Group was created in France in 1932 and consisted of 12 patrons who each sponsored Salvador Dalí for one month of a year. In exchange, patrons received a work Dalí produced during that same month. In the spirit of these forward-thinking patrons, the Zodiac Group was reformed in 1996.

The committee of the Zodiac Group consists of approximately 12 members who plan, organize and execute events in support of the Dalí Museum. Each committee member commits to serving a three-year term. The Dalí Museum's Membership Manager serves as a liaison and provides administrative support to the group.

The Zodiac Group of volunteers, in keeping with the original twelve Dalí supporters, will foster interest and understanding to enhance the legacy of Salvador Dalí. They will endeavor to strengthen ties between the Dalí Museum and its members, hosting membership events to engage our community and build meaningful connections.

The committee will assist with several events throughout the year. The primary event presented by the Zodiac Group is the annual craft beer and wine tasting event, *Liquid Desires*. The group also offers events such as Z-Feast dinners, and will provide assistance for various outreach and member events like *St. Pete Pride Parade* and *Surreal Summer Nights*.

The committee will meet once a month at the museum to discuss upcoming events, programming at the Dalí Museum, and other volunteer opportunities for the group. These meetings also promote camaraderie and friendship among the group.

Committee Members must:

- Attend a minimum of 10 of the 12 monthly meetings
- Co-Chair one of the Zodiac presented events each year
- Volunteer for all major events, including set-up and clean-up
- Come up with creative, fun ideas for events
- Use community contacts for sponsorships, press and other matters to support the museum

- Support the Dalí in various aspects such as volunteering and attending other membership events

**If you are interested in learning more about serving on the Zodiac Group Committee, please contact Craig Petersburg, at [craigpetersburg@gmail.com](mailto:craigpetersburg@gmail.com).**

## Docent Bylaws

Effective Date: 01/15/2010

Revision Date: 06/30/2012

### Section I: GENERAL INFORMATION

#### Background

Docents are volunteers who perform special educational functions at the The Dali Museum. The word “docent” is derived from the Latin verb “docere” which means “to teach, to conduct, or to govern.” In order to fulfill these functions, docents must:

- Make an ongoing commitment to the Museum through time and effort,
- Be able to meet the physical demands of giving tours,
- Be flexible in adjusting calendars to meet the needs of the Museum,
- Be able to organize presentations that are accurate and interesting,
- Be able to speak clearly and communicate effectively with Museum visitors.

Docents give tours of the galleries, explain the art, and act as ambassadors to visitors from around the world. By providing interesting background and insight into the genius of Dalí’s works, and adding their own style, anecdotes and content, these tours have become an important highlight to the visitor’s Dalí experience. Docents also give outreach tours within the community using computer-based presentations (computer equipment is provided by the docent or requesting organization) or posters and other media pertaining to the paintings and the life of Dalí. An effective docent has the capability to inspire students and visitors of all ages by leaving a lasting impression about the Museum experience.

As knowledgeable and enthusiastic representatives, docents are expected to support the Museum in a variety of ways, which might include:

- Museum Tours,
- Community Outreach,
- Volunteer Council.
- Museum-sponsored programs, for example:
  - Breakfast with Dali,
  - Junior Docent Summer Program,
  - Poster Talks,
- Special events, for example:
  - Arts Alive,
  - Booth at Downtown Market
  - Dali Fest,
  - Festival of States – Kid Fest
  - Great America Teach-In,
  - Other venues, as needed.

## Expectations

All docents must satisfy the basic criteria required of other Museum volunteers, as explained in the Volunteer Handbook.

## Training

A four-month training program equivalent to a college course is taught by a qualified curator. The class meets once a week and requires out-of-class study, written tests and an oral exam. This prepares docents to give a *45 minute to one hour-long* guided tour of the gallery for public and group tours. Failure to attend classes and lectures and/or successfully complete assignments may result in removal from the program.

**NEW in 2011** - Following formal classroom training, docents are expected to maintain a current level of knowledge by attending six Museum-sponsored education-designated programs annually, including exhibition walk-throughs and training sessions. Docents who do not attend training or make arrangements with the Museum to familiarize themselves with new gallery displays and exhibits may be removed from the tour schedule. Docents must obtain six (6) continuing education credits throughout the year to maintain active status by attendance at Department of Education designated training events. The Curator of Education will meet with any docent who may fail to achieve 6 continuing education credits in a fiscal year.

Docents may wish to accompany another docent on a tour, either to observe a more experienced presenter or to gain insight on a special exhibit. In these cases, the docent must:

- Introduce himself/herself to the docent so that he/she knows you are on the tour
- Be as inconspicuous as possible
  - Stand toward the back of the group
  - Do not wear an identification badge while on the tour
  - Do not carry on a conversation with other visitors
- Do not tape or take notes, without the permission of the presenting docent
  - Do not ask questions during the tour
  - Do not volunteer information
  - After the tour, clarification can be requested
- Thank the docent

## Section II: DOCENT FUNCTIONS AND RESPONSIBILITIES

### Scheduling for Museum Tours

Scheduling for tours is handled by the Volunteer Office using the online Volunteer Scheduling System. Although no commitments concerning specific tour assignments can be guaranteed, the Volunteer Coordinator works to balance the needs of the Museum with the individual preferences of docents. The goal of the Volunteer Office is to equitably



distribute assignments so as to maintain the skill level of each docent. Some factors that influence scheduling may include:

- Docent availability (for example, docents who are in residence year-round will be more likely to receive regularly-scheduled tours),
- Needs of the Museum (for example, schedule changes may be necessary to accommodate attendance patterns or special groups),
- Availability of docents (for example, the number of docents may fluctuate based on natural attrition or the graduation of new docents),
- Special Museum events (for example, VIP tour groups, evening events).

Preference for tour scheduling is consistently given to docents over Museum staff. However, while every effort is made to provide as many opportunities as possible to docents, there will be times when Museum staff is scheduled for tours, based on the needs of the Museum or to maintain the skill level of the staff.

**NEW in 2012** - Reminder emails are made by the online Volunteer Scheduling System three days prior to each/tour week. Docents can check the schedule by going to the online site <https://www.volgistics.com/ex/portal.dll/?FROM=34163>. Docents are required to notify the Volunteer Office of any absences as soon as possible. This may be done by phone, email ([volunteer.office@thedali.org](mailto:volunteer.office@thedali.org) and [pwhiteaker@thedali.org](mailto:pwhiteaker@thedali.org)). Docents are requested to find their own replacement using the Volunteer Directory when cancelling with less than 48 hours' notice.

- Docents must advise the Volunteer Office of absences so that tours can be rescheduled.
- Docents may arrange for substitutes on their own. However, the originally-scheduled docent must notify the Volunteer Office of the change.

Docents may also arrange for tours by viewing the current calendar and requesting available time slots with the Volunteer Office. Generally, docents should limit the number of tours for which they volunteer to one per week, unless asked by the Volunteer Office to do more tours.

**NEW in 2012** - The current weekly and monthly calendar can be viewed in the Volunteer Office or via the online Volunteer Scheduling web site:

Go to: <https://www.volgistics.com/ex/portal.dll/?FROM=34163>

Docents may also request to be called on an “as needed” basis to substitute for a regularly-scheduled docent, to participate in special tours, or to become involved in an out-reach program.

## **Volunteer Hours**

**NEW in 2012** - Time sheets are available on the online Volunteer Scheduling website. Docent time should capture all travel time and off-campus Volunteer time. Docents

should record time served for each activity with which the docent is involved including travel time to and from the Museum.

These hours should include:

- Regularly scheduled tours
- Special tours
- Special events
- Outreach Museum-sponsored programs
- Substitutions
- Required educational sessions
- Required meetings
- Committee meetings
- Time spent preparing for these activities
- Travel time to and from the Museum

Tours not scheduled by the Museum, such as tours with friends or acquaintances, do not count as volunteer hours. Generally, hours for attendance at public programs (such as receptions, film nights, parties, etc.) are not counted. However, “Coffee with the Curator”, Dalí & Film Series, and other educational lectures should be recorded as one hour for each event plus travel time.

### **Conducting the Tour**

Museum policy is that docents limit tour time to *forty-five minutes to one hour*. This includes time for questions unless the docent takes questions in the Overview Landing outside of the Galleries. Generally, the tour must conclude one (1) hour from the originally-posted tour time and conclude by the posted start time of the next tour. It is advisable for the docent to wear a watch or carry a time piece as there are no clocks in the galleries.

Tour Time Requirements - Any variation to the above time frames must be cleared with the Volunteer Office in advance of the tour.

- If a docent goes noticeably over these allotted times, particularly in cases where there is an inconvenience to other docents or staff, the docent will be given a written warning.
- If the docent goes noticeably over a second time, particularly in cases where there is an inconvenience to other docents or staff, the docent will be given a two week suspension.
- The third offence will result in a six month suspension. If this practice continues, the docent will be asked to leave the docent program.

**NEW in 2012** - For large audiences, it may be more appropriate for the docent to conduct a highlights tour focusing on the Masterwork Paintings in the four corners of the Tom

and Mary James Gallery. Docents are requested to NOT take visitors into the early works or confined surreal sections of the gallery when giving tours to 15+ visitors to protect the art. Generally, the Volunteer Coordinator will direct the Docent to conduct a highlights tour when tour sizes are above 25 visitors. In those cases where no direction is given or the number of visitors' increases as the tour progresses, docents should use their best judgment.

- The most important consideration is the visitors' experience. Docents should move to the highlights tour if there are visitors who cannot view the art or hear the tour or when visitors may bump or lean on art during the tour.

Generally, docents should promptly begin at the published tour time. In the case of a school tour or a Private Docent-Led Tour, Museum policy states that the docent will wait fifteen minutes for the group. The Volunteer Coordinator or Museum staff member will do his/her best to accommodate these situations.

Though visitors sometimes offer tips or gratuities to docents, docents are not allowed to accept them. There is, however a donation box in the Museum located in the Volunteer Office. Docents should explain this policy to the visitor when a tip is offered. If the visitor continues to insist, the docent may place the gratuity in the donation box (Volunteer Office) for the visitor. The Volunteer Office will deposit the tips for the Docent.

It is also not permissible for docents to accept gratuities or tips at special functions arranged by other departments, such as weddings or dinner parties.

Docents may also be assigned to special functions arranged by the Development Department. Docents should not expect to be included as a guest at these functions, unless the host invites the docent to participate. In this case, a docent may elect to eat and/or drink with guests; however, behavior appropriate to that of a Museum representative is expected. When involved in private, after-hour functions, the requested dress code for Docents is business casual in black.

Docents should not direct visitors to use cameras, cell phones, or other devices to better view the artwork, such as with the double image paintings. Docents who bring binoculars as a prop for their presentation may use them. Docents may suggest that visitors use sunglass lenses for special effect viewing of specific paintings.

Docents are encouraged to bring their personal styles, anecdotes and contents to tours. However, consideration should also be given to:

- Preferences designated by a specific group or school
- Special or visiting exhibitions
  - In some cases, an introduction/orientation is adequate
  - As directed by the Curator of Education, the docent may be asked to devote more time to a special exhibition

Although the general procedures for conducting a tour are covered in detail during the training, a few guidelines are offered here as a summary:

- Include a self-introduction, a friendly welcome, statement of objectives, and an overview of the Museum
  - Ask visitors for any special requests
- Do not carry anything on the tour, except materials provided by the Museum
- Stand beside the painting; face the group and maintain eye contact
- Use simple language, explaining terms that may be unfamiliar
- Vary material from time to time to make the presentation more spontaneous
- Be accurate in the content of the presentation
- Carry a watch or time piece so as to assure the tour ends on time
- Stay flexible, keep a sense of humor, and have fun!

Docents may only use flashlights as provided by the Museum to direct visitors to certain sections of the paintings. Lasers or other devices cannot be used since some devices pose potential harm to the artwork.

It is important for the docent to give full attention to visitors. For this reason, children or others who may require attention may not accompany the docent when giving a tour unless advance notification is received from the Volunteer Coordinator.

During the course of a tour, a docent may notice incidents or disruptions. Although generally docents should not interrupt their tours to report gallery issues, docents may discreetly notify In-House Security Personnel in the gallery of issues that are disruptive to their tours or potentially harmful to the collection. Examples:

- Noise disruption (loud talking, children crying)
- Camera or cell phone photography
- Potential damage to the art

### **Difficult Situations**

There may be times when a group of visitors has missed a formal tour and the group, a Museum staff member, or an in-house security guard requests the Docent to explain paintings. In these cases, the Docent should gently explain that tours are limited to the

posted schedule and that informal tours are not permitted. To prevent future recurrences of these situations, docents are encouraged to notify the Volunteer Office.

Docents must refrain from arguing with a visitor. Contradictions, of course, require tact and patience. Docents should try to briefly answer the inquiry and move on to something else. If the visitor persists, the docent should explain that he/she will be available following the tour to address the matter.

If the answer to a question is not known, the docent should admit that this is the case, offer to find out the answer following the tour, or direct the visitor to a staff member who might be able to help.

If asked how much a painting is worth, the docent should simply state that the information is not available and that art values are constantly changing.

## **Section II: SUPPORT AND RECOGNITION**

All docents are eligible to participate in and receive the benefits extended to other volunteers. These are explained in the Benefits Section of the Volunteer Manual.

Docents are honored along with other volunteers at the annual Museum-sponsored Volunteer Reception.

Additionally, docents are invited to an annual dinner sponsored by the docents themselves and through the generosity of former docent Anne McDonnough's Trust.

## **The Dali Museum Code Of Ethics**

**Approved by the Board of Trustees December 6, 2007**

Disclaimer Notice: This code of ethics sets aspirational goals for individual conduct of Trustees, staff and volunteers of The Dali Museum and does not establish legal standards of conduct. Legal standards are established by various laws and governing documents of the Museum and are beyond the scope of this code of ethics.

### INTRODUCTORY STATEMENT

*The Dalí Museum shall educate the public and promote understanding, enjoyment and scholarly examination of art through the exhibition of works by Dalí and artists of similar vision. The Dalí Museum shall preserve and expand its collection of art of Dalí and related archival material. In cooperation with other museums and educational institutions, The Dalí Museum shall be an active resource in the cultural life of our local, state, national and world communities by the presentation of intriguing and varied exhibitions and programs.*

### Mission Statement, The Dalí Museum - Adopted 1998

The Dalí Museum is a nonprofit 501(c)(3) organization dedicated to the public, which carries out its mission, educational and institutional activities with integrity, equality and in accordance with the highest ethical standards.

Trustees, staff and volunteers of the Museum are committed to be ethical in their conduct and have the highest standards of professional and personal integrity. All Trustees, staff and volunteers are expected to conduct activities in accordance with the letter, spirit, and intent of all relevant laws and do nothing that is illegal, dishonest, or unethical.

The Museum's success in its mission depends on the public's trust. Trustees, staff and volunteers owe an ethical duty to the Museum, our visitors, and the community to act in ways that will earn the continued trust and confidence of the public. In addition, the Trustees, volunteers and staff should, in respect for the patrons and community of the Museum, receive public comments and respond in a timely way.

In all phases of its operation the Museum should adhere to the principles of non-discrimination and equal opportunity.

In addition to the Code of Ethics described here, Trustees should conduct themselves and abide by the *Articles & Bylaws*, and *Trustee Handbook*, the staff by the *Personnel Policy* and the *Collections Management Policy*, and the volunteers by the *Volunteer Handbook*.

## IMPLEMENTATION

This Code of Ethics is provided to all new and to all current Trustees, staff and volunteers, in their respective handbooks, and all should be familiar with this document. In addition the Board of Trustees reviews this document regularly to serve the spirit of the Museum and to maintain consistency in the administration of the Museum.

## THE GOVERNING BOARD

The Museum is recognized by the U. S. Internal Revenue Service as a nonprofit 501(c)(3) organization.

The functions and duties of the Board of Trustees include setting policy, providing guidance for management and administration, and promoting the well-being, continuance and development of the Museum as an institution, and the Board should carry out these duties with the highest standards of ethical integrity. Through communication with the Executive Director of the Museum, the Board of Trustees should allocate resources that support the Museum's mission, allow for the fair and ethical treatment of the public, personnel and volunteers, and respond to the community and the changing needs of society. The Board should provide oversight to allow the Museum to carry out its mission in the best and most ethical way possible.

The Board of Trustees operates in accordance with the *Articles & Bylaws*, *Trustee Handbook* and *Code of Ethics* of the Museum.

## COLLECTIONS

The Museum is committed to the preservation, enhancement and presentation of the collection to the public and abides by the policies set forth in the Museum's *Collections Management Policy*.

## PROGRAMMING

The Museum carries out its mission to educate and promote the understanding of art to the public through its exhibitions, educational programming, scholarly research, and publications. Programs should be developed and carried out with educational and scholarly integrity, in support of its mission, and should not be for the personal gain of any individual, or compromise the integrity or safety of the collection. In addition, exhibitions are planned in accordance with the policies set forth in the *Collections Management Policy*.

As part of its educational mission, the Museum may engage in commercial services that further the appreciation and understanding of art and the works of Dalí.

Museum programs should encourage participation of the widest possible audience consistent with its mission and available resources. In addition, the Museum should be responsive to the needs and input of its community.

## STAFF-TRUSTEE COMMUNICATION

In all matters involving the operations and activities of the Museum, Trustees, staff members and volunteers should deal openly and candidly with the Executive Director, who is the chief administrative officer. Trustees should avoid giving directions to, acting on behalf of, or soliciting administrative information from staff, unless they do so according to established procedures or unless they have apprised the Executive Director in advance. Staff and volunteers should communicate with Trustees on administrative matters through the Executive Director or with the Executive Director's knowledge.

## CONFLICT OF INTEREST

Trustees, staff and volunteers should conduct themselves so as to avoid real or apparent conflicts between the activities, operations, policies, and interests of the Museum and their personal activities or activities for other organizations.

No Trustee, staff member or volunteer should use his or her position, connection with the Museum, or the name or reputation of the Museum for personal gain or for the advantage of any other person or entity.

No action should be taken by a Trustee, staff, or volunteer that may involve conflict of interest or its appearance in violation of applicable law. Staff should disclose such situations of possible conflict or its appearance to a Deputy Director, and volunteers to the volunteer coordinator. Conflicts of interest or appearances of conflicts shall be disclosed by a Trustee to the President, the Executive Committee, the full Board, Executive Director or the Museum's attorney. All disclosures should be in writing, and a permanent record made of each disclosure and any actions or determinations made following a disclosure.

## CONFIDENTIALITY

Trustees, staff and volunteers should not use for personal advantage or for the benefit of other organizations information received as a result of serving the Museum. Information about the administrative, financial, planning or personal information related to the institution or its activities acquired in the course of duties and not generally known or available to the public should be treated as confidential and proprietary to the institution.

## NO USE OF THE MUSEUM'S NAME

While pursuing their outside personal activities, Trustees, staff members and volunteers of the Museum should be discreet in using the Museum's name and in alluding to their relationship with the Museum. As provided above, the Museum's name should not be used to advance personal interests or the interests of other organizations.



## NO USE OF MUSEUM PROPERTY AND FACILITIES

Trustees, staff and volunteers should not use the Museum's collections, property, services, supplies, or resources, for private gain or personal purposes.

## PERSONAL COLLECTING

Trustees, staff members and volunteers should neither compete with the Museum for art objects by Dali nor take advantage of their positions as Trustees, staff members and volunteers or information proprietary to the Museum in their personal acquisition of art by Dali.

## ACCEPTANCE OF GIFTS

No Trustee, staff member or volunteer should use his or her position or influence to obtain gifts, commissions or personal favors of any kind from anyone who provides goods or services to the Museum. The term "gifts" encompasses not only works of art but also discounts on personal purchases, offers of outside employment, and other arrangements advantageous to the person involved or to his family or associates.

## ADVISEMENT OF APPRAISALS AND REFERRALS

Trustees, staff and volunteers should not provide authentication or appraisal for any work of Dali art.

## STAFF AND VOLUNTEER TRAVEL FORM

Traveler's Name: \_\_\_\_\_

Please check one:      Staff Member                      Volunteer\*

If a Volunteer, traveling with which Volunteer Group? \_\_\_\_\_

Dates of Trip/Destination(s): \_\_\_\_\_

Attach Itinerary (include modes of transportation to, within and from destination(s), hotels/housing, and schedule). In connection with my trip to the above-referenced destination(s):

1. I have carefully identified, reviewed and considered the risks of travel to my destination(s), by reading the most recent relevant U.S. State Department ("DoS") and Centers for Disease Control ("CDC") available through <http://travel.state.gov/> and <http://www.cdc.gov>, <http://www.who.int.html>.

2. I hereby release, waive, discharge and covenant not to sue The Dalí Museum, its trustees, officers, staff, and employees (hereinafter referred to as "releasees") from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or relating to any loss, damage or injury, including death, that may be sustained by me, or to any property belonging to me, while traveling to the destination described above. I voluntarily assume full responsibility for any risks of loss, property damage or personal injury, including death, that may be sustained by me, or any loss or damage to property owned by me, as a result of my traveling to the destination described above. I further hereby agree to indemnify and save and hold harmless the releasees and each of them, from any loss, liability, damage or costs they may incur during my travels. It is my express intent that this Release shall bind the members of my family and spouse, if I am alive, and my heirs, assigns and personal representative, if I am deceased, and shall be deemed as a Release, Waiver, Discharge and Covenant Not to Sue the above named releasees.

3. I know conditions in my destination(s) may change rapidly and will stay informed of current events on a frequent, at least daily, basis by obtaining updated security and health information from, and registering with, the nearest U.S. Embassy or Consulate General (see Travel Warning for contacts), and from the DoS and CDC websites. I will also enroll in the warden system with the U.S. Consulate(s) nearest my destination(s). If I am not a U.S. citizen, I will register with my home country's Embassy or Consulate and get updated information from the U.S. and my home country's Embassies or Consulates, and the DoS and CDC websites.

\*If traveling as a Volunteer, I understand that I am not required or encouraged to travel in order to serve as a Volunteer of any sanctioned Volunteer Group of The Dalí Museum.

\_\_\_\_\_  
Traveler's Signature

\_\_\_\_\_  
Date

Event \_\_\_\_\_

**THE DALÍ MUSEUM PHOTO RELEASE FORM:**

All photographers taking photographs on Dalí Museum property or of Dalí Museum events must obtain a signed release form from any student, faculty member, staff person, or member of the public who is visibly recognizable in the photograph. Crowd scenes where no single person is the dominant feature are exempt.

These rules govern photographs intended for use in any Dalí Museum publication of a marketing or a public relations nature, such as newsletters, brochures, viewbooks, promotional items, or other such material. Releases also must be obtained for photographs used on the Web. These rules are not in effect when photographs are taken of news events, but photographs taken for news purposes require a release for reuse in marketing materials.

**DATE:**

I hereby grant the Dalí Museum permission to interview me and/or to use my likeness in photograph(s)/video in any and all of its publications and in any and all other media, whether now known or hereafter existing, controlled by the Dalí Museum, in perpetuity, and for other use by the Museum. I will make no monetary or other claim against the Dalí Museum for the use of the interview and/or the photograph(s)/video.

<b>Name(s)</b> Print full name	
<b>Signature(s)</b>	
<b>Relation to subject</b> (if subject is a minor)	
<b>Address</b>	
<b>City, State, Zip code</b>	
<b>Telephone + Email</b>	

## ACKNOWLEDGEMENT OF RECEIPT

I, \_\_\_\_\_  
(please print your first and last name)

Have received a copy of the Dalí Museum Volunteer Handbook and agree to abide by the policies and procedures presented in the Dalí Museum Volunteer Handbook 2012.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_