



Volunteer Handbook



About the R.E. Olds Transportation Museum

The mission of the R.E. Olds Transportation Museum is to preserve and promote Lansing's automotive heritage, its lasting impact on the mid-Michigan community and the American automotive industry.

The R.E. Olds Transportation Museum (REOTM) is a 501c3 nonprofit organization governed by a Board of Trustees. It is dedicated to Ransom Eli Olds, a Lansing inventor, entrepreneur, financier, and one of Lansing's most notable automotive leaders. Olds created the principle of the assembly line in the automobile industry and founded two local automobile companies: Olds Motor Works (1897) and REO Motor Car Company (1904).

The REOTM was incorporated in 1977. After site selection and renovation, the Museum opened to the public on May 18, 1981 at its present location. The REOTM and the Bates and Edmonds Engine Company offices (our boardroom) are resources within the Lansing Stewardship Community of Motor-Cities-National Heritage Area, an affiliate of the National Parks Service.

The REOTM is not associated with General Motors or run by any government agency. The museum's operations are funded by donations, grants, and earned income.

Contact Information

R.E. Olds Transportation Museum

(517) 372-0529

Hours: Tuesday- Saturday 10 am- 5 pm, Sunday 12 pm- 5 pm

*Note that office staff are only in Tuesday-Friday.

Michael Mmaugh, Director

director@reoldsmuseum.org

Office: (517) 372-0529

R.E. Olds Transportation Museum Volunteer Code of Conduct

This Code of Conduct is designed to provide a set of principles and expectations to help create an ideal experience for visitors, volunteers, and staff.

1. The REOTM asks our volunteers to only commit to the amount of time and energy they feel comfortable managing.
2. If a volunteer cannot keep a commitment, we ask that they contact the visitor service desk as soon as possible. We understand that everyone encounters the unexpected. Your quick notification will help us to avoid any disruption.
3. Volunteers often serve as the public face of the museum, so the REOTM expects volunteers to act in a professional manner. We ask our volunteers to try to be helpful to visitors, but also encourage volunteers to point visitors towards staff members for any questions they aren't sure about.
4. The REOTM expects volunteers to act honestly and ethically while in performance of their volunteer duties, and to treat all employees, volunteers, and community members with respect, courtesy, and dignity. To not discriminate and be respectful of ethnic, national, and cultural differences. To not harass, bully, insult, tease, spread rumors about, or mistreat visitors, staff or other volunteers, and to obey all applicable local, state, and federal laws, while acting on behalf of the Museum.
5. Please note the REOTM's harassment policy (attached). We ask that if a volunteer experiences or witnesses' harassment or discrimination, they immediately notify the REOTM's Volunteer Coordinator, Executive Director, or Board President.
6. Volunteers may be asked to complete paperwork, provide updated information, or complete a criminal background check for certain volunteer roles, especially those roles involving contact with minors. Failure to complete these requirements may disqualify a volunteer from serving in a particular role.
7. We ask that volunteer activities be conducted free from the influence of alcohol, marijuana, and illegal drugs. During business functions where alcohol is served, volunteers are expected to conduct themselves in a professional manner. Smokeless tobacco, smoking, and vaping are not permitted in the museum or while conducting volunteer activities.
8. Volunteers are asked to present themselves in a neat and clean manner. Clothes depicting hate speech, discrimination and/or violence against people on the basis of race, religion, gender, sexuality, ethnicity, culture, mental/physical disabilities, age, height, or weight is not allowed. Depictions of alcohol, drugs, sex, or violence on clothing is not allowed. A REOTM branded shirt is a

great way to identify yourself as a volunteer. REOTM shirts are available to volunteers at cost- just ask!

9. Volunteers are required to comply with company policies and to conduct REOTM business at the direction of the REOTM and within the scope of their duties as a volunteer. This will help minimize the risk of liability to the REOTM and reduce the risk of injury (physical or economic) to the volunteer and the people the volunteer associates with or tries to help. Activities with inherent risks include, but are not limited to, working on vehicles, moving and driving vehicles, building maintenance, and groundskeeping. Please refer to the REOTM's general safety guidelines.

General Safety Guidelines for Volunteers

1. The REOTM asks that you do not perform volunteer activities while alone in the museum building or annex building. Always have someone else such as a staff person or fellow volunteer present to ensure your safety.
2. If you are asked to do a task you are uncomfortable with, please tell us! Your safety is more important to us!
3. Please alert staff to any unsafe conditions or hazards as soon as you notice them.
4. If you don't know how to operate a tool or piece of equipment, please do not use it until you receive guidance.
5. Please use appropriate safety gear while performing tasks such as reflective vests, dust masks, or safety glasses. If the appropriate safety gear is not available or faulty, please immediately alert staff and do not proceed.
6. If you are properly trained and plan to operate heavy machinery, such as our Hilo, please first alert staff.
7. Only those 25 years or older can drive REOTM vehicles by themselves. If someone is under 25 years old but over 19 years old, they can only drive REOTM vehicles when there is a staff member 25 years old or older present in the vehicle with them.
8. If in doubt, or if you have any questions, please contact staff.

Grievance/Complaint Procedures

The Museum encourages open communication and strives to create a positive environment.

1. Volunteers with concerns about discrimination, harassment, safety, or potential violations of museum policies or law are encouraged to speak first with the Volunteer Coordinator. If the complaint is not resolved in a satisfactory manner by the Volunteer Coordinator, then the volunteer should alert the Executive Director. If the complaint is against the Volunteer Coordinator or a staff member, volunteers should alert the Executive Director. If the complaint is against the Executive Director, the volunteer should bring the complaint to the Board President.
2. Volunteers have the option, but are not required to, submit their complaint in writing.
3. In the event that a volunteer disagrees with an action taken or contemplated by the Executive Director, that person may voice that disagreement with the Executive Director. However, decisions made by the Executive Director shall be final when made and shall not be subject to extended debate. In the event that any party wishes to appeal the decision of the Executive Director, that party shall so inform the President of the Museum in writing. The President shall report the appeal to the executive committee, and shall assign the appeal to the agenda of the board of Trustees, the executive committee, or such other committee as the president may deem appropriate.
4. The REOTM strives to handle all complaints on a need to-know basis with sensitivity and as much confidentiality as possible.
5. There will be no retaliation against any volunteer who reports a complaint in good faith or who participates in an investigation.

Volunteers are expected to conduct themselves in a manner consistent with the code of conduct and policies outlined in this handbook. Any volunteer who does not is subject to disciplinary measures. The R.E. Olds Transportation Museum will strive to resolve any complaints or violations in a manner that encourages growth and a continued positive relationship. However, the R.E. Olds Transportation Museum retains the authority to exclude volunteers for any period of time, or permanently, from the Museum, at its discretion.

Attachments

The attached policies apply to R.E. Olds Transportation Museum Volunteers. Please review the following policies which are attached:

- [Attachment A: R.E. Olds Transportation Museum Harassment Policy](#)
- [Attachment B: R.E. Olds Transportation Museum Conflict of Interest Policy](#)
- [Attachment C: R.E. Olds Transportation Museum Whistleblower Policy](#)
- [Attachment D: R.E. Olds Transportation Museum Strategic Plan](#)

Volunteer Handbook Receipt

I acknowledge and agree that I am a volunteer for R.E. Olds Transportation Museum and nothing in this handbook or in any way related to my participation as a volunteer creates an employment relationship between me and R.E. Olds Transportation Museum, or its Board, staff, members, or affiliates. I acknowledge and agree that my participation as a volunteer is voluntary, and the R. E. Olds Transportation Museum has the discretion to decline or discontinue my volunteer services at any time, at its complete discretion. I further agree that I am not expecting, am not entitled to, and that no one has promised to pay any compensation or benefits for any services I provide in my capacity as a volunteer.

I acknowledge that I have read and reviewed the Volunteer Handbook, including attachments, for the R.E. Olds Transportation Museum.

I agree to abide by the code of conduct, policies, and procedures as outlined in the handbook.

I recognize that I am encouraged to ask questions about the rules, policies and procedures.

I understand that the content of the handbook is intended to cover the general operating policies, and may be updated at the discretion of the R.E. Olds Transportation Museum at any time. Future updates will be shared with all volunteers either in a printed or electronic format, or at communication meetings.

Volunteer Name Printed _____

Signed: _____ Date: _____

Volunteer Coordinator Name Printed _____

Name Signed _____ Date _____