

# American West Heritage Center

## Volunteer Handbook

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Welcome new volunteer!

On behalf of your colleagues, I welcome you to American West Heritage Center and wish you every success here. We believe that each volunteer contributes directly to American West Heritage's growth and success, and we hope you will take pride in being a member of our team.

This Volunteer Handbook was developed to describe some of the expectations of our volunteers and to outline the policies, programs, and benefits available to eligible volunteers. Volunteers should familiarize themselves with the contents of the Volunteer Handbook as soon as possible, for it will answer many questions about volunteering with American West Heritage Center.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Karen Larson  
Volunteer Manager, American West Heritage Center

## **2.0 Introduction**

This manual has been prepared to inform you about the American West Heritage Center volunteer practices and policies. It also gives an overview of the benefits provided to you as a valued volunteer and the conduct expected of you and your family during events, programs, and activities.

No policy manual can answer every question and we encourage you to ask questions if there are provisions of this manual that are not clear or that you do not understand. The volunteer coordinator will be happy to answer any questions that you may have.

We ask that you become familiar with the provisions in the manual and wish you the greatest success possible in carrying out your responsibilities. When you are successful, the Center's programs will be successful. This policy manual may be changed from time to time as conditions and circumstances dictate. If and when changes occur, you will be provided an update

## **3.0 What you can expect as a volunteer**

1. Personal growth
2. Having a purpose
3. Connect with others
4. The chance for the AWHC to learn from you
5. See heritage from the inside-out
6. Become an ambassador
7. Practice your people skills
8. Share your knowledge and skills of the past
9. Learn more about our country's history and heritage
10. Meeting new challenges
11. Learn about old school technology
12. Gain a new perspective of the world around you
13. Develop new relationships with the guests that visit the AWHC—locally, nationally and internationally
14. The award winning smiles of the thousands of youth that walk through our gates
15. Warm friendly work environment
16. The training and tools needed to perform the task at hand
17. Enhances a resume, scholarship opportunities, college applications as well as job applications
18. And the overall satisfaction of becoming a part of a non-profit organization like the American West Heritage Center



#### **4.0 What the AWHC expects from you**

- Commit to a one-year service at the AWHC.
- Accept assignments appropriate to your interests, abilities, and time.
- Report to your lead each time you volunteer to find out your duties and assignments for the day. If you need to leave your site for a break, please let your site lead know you are leaving and also report back to your lead when you return.
- Children are wanted and needed at the American West Heritage Center. If you bring your children, you are responsible for them at all times. The lead is not responsible to tend or entertain your children. Children may have 1 train and/or pony ride at the end of your volunteer shift.
- If you volunteer for a full day, we will feed you lunch. If you volunteer for a half day, you are welcome to bring a lunch with you or eat before or after your shift.
- Establish a regular schedule during the summer season. Please plan on volunteering at least one Saturday a month.
- Become familiar with, and support the policies and procedures (written & verbal) set forth by the American West Heritage Foundation.
- Be prompt and reliable in reporting for assignment.
- Provide the Volunteer Manager with an accurate record of your volunteer hours.
- Notify the Volunteer Manager or the front desk the night before or by 9 am if you are unable to make your shift so that arrangements can be made as soon as possible.
- Report any concerns you have to the Volunteer Manager. Appropriately voice your opinions and thoughts about creating a better working environment and improving programs and services.
- Inform the Volunteer Manager in writing, at least two weeks in advance, of resignation or leave of absence.
- Keep personal information such as your address, phone number, and medical conditions up-to-date with the Volunteer Manager.

Treat patrons, supervisors, and fellow volunteers with the utmost courtesy and respect. The success of the AWHC's programs depend upon the quality of relationships we have with our guests. In a sense, every volunteer is an ambassador of the AWHC. The more goodwill you promote, the more our guests will respect and appreciate you and the Center.

Help create a pleasant and safe working environment to which you and fellow volunteers, staff and guest are entitled. If you need tools or equipment for your specific assignment, ask your site lead for the appropriate equipment.

*Anachronism - something or someone that is not in its correct historical or chronological time, especially a thing or person that belongs to an earlier time.* If you bring your lunch or water bottles with you, please put them in a wicker basket and cover them with a dishcloth or piece of fabric. We want to keep the integrity of our sites.

### **5.0 Volunteer of the Year Award**

A. **Each year:** one junior, one adult or one volunteer family is selected to receive this award.

#### **B. Categories:**

- Adult - Be at least 18 years of age
- Junior - Must be between the ages of 14 and 17
- Family - Parent(s) and dependent children

#### **C. Criteria:**

- Not receive stipends for service
- Volunteer over 100 hours during the season
- Follow all volunteer policies & procedures
- Serve as a goodwill ambassador for the AWHC
- Exemplify oneself as an outstanding volunteer

D. **Staff members:** spouses, children or families are not eligible to receive this award. They are however, eligible to receive other special recognition awards.

### **6.0 Volunteer Incentives**

**(Must be an active/current volunteer and meet the requirements as outlined)**

Under this incentive package Volunteer's will receive \$1.00 amount for every hour volunteered towards immediate family passes into daily programming or AWHC events, - . Immediate family is spouse, parents, children, grandchildren. Arrangements for the transfer of time volunteered over to passes must be made with the volunteer manager at least 24 hours in advance of event.



- 25% discount on purchases in the Welcome Center Gift Shop on non-consignment items
- Annual recognition dinner (20 or more volunteer hours)
- Gold Membership
  - Must have volunteered for at least 1 full year.
  - Must earn 125 hours as an individual or  
225 hours as a family
  - Volunteer for at least 2 events in the same year.  
(please see the front desk for membership benefits)
- Hours may be used as they are earned or can be accumulated and used on larger incentive items such as a 4 day summer camp or facilities rental. Summer camps and \*facility rentals you will use half of your hours and pay half of the initial cost. A maximum of 200 hours credit can be carried over to the following year. *\*Please note that if you are using your volunteer hours towards the cost of a facility rental & we have a customer that wants to rent at full price for the same day, you could be bumped off the schedule for the paying customer. We will call you before that happens and give you the first option of paying full price or selecting another day for your event.*
- Hours must be signed by Site Supervisor or Volunteer Coordinator to qualify under this incentive program.
- Dinner and other paid events will have a discounted price for staff and volunteer.
- To be eligible, an individual must have completed all required training courses and be a current volunteer at the center. Must be 14 years of age or older. Upon resignation as a volunteer, the incentives will expire.

## **7.0 Attendance**

- A. Volunteers working the morning or full-day shift should arrive ready to work by 10:30 a.m. School Group volunteers need to arrive ½ hour before your shift starts (times will be subject to notification). Volunteers who need extra time to set up the venue where they will be working may arrive earlier. All volunteers working half-day shifts will work: mornings 10:30 a.m. to 2 p.m. and afternoons 1:30 p.m. to 5 p.m. All times are subject to change with authorization and notification.
- B. Notify the Volunteer Coordinator or the Receptionist by 9 a.m. the morning before your shift starts or the night before. Please call as early as possible if unable to make your volunteer shift, so that arrangements can be made. If you are volunteering for school groups call the night before your shift starts.
- C. Volunteers are required to sign in and sign out each day. Volunteer time sheets are available at the front desk in the Welcome Center, in the farm house and on the Pioneer site.
- D. Schedules are to be arranged by the Volunteer Coordinator. Schedule forms may be picked up at the Volunteer Coordinators office and be submitted by date shown. Schedule changes may be made by calling or emailing the Volunteer Coordinator.



- E. Volunteers are asked to commit to work no less than 12 hours a month during the summer season and at least one Saturday a month.

### **8.0 Parking**

Volunteers are to park in the welcome center parking lot on regular days. During special events such as Baby Animal Days, we will direct you where to park.

### **9.0 Volunteer Children**

- A. Children are wanted and needed at the American West Heritage Center. However, **parents are responsible for the supervision** of their own children. Parents should work closely with the site interpreter and Volunteer Coordinator to receive assistance in job assignments and activities that can be performed by children. Children will not be permitted to use sharp objects or work with farm machinery. No pocket knives for anyone under the age of 16.
- B. Parents are expected not to let their children wander and are required to work in the same venue as their children. There is one exception to this and that is if the child is 14 years of age or older, then they can choose a different site than the rest of the family. Children are not allowed in the farm shop.
- C. All volunteers under the age of 14 must be accompanied by a parent or legal guardian.

### **10.0 Dress and Personal Appearance**

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image American West Heritage presents to customers and visitors. During business hours or when representing American West Heritage, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

## **11.0 Personnel Data Changes**

### **Personnel Data Changes**

It is the responsibility of each volunteer to promptly notify American West Heritage of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify your immediate supervisor.

## **12.0 Drug and Alcohol Use**

It is American West Heritage's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, volunteers are required to report to work in appropriate mental and physical condition to perform their jobs in a safe and satisfactory manner.

While on American West Heritage's premises and while conducting business-related activities off American West Heritage's premises, no volunteer may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a volunteer's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Violations of this policy may lead to disciplinary action, up to and including immediate termination of the volunteer relationship. Such violations may also have legal consequences.

## **13.0 Problem Resolution**

American West Heritage is committed to all volunteers. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from the company's supervisors and management.

American West Heritage strives to ensure fair treatment of all volunteers. Supervisors, managers, staff, and volunteers are expected to treat each other with mutual respect. Volunteers are encouraged to offer positive and constructive criticism.

If volunteers disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No volunteer will be penalized, formally or informally, for voicing a complaint with the company in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when volunteers believe that a condition of work or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The volunteer may discontinue the procedure at any step.



1. Volunteer presents problem to immediate supervisor at American West Heritage after incident occurs. If a supervisor is unavailable or volunteer believes it would be inappropriate to contact that person, volunteer may present problem to any other member of management at American West Heritage.
2. Supervisor at American West Heritage responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Volunteer presents problem to Department Manager if problem is unresolved.
4. Department Manager counsels and advises volunteer, assists in putting problem in writing, visits with volunteer's supervisor(s) if necessary, and directs volunteer to executive team for review of problem.
5. Volunteer presents problem to executive team in writing.
6. Executive team reviews and considers problem. Executive team informs volunteer of decision and forwards copy of written response to Department Manager for volunteer's file.
7. The Executive team has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can volunteers, staff, and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment.

#### **14.0 Harassment & Discrimination**

American West Heritage is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:



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- Unwanted sexual advances.
- Offering volunteering or employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment or volunteering; (2) submission or rejection of the conduct is used as a basis for making employment or volunteering decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Department Manager or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Department Manager or any member of management so it can be investigated in a timely and confidential manner. Upon completion of the investigation, if necessary, corrective measures will be taken. These measures may include, but are not limited to: training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including discharge.

American West Heritage prohibits any form of discipline or retaliation for reporting in good faith the incidents of harassment in violation of this policy, pursuing any such claim or cooperating in the investigation of such reports.



American West Heritage does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability, age, genetic information or any other characteristic protected by law (referred to as “protected status”). This nondiscrimination policy extends to all terms, conditions and privileges of employment or volunteerism as well as the use of all company facilities and participation in all company-sponsored activities.

Any volunteers with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Volunteers can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment or volunteer relationship.

### **15.0 Safety**

To assist in providing a safe and healthful work environment for volunteers, staff, customers, and visitors, American West Heritage has established a workplace safety program. This program is a top priority for American West Heritage. Its success depends on the alertness and personal commitment of all.

American West Heritage provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Many good safety improvement ideas come from volunteers. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager. Reports and concerns about workplace safety issues may be made anonymously if the volunteer wishes. All reports can be made without fear of reprisal.

Each volunteer is expected to obey safety rules and to exercise caution in all work activities. Volunteers must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act and state and local regulations. Volunteers must immediately report any unsafe condition to the appropriate supervisor. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including suspension and/or termination of the volunteer relationship.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should immediately notify the appropriate supervisor.

### **16.0 Smoking**

In keeping with American West Heritage’s intent to provide a safe and healthful work environment, smoking is prohibited throughout the grounds. Violations of this policy may result



in civil fines by state or local enforcement agencies and will lead to discipline up to and including termination of volunteer relationship. This policy applies equally to all employees, customers, and visitors.

### **17.0 Internet Usage**

Internet access to global electronic information resources on the World Wide Web is provided by American West Heritage to assist volunteers in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage:

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of American West Heritage and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, volunteers should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of American West Heritage. As such, American West Heritage reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by American West Heritage in violation of law or American West Heritage policies will result in disciplinary action, up to and including termination of the volunteer relationship. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images

- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

## **18.0 Social Media**

To protect the American West Heritage's interests, volunteers/employees must adhere to the following rules:

- Volunteers/Employees may not post on a blog or social networking site during their working time or at any time using American West Heritage equipment or property.
- The American West Heritage's electronic communication systems are for business use only.
- If a volunteer or employee identifies himself or herself as a volunteer or employee of the American West Heritage on any social networking site, the communication must include a disclaimer that the views expressed do not necessarily reflect the views of the American West Heritage management.



All rules regarding confidential business information apply in full to blogs and social networking sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed on a blog or social networking site. The transmission of confidential or proprietary information without the permission of the American West Heritage is prohibited.

If you mention the American West Heritage in a blog or elsewhere in online social media, or it is reasonably clear you are referring to American West Heritage or a position taken by American West Heritage, and also express a political opinion or an opinion regarding the American West Heritage's positions, actions, or products, the post must specifically disclose your relationship with the American West Heritage and note that the opinion expressed is your personal opinion and not the American West Heritage's position.

Any conduct which is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a social networking site. For example, posted material that is discriminatory, defamatory, libelous or malicious is forbidden. The American West Heritage's policies, including but not limited to the Harassment and Workplace Violence policies, apply equally to volunteer comments on social networking sites even if done on non-working time. Volunteers are encouraged to review those sections of the policy for further guidance.

### **19.0 Workplace Violence**

American West Heritage is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, American West Heritage has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees and volunteers, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees and volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of American West Heritage unless contrary to state law.

Conduct that threatens, intimidates, or coerces another staff member, employee, volunteer, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's protected status. All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees or volunteers, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.



All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

American West Heritage will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, American West Heritage may suspend volunteers pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including suspension or termination of the volunteer relationship.

## **20.0 Volunteer Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, American West Heritage expects volunteers to follow rules of conduct that will protect the interests and safety of all staff and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of the volunteer relationship:

- Supplying false or misleading information when applying as a volunteer or during term of volunteering
- Personal use of company gas or credit cards
- Theft or inappropriate removal or possession of property
- Falsification of records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs or abuse of prescription drugs in the workplace, while on duty, or while operating Company-owned vehicles or equipment
- Failure or refusal to submit or consent to a required alcohol or drug test
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of Company-owned or customer owned property
- Insubordination or other disrespectful conduct
- Engaging in unethical or illegal conduct
- Having a conflict of interest



- Violation of safety or health rules
- Smoking on grounds
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or tardiness or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business “secrets” or confidential proprietary information
- Conduct that reflects adversely upon you or American West Heritage Center
- Making or publishing false or malicious statements concerning an employee, supplier, client, or American West Heritage Center
- Violation of Volunteer policies
- Unsatisfactory performance or conduct that does not meet the requirements of the position
- Other circumstances which warrant discipline

Volunteering at the American West Heritage is at the mutual consent of American West Heritage and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

### **21.0 Electronic Devices**

Electronic devices are highly discouraged on site. If you need to make a call or check a text message, please go to the Welcome Center or find a discrete place out of public view to check your phone.





## AMERICAN WEST HERITAGE VOLUNTEER POLICY HANDBOOK ACKNOWLEDGEMENT OF RECEIPT

The Volunteer handbook describes important information about my relationship as a volunteer with American West Heritage and I understand that I should consult with my supervisor regarding any questions not answered in these policies. I have entered into my volunteer relationship with American West Heritage voluntarily and acknowledge that there is no specified length of relationship. Accordingly, American West Heritage or I can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here, or on the Internet, are subject to change, I acknowledge that revisions to the handbook may occur anytime. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

Only American West Heritage has the authority to adopt any revisions to the policies in this volunteer handbook.

Furthermore, I acknowledge that this handbook is neither a contract of a volunteer relationship nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer name (please print): \_\_\_\_\_

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

Parent or Guardian Signature of Volunteer(s) Under 18 years of age

\_\_\_\_\_

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

*Read information and return signed page to Volunteer Manager.*