



Without you, we'd be history.



THE GEORGE WASHINGTON FOUNDATION

**VOLUNTEER
MANUAL**

Message from the President

Welcome to the Family of The George Washington Foundation. The Washingtons and the Lewises, like many of their peers in the 18th century, referred to those who lived and worked on their properties who were closely associated with them as “family”. As a volunteer at Kenmore and George Washington’s Ferry Farm, you most certainly qualify.

Our mission at these two remarkable sites is to enhance the public understanding and appreciation of the lives, values, and legacies of George Washington, Fielding and Betty Lewis, and their families. These properties also carry a legacy of volunteerism.

In 1922, Mrs. Vivian Minor Fleming began enlisting volunteers to save Kenmore from destruction. Mrs. Fleming and her daughter, Mrs. Horace H. Smith (“Miss Annie”) wrote hundreds of letters. Mrs. Fleming said, “I could write thirty-nine letters a day and Annie forty-nine. We never had a typewriter until the campaign was over.” Today, our volunteers continue this legacy of unselfish, dedicated giving of time, energy, and resources.

In 1996, the power of volunteerism manifested itself as various groups and individuals united in prohibiting the commercial development of a 25-acre parcel which was part of the Washington’s home farm. Today, approximately 85 acres, including the entire length of the Washington waterfront as well as the threatened parcel, are under the stewardship of the Foundation.

Mrs. Fleming used to say, “After the house was paid for we had just started.” That is still true today. The energy, enthusiasm, and support of our volunteers is as important to us, and to our mission, today as it was in 1922 when Kenmore was acquired and in 1996 when the farm was rescued from development. Together, we have an exciting story to tell and a valuable legacy to perpetuate.

Welcome to the Family!

William E. Garner
President & CEO
The George Washington Foundation

VOLUNTEER POLICIES & PROCEDURES

Welcome to the exciting world of volunteering at The George Washington Foundation!

Thank you very much for your gift of time, talent, and resources. We value your contribution and we look forward to a long relationship. You are an important part of the Foundation's success – without you, we'd be history!

This Volunteer Handbook provides basic information about Kenmore, Ferry Farm, and the Volunteer program. It also lists Foundation procedures, requirements, and benefits.

MISSION STATEMENT OF FOUNDATION

The mission of The George Washington Foundation (GWF) is to enhance the public understanding of the lives, values, and legacies of George Washington, Fielding & Betty Washington Lewis, and their families.

MISSION STATEMENT OF VOLUNTEER PROGRAM

The Volunteer Program exists to assist the staff in the preservation and conservation of the properties managed by The George Washington Foundation and to educate visitors about the life and legacies of the Washington and Lewis families so that their character and leadership will continue to inform and inspire future generations. The program seeks to ensure a worthwhile volunteer experience for all who donate their valuable time and efforts to the Foundation.

HISTORY OF KENMORE & FERRY FARM

Kenmore was built circa 1775 by Fielding Lewis and his wife, Betty Washington Lewis, George Washington's sister. The house was occupied by a member of the Lewis family until the 1790s, when the mansion was sold to satisfy debts. After several owners, Samuel Gordon acquired the property in 1819 and gave it the name "Kenmore" after his ancestral home in Scotland, Kenmuir. Subsequent owners left the house in disrepair, and by the 1920s it was in danger of being torn apart and re-used as apartments. The Kenmore Association was formed to rescue and preserve the house for future generations. The house underwent extensive restoration from 2000 to 2010.

Ferry Farm is the modern name given to the Washington family farm, where George Washington grew to manhood. George's father, Augustine, purchased the property and moved his family there in 1738, as it was closer to several family members as well as his ironworks. In 1743, Augustine died, and George's mother, Mary, chose not to remarry, electing to rear her children alone. George left as a teenager to begin his career in surveying and his mother remained on the farm until the 1770s, when she moved to Fredericksburg to be closer to her daughter, Betty. The farm was sold to Hugh Mercer, who never occupied it. The land had several subsequent owners, and the Washington buildings had disappeared by the early 1830s. Ferry Farm was purchased by the Kenmore Association in 1996, for both preservation and education purposes. Archaeology is currently being conducted on the property.

The Foundation changed its name after acquiring Ferry Farm to more accurately reflect its mission and goals.

THE ORGANIZATION OF THE FOUNDATION

The President is the head of the Foundation. He is responsible for the execution of the policies of the Foundation both in day-to-day operations and long-range planning. He also oversees the departments that carry out the Foundation's work. Currently, GWF has the following departments: Archaeology, Collections, Development/Marketing, Education, Finance & Human Resources, Gardens, and Maintenance.

VOLUNTEER COORDINATOR

The Volunteer Coordinator is responsible for all aspects of volunteers, from recruitment to placement to support. The coordinator's job includes the following:

- Oversight of the volunteer program and service as interface between staff and volunteers
- Coordination and scheduling of volunteer participation, including special events and annual projects
- Maintenance of volunteer records and database
- Tracking of all volunteer hours
- Recruitment, interviewing, and placement of all new volunteers
- Volunteer communications, including the newsletter and email announcements
- Support and nurturing of volunteer community

DEPARTMENTS

The George Washington Foundation has several departments to assist in fulfilling its mission:

Archaeology – conducts all archaeological excavations for both Ferry Farm and Kenmore; preserves, catalogs, and analyzes all artifacts removed from the ground, and is steward for all archaeological features.

Curatorial – manages all collections (outside archaeology) for both Ferry Farm and Kenmore; responsible for the acquisition, care, storage, and display of all objects (outside of Archaeology) in the Foundation collections; develops and implements all exhibits at Kenmore.

Development & Marketing – responsible for raising funds, conducting fundraising campaigns, donor relations, and donor events; publicizes all activities and events for the Foundation, including special events, tours, and the sites themselves; maintains and updates the website.

Education – researches, develops, and executes all programs for tours, school groups, and special events; responsible for placing volunteers.

Finance & Administration – responsible for payroll, accounts payable & receivable, benefits, and all aspects of the “back office” administration of the Foundation.

Historic Gardens – plants, tends, and harvests the demonstration eighteenth-century garden at Ferry Farm; tends and cultivates the historic garden at Kenmore.

VOLUNTEER RIGHTS & RESPONSIBILITIES

As a volunteer at The George Washington Foundation, you have certain rights. You also have responsibilities as you represent the Foundation to the general public.

GWF Volunteer Rights

- To be treated as a co-worker
- To have a suitable and worthwhile assignment
- To receive training about GWF, Kenmore, and Ferry Farm
- To have proper working conditions
- To receive guidance and direction
- To receive expression of appreciation
- To work in an environment free of discrimination

GWF Volunteer Responsibilities

- To treat all visitors to Kenmore and Ferry Farm with respect and courtesy
- To be dependable
- To answer all visitor inquiries to the best of your ability or to help locate an answer
- To respect all confidences and confidential information
- To obey the rules and regulations of The George Washington Foundation
- To act in a manner appropriate to the historic sites

VOLUNTEER NEED & PLACEMENT

The need for the services of volunteers originates with staff members. These requests are sent to the Volunteer Coordinator, who interviews all potential volunteers for placement. The primary factors in assignment or placement of volunteers are availability, interest, and skills.

Once volunteers are identified and interviewed, the department originating the request will be notified and will most likely choose to interview the volunteer. The departmental director will make the final decision and will also act as the volunteer's direct supervisor in training and work.

VOLUNTEER RECOGNITION & BENEFITS

The Foundation sincerely appreciates the time and effort volunteers contribute to Kenmore and Ferry Farm. Staff should make every effort to verbally recognize and appreciate volunteers' efforts. Additional benefits may include discounts, free admission to Foundation events, written recognition, and/or special volunteer events. All benefits are given at the discretion of The George Washington Foundation and can be changed or discontinued at any time.

VOLUNTEER RECORDS

All volunteer records, including applications and time sheets, will be kept and maintained in a secure location. It is the volunteer's responsibility to ensure that accurate and up-to-date information is provided to the Volunteer Coordinator. This includes volunteer contact information as well as emergency contact information. Volunteers should record all hours donated in logbooks provided for this purpose.

Volunteer files are considered confidential. All requests for information on volunteers should be directed to the Volunteer Coordinator.

AGE OF VOLUNTEERS

Volunteer opportunities at The George Washington Foundation are open to adults and children age 14 and older. Children younger than 14 must be accompanied by an adult while volunteering. Parental consent and signature is required for anyone under 18 years of age. Transportation must be provided for anyone under 18 years of age.

CHANGES TO MANUAL

These Volunteer Policies and Procedures are subject to change at any time. The George Washington Foundation reserves the right to modify, revoke, suspend, discontinue, or otherwise change any or all such policies and procedures this document may contain.

EXPECTATIONS & STANDARDS OF CONDUCT

The staff at The George Washington Foundation values every volunteer and recognizes that the time and effort volunteers donate to the Foundation contribute to its success. Volunteers are valued members of the Foundation family. As such, volunteers are expected to conduct themselves appropriately.

While other employees such as Department Directors may supervise the work of volunteers, the Volunteer Coordinator is responsible for all other elements of supervision. This can include any corrective actions regarding volunteers, including warnings and end of service.

ABSENCE

Volunteers must inform their direct supervisor and/or the Volunteer Coordinator of any impending absences in advance, so alternative arrangements can be made. In the case of an unexpected absence such as illness, volunteers should contact their direct supervisor or the Volunteer Coordinator as soon as they are aware they will be unavailable for their scheduled shift or event.

COMPLAINT PROCEDURE

If a volunteer has a complaint or feels he or she has been treated unfairly, the problem should immediately be brought to the attention of the Volunteer Coordinator. Every effort will be made to achieve a resolution at the earliest stages of a problem or conflict. The Volunteer Coordinator will make inquiries concerning the grievance and follow up with the volunteer within five working days of receiving the complaint.

END OF SERVICE

A volunteer may end his or her services at any time by notifying the Volunteer Coordinator. If this should occur, the Foundation requests sufficient notice, if possible, in order to make alternative arrangements.

Volunteers who do not adhere to the Foundation's policies and procedures, or who fail to perform their assignments, may be subject to end of service with the Foundation. Whenever possible, this action will take place only after consultation with the volunteer and the department supervisor yields no positive result. Behavior that can result in end of service includes the following. This list should be considered illustrative rather than all-inclusive:

- The use of abusive or threatening language
- The unauthorized possession of firearms or other weapons on Foundation property
- Assault on a fellow employee or visitor
- Gross misconduct or insubordination
- Theft or misuse of Foundation property or of another employee's or volunteer's property
- Falsification of any Foundation record
- The possession, sale, or use of illegal drugs or like substances other than prescribed by a physician
- The unauthorized consumption of alcoholic beverages or illegal drugs on Foundation premises or reporting for a volunteer assignment while under the influence

- Making or publishing unauthorized statements to the news media and/or to the public concerning the Foundation or its employees
- Violation of Foundation confidentiality guidelines.

The Volunteer Coordinator should immediately be made aware of any breach so that proper action can take place with the least amount of effect on the Foundation.

CONFIDENTIALITY

Confidentiality and discretion by all volunteers are matters of the utmost importance. Information about the Foundation and its employees, volunteers, and visitors is to be used solely for Foundation purposes and not for any personal benefit. This information or any other confidential matters pertaining to the Foundation, its activities, or those of its employees, volunteers, and visitors must not be discussed outside of the Foundation and will be discussed internally only on a need-to-know basis.

DISCRIMINATION & HARASSMENT

It is the Foundation's policy that there shall be no harassment of any volunteer by fellow volunteers or by any supervisor on account of a volunteer's sex, race, national origin, religion, physical or mental handicap, or sexual orientation (or on account of any other protected status).

The Foundation does not condone and will not permit harassment of any volunteer, nor tolerate unwelcome sexual advances to any volunteer, unwelcome physical, verbal, or visual behavior that is sexual in nature, or the making of remarks or jokes known to be offensive to any volunteer because of his or her sex, age, race, national origin, religion, physical or mental handicap, or sexual orientation.

A volunteer who believes that he/she has been treated in violation of this policy, or observes another volunteer or employee being treated in violation, should immediately report the matter directly to the Volunteer Coordinator, who will investigate all complaints promptly and in as discreet a manner as possible.

OPEN DOOR POLICY

The George Washington Foundation believes in openness and communication between employees and volunteers. Volunteers' opinions and views are valued and sought. The Volunteer Coordinator is available to talk to any volunteer, for any reason, at any time. No appointment is necessary.

APPEARANCE & DRESS CODE

The Foundation expects each volunteer to maintain the highest standard of personal cleanliness and grooming and to present a neat, businesslike appearance appropriate to his or her assignment at all times. Specific attire may be required by a volunteer's direct supervisor.

Extremes of any style are not appropriate. If a volunteer is uncertain whether clothing is appropriate, it probably is not. Inappropriate dress can include:

- Clothing that is exaggeratedly misfitting – too tight or too loose
- Clothing that is stained, torn, or ripped
- Flip-flops, thongs, or similar footwear
- Visible undergarments
- Revealing clothing such as tank tops, bare midriffs, halter tops, and muscle shirts
- Clothing bearing symbols or slogans that are offensive, explicit, or graphic
- Shorts, unless allowed by the specific department. If allowed, shorts should be mid-thigh or longer. No tight or short shorts.

Volunteers who violate the dress code may be sent home to change.

SAFETY

The George Washington Foundation is committed to the safety and health of volunteers. The Foundation provides a safe working environment. All volunteers are expected to participate in and comply with established safety programs, standards, and restrictions.

In case of accident or injury, the Department Director and the Volunteer Coordinator should be informed as soon as possible, to ensure receipt of proper treatment and follow-up.

TELECOMMUNICATIONS POLICY

The telephone system, fax machines, computers, e-mail, network and Internet access are provided as tools for Foundation business. All information created, sent, or received via these tools is the property of The George Washington Foundation. Volunteers should have no expectation of privacy regarding such information and in the use of such tools.

The Foundation may – at any time and without notice – access, read, review, monitor, or copy all messages and files on its computer systems as it deems necessary. Network Administrators, with authorization from the President or his designee, may review files and intercept communications for any reason, including but not limited to, purposes of maintaining system integrity and ensuring that users are using the system consistent with this Policy.

Users must provide the Network Administrators with any and all passwords.

All users must use the telephone system, fax machines, computers, network, and the Internet in a safe and legal manner. Users shall never harass, intimidate, threaten others, or engage in other illegal activity (including pornography, terrorism, espionage, theft, or drugs) by telephone, fax, e-mail, or Internet. All such instances should be reported to management. In addition to violating this Policy, such behavior may also violate other Foundation policies or civil or criminal laws.

Volunteers may not make copies of applications running on Foundation systems for use at home, on laptops, or for any other reason without authorization. Users may not import, copy, or store copyrighted material without permission from the author. Doing so may violate application licensing agreements or copyright law.

Users may not install personal software, unlicensed software, or software other than that provided by and licensed to the Foundation on Foundation systems.

Users may not use the telephone system or fax machines for personal calls unless absolutely necessary. Calls of this nature should be as brief as possible. When necessity requires you to make a long distance personal call on a Foundation telephone, the call must be charged to your home number or placed collect.

FOUNDATION PROPERTY

Materials, machinery, tools, and equipment, including telephones, computers, fax machines, and copiers, are the property of The George Washington Foundation and should be treated accordingly. Volunteers are requested not to use Foundation equipment for personal business. In addition, all images, documents, marketing pieces, written material, logos, or other intellectual property or copyrighted material is the property of The George Washington Foundation and may not be used without prior written permission.

SMOKING POLICY

Smoking is strictly forbidden on all Foundation property, inside or outside. Violations will be handled by the Volunteer Coordinator.

“Labour to keep alive in your breast that little spark of celestial fire called conscience.”

-Rules of Civility, #110, George Washington

VOLUNTEER AGREEMENT & CONSENT

This agreement is intended to indicate the seriousness with which the Foundation treats its volunteers. The intent of the agreement is to assure you of a deep appreciation of your services and to indicate a commitment to making your volunteer experience a productive and rewarding one.

I. The George Washington Foundation agrees to accept the services of _____ (volunteer), beginning _____, and commits to the following:

1. To provide a fun, safe, and fulfilling environment for all volunteers
2. To provide adequate information, training programs, and assistance to allow the volunteer to meet the responsibilities of his or her position
3. To respect the skills, dignity, and individual needs of the volunteer
4. To be receptive to any comments or suggestions from the volunteer regarding ways in which to better accomplish the goals of the Foundation
5. To treat the volunteer as an equal partner with Foundation employees, jointly responsible for achieving the Foundation's goals and mission

II. I, _____ (volunteer), agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability
2. To meet time and duty commitments, or to provide as much advance notice as possible if I'm unavailable so alternative arrangements can be made
3. To adhere to all Foundation policies and procedures as outlined in the Volunteer Policies & Procedures. This includes all record-keeping, safety, and welfare rules.

I have read and agree to abide by the Volunteer Policies & Procedures as stated in the above document.

If under the age of 18, my parents agree to allow me to volunteer for The George Washington Foundation under the conditions stated above.

Signature

Volunteer Coordinator

Date

Date

Parent Signature

Date