



Volunteer Policies / Procedures Manual

Purpose

The Pink Palace Family of Museums encourages volunteers from the community to become involved and work along side staff in helping achieve the goals and objectives of the museum system. Volunteer service is motivated by the mission statement of the museum system: *“The Pink Palace Family of Museums inspires people to learn how history, science, technology, and nature shape the Mid-South. Through rich collections, thought-provoking exhibitions, and engaging programs, we encourage our diverse community to reflect on the past, understand the present, and influence the future.”*

Volunteer Vision Statement

Volunteers contribute their unique talents, skills and knowledge of our community, exhibits and programs. The Museum’s mission is to provide the best experience for our visitors in the most cost effective and quality manner possible. We accept the services of volunteers with the understanding that such service should first meet the needs of our organization and the customers we serve. Volunteers will be accepted based on their qualifications, ability and suitability to perform work on behalf of our organization. Volunteer participation is valued because without volunteers we would be unable to offer the outstanding quality programming and educational learning experiences for our customers required to meet their expectations and needs.

Definition of a Volunteer

The Pink Palace Family of Museums strives to have a volunteer program that is representative of our community. Volunteers work in an unpaid part-time capacity so that positions can be broken into a few hours a week; or else positions are designed to be shared among a group of volunteers. Volunteers enhance the work of paid staff, never replace or supplant it.

Volunteer roles at the Pink Palace include: exhibit docent/interpreters, clerical and computer assistants, guest services volunteers, Planetarium hosts, collection & education program assistants, and special event volunteers.

Lichterman Nature Center volunteer roles include: plant propagation assistants, backyard wildlife center assistants, habitat detective assistants, trail maintenance volunteers, and special event volunteers.

Mallory Neely and Magevney House volunteer roles include tour guides, gardening volunteers, and assistance with special events.

Volunteer Categories

Volunteers are divided into two categories: Active and Temporary:

I. Active Volunteers

Volunteers who work for the museum on a regular schedule for an extended period of time are considered *active volunteers*. They must work either weekly or monthly and put in a minimum of 25 hours annually. Records are updated annually.

Board Members and Friends of the Pink Palace receive all of the rights and privileges of active volunteers. The Coordinator of Volunteers documents their activities and hours served.

II. Temporary Volunteers

Volunteers who work for the museum on a short-term project or event are considered *temporary volunteers*. Typical assignments for temporary volunteers include: assisting at a plant sale, the Craft's Fair, Member's Night, or other special event held during the year. Community service volunteers doing hours required for a school or college and interns are also considered temporary volunteers. Guidelines for temporary volunteers are provided for each special event or project. Temporary volunteers only receive volunteer perks provided at the special event that they participate in.

Job Descriptions

Current comprehensive job descriptions are in place for every active volunteer position. Volunteers receive their job description in advance of assignment. Job descriptions specify standards of performance. Volunteer job descriptions are reviewed annually by the Coordinator of Volunteers or designated supervisor and updated as necessary.

Application Process

All prospective volunteers applying for active volunteer positions must complete a *Volunteer Application*, a *Volunteer Release & Waiver* form, and an *Authorization for Release of Information* form, all of which can be found on our website: http://www.memphismuseums.org/be_a_volunteer/. Also forms can be mailed to the applicant upon request. Applicants will be contacted within two weeks of receipt of application by the Coordinator of Volunteers to schedule an interview. Volunteers under 18 must submit written consent from their parent or guardian. Minimum age for volunteers is 14, except when accompanied by a parent. Some positions in the museum require other age minimums.

Temporary volunteers assisting at a one-time special event are not required to complete the *Volunteer Application* or go through the interview process. Instead, they will complete a *Volunteer Release & Waiver* form which is found on our website. If a volunteer chooses to work a second special event, they will need to complete a *Volunteer Application* and a *Authorization for Release of Information* form.

Interviewing

Active volunteers must go through an initial interview. The purpose of the initial interview is to determine the qualifications, ability, and suitability of the individual to perform work on behalf of the museum. Volunteer assignments are based on interests indicated on the application and the skills of the volunteers. Assignment of volunteer work will be based on the Museum's staff assessment of all information received during the application and interview process.

Applicants will be assessed for the following criteria:

- Willingness to learn and participate in orientation and training;
- Willingness to maintain the integrity of the museum with the public;
- Willingness to treat all visitors with courtesy and respect.
- Sincerity in the offer of service and belief in the value of the volunteer position;
- Willingness to carry out duties in their job description promptly, accurately, and reliably;
- Willingness to accept guidance and decisions of Volunteer Coordinator and/or designated supervisor;

- Understanding of the function of paid staff, maintaining a smooth working relationship with them, and staying within the bounds of volunteer responsibilities.

Prospective volunteers are required to provide references. Volunteers are informed in advance that acceptance as a volunteer is not automatic. They must meet the above criteria and have the skills and qualifications for the volunteer position they are applying for. The Volunteer Coordinator makes phone contact or sends reference forms to references submitted by volunteers. A second interview with an applicant may occur in some cases.

Background Checks

- Background check screening will be done for all **active adult applicants** at the Pink Palace or at Lichterman Nature Center who meet the requirements of the volunteer position.
- Applicants are placed if the background check confirms information on the application.
- Applicant is not placed if the background check is contrary to information on the application or if any information is falsified on their volunteer application.
- A conviction record does not necessarily bar an applicant from volunteering. Factors such as age/time of offense, seriousness/nature of violation, and rehabilitation will be taken in account. Applicants are evaluated on an individual basis according to the requirements of the position. Placement of volunteers with criminal backgrounds requires supervisory approval.
- Applicants not placed due to information on the background check will be notified in accordance with the Fair Credit Reporting Act as prescribed by the Federal Trade Commission. Information will be sent via certified mail within **3 days** of receiving report.
- Background checks **will not be done** on members of organizations that contract to provide programs and services with us. Examples of these organizations include but are not limited to: the Friends of the Pink Palace, Junior League of Memphis, TWIGS and the Memphis Society of Model Railroaders.
- Since juvenile records are typically sealed, background checks will not be done on teen volunteers.
- *Authorization for Release of Information* forms will only be viewed and submitted by the Volunteer Coordinator. Volunteer file information is secured. Forms and attachments will be destroyed after **five years** following initial application submitted if volunteer is not accepted in program, or **five years** after volunteer leaves the museum system.

Orientation

All active volunteers receive a broad museum system overview, including its mission, policies, and a review of the volunteer position assigned. Depending on the volunteer role, various museum staff are responsible for this orientation. Volunteers will be given the following handouts at orientation:

- *Pink Palace Museum brochure/ Volunteer brochure*
- *Volunteer Release and Waiver Form*
- *Volunteer Benefit Program information*
- *Volunteer Agreement of Service form*
- *Job Description for specific position they are being oriented for*
- *General Volunteer Procedures*
- *Security & Guest Policies*
- *Volunteer Services Evaluation Form*

Training

All volunteers receive complete, current, and timely training to ensure they are fully qualified to perform their assigned duties. Based on the volunteer role, training may include staff presentations, tests, or technical presentations. The volunteer training program is an integral part of volunteering with the museum. All

volunteers are required to complete the training program before placement. New volunteers will work with more skilled volunteers, or have staff available to provide support and education on the volunteer assignment.

Supervision

Every volunteer has a clearly designated supervisor who is responsible for day-to-day consultation, support and direction. Immediate supervisors of volunteers, and other staff who work regularly with volunteers, receive training on the principles of effective volunteer management, including motivation, supervision, and recognition.

Volunteer Benefits

Active volunteers receive the following benefits:

New volunteer (0-25 hours of service): Admission to designated work area of the assigned museum facility; use of the staff or guest break area at the assigned facility for designated breaks during their volunteer shift. They may take training tours of their assigned facility per approval of Volunteer Coordinator/Supervisor; and receive invitations to CTI 3D Giant Theater previews.

Annual service of 26-50 hours: When volunteers reach 25 hours, they will be eligible for a personal identification badge which will serve as their admission to the facilities of the Pink Palace Family of Museums; a 15% discount in all the Museum system gift shops; 10% off on food items purchased at Bella Caffe Restaurant, and invitation to CTI 3D Giant Theater previews and the annual Volunteer Appreciation Event.

Annual service of 51-100 hours: Volunteers will receive all of the benefits above plus an Individual Membership to the museum system valued at \$50.00. An Individual Membership is for one adult and one guest, two CTI 3D Giant Theater passes and two Planetarium passes.

Annual service of 101-200 hours: Volunteers will receive all of the benefits above but membership is upgraded to a Family Membership valued at \$75.00. A Family Membership includes two adults and up to 10 (grand) children, CTI 3D Giant Theater passes and four Planetarium passes.

Annual service of 201+ hours: Volunteers will receive all of the benefits above but membership is upgraded to a Club Level membership valued at \$100.00. A Club Level membership includes two adults and up to 10 (grand) children, six CTI 3D Giant Theater passes, unlimited Planetarium admissions and six guest passes.

Annual volunteer service hours are calculated from January through December. Memberships are awarded in January for hours contributed in the prior calendar year and are valid for a year from the date of issue.

Volunteer Recognition

To show appreciation, all active volunteers are invited to the Annual Volunteer Recognition Event in the Fall. At this event, volunteers are recognized for their contributions and length of service. All volunteers who have contributed 1, 3, 5, 10, 15, 20, 25, 30, 35, or 40+ years of service in that particular year are recognized with a volunteer service pin. Volunteers who have reached 500, 1,000, 2,500, and 5,000 hours of cumulative service to the Pink Palace Family of Museums will receive a specific gift item designated for each milestone.

A process is in place to receive nominations of outstanding volunteers from managers and staff from various departments and facilities of the museum. A staff/volunteer judging committee is appointed each year by the Coordinator of Volunteers to make the decision on who will receive the Volunteer Spirit Award for Outstanding Service. Usually, one youth is recognized annually for outstanding service to the museum. This award is

presented at the annual volunteer recognition event. Winners of awards (Spirit Award, Youth Award, Friends Award) are nominated the following year to the “Spirit of Giving” Awards hosted by Volunteer Mid-South.

Evaluation/ Periodic Review

The Pink Palace Family of Museums provides volunteers with the tools to succeed in their volunteer positions. We provide broad training and orientation for volunteers. Staff supervising volunteers must clarify expectations and procedures in their department orientation. During the first three months of volunteering, it is critical for the department supervisor to monitor activities, praise accomplishments, and correct errors. This will ensure satisfactory work performance, identify areas for improvement and express appreciation for volunteer contributions. This usually prevents issues from becoming problems that are difficult to correct.

Evaluation should be non-threatening, constructive, supportive, flexible, and empowering. The Museum’s goal is to motivate the volunteer to aim for the highest standards and pinpoint where the museum can help the volunteer to achieve his/her goals. Designated supervisors are encouraged to do evaluations annually to: recognize an accomplishment, allow for a change in volunteer assignment, help a volunteer to meet a personal goal, or correct problematic behavior. Evaluation of the work of volunteers will be based on the performance standards specified in the volunteer’s job description. Written records of evaluation will be maintained in files for each volunteer and kept by the Volunteer Coordinator. (*Annual Review Form attached*)

When non-adherence to policies occur, corrective action is required. Examples of corrective action include changes to the job description, renegotiation of site expectation or volunteer goals, the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service. Use *Volunteer Counseling Record* to record corrective actions. (See attached.)

Volunteers have the right to expect:

- Supportive and constructive criticism
- Clear details regarding inappropriate or unsatisfactory performance/behavior
- Written record of unsatisfactory performance
- Suggestions regarding what & how to improve
- Time and opportunity to demonstrate improvement after each stage

Dismissal of volunteers follows the progressive discipline process below:

- Non-adherence to the performance standards established for the volunteer position
- Two documented written warnings and interviews with designated supervisor and department manager.
- A third incident will result in the termination of the volunteer’s placement with the museum.

The Volunteer Coordinator can assist with the evaluation process. Volunteer dismissal only should occur once the designated supervisor, Volunteer Coordinator, and Department Manager all agree that this is the appropriate action to take.

Immediate Dismissal for a volunteer is as follows:

- Falsification of volunteer application
- Threatening, assaulting, fighting with or harassing another employee or volunteer
- Theft or dishonesty in any form
- Conviction for a felony
- Gross neglect of duty
- Possession of a weapon, immoral conduct, use of narcotics, or controlled substances on Museum property
- Arrival at volunteer assignment under the influence of alcohol or drugs

Change of Assignment/Resignation

Volunteers will put in a verbal or written request for transfer or resignation to their designated supervisor. The designated supervisor notifies the Volunteer Coordinator. The change of status and date are documented in the volunteer file.

Resolving Concerns

A volunteer may have concerns regarding working conditions or other issues related to the volunteer assignment. They should feel free to discuss these matters with their designated supervisor. If no resolution can be reached, the matter should be referred to the Volunteer Coordinator.

Procedures for Accidents/Injuries

If a volunteer is injured while performing their volunteer duties, the procedures are consistent with the museum policies for visitor injury. Staff will provide as much assistance as possible and a staff member must stay with injured volunteer until they leave the facility. Security will be notified and injured volunteer must be made comfortable. Staff can make offers of first aid kit (located at Security or Guest Services), ice for swelling, towels for bleeding. The staff member in charge will assess the situation based on the information provided by the volunteer and contact a family member/friend/physician, or other medical resource if necessary. If injury is serious, 911 will be called. A report of Accident to Person must be completed in full and turned in to Business Affairs within 24 hours or the next working day if event happens on the weekend. Volunteer Coordinator will follow-up with volunteer three days after the incident.

All volunteers are required to complete a *Volunteer Release and Waiver* when volunteer is given their first assignment and is maintained on file. If volunteer makes inquiries regarding the Museum paying medical bills, they are referred to the City of Memphis Claims Office.

General Volunteer Procedures

Attendance

In the event of an absence, please call the Volunteer Office as soon as possible at **(901) 636-6438**.

Dress Code

Museum volunteers are expected to dress appropriately for the position performed in the system. The Museum encourages volunteers in front line positions to present a positive, professional, and helpful impression to the visitors to the Pink Palace Family of Museums. Usual attire is either khaki or black pants or skirts, solid color shirt with a collar, and vests or aprons provided by the Museum. If volunteers wish, in lieu of the vest, they can purchase and wear a Lands End Polo Shirt with our logo embossed on the shirt. Periodically, volunteers will be notified of free logo sales to reduce the cost of the shirt. Contact Volunteer Coordinator for additional information.

Some interpretive positions will dress in period attire. Volunteer in behind-the-scenes positions, such as plant propagation assistant, should dress appropriately for the conditions and performance of their duties.

Supervisors will determine appropriate attire in order to properly support the activities of the facility. We lack facilities to securely store purses or other valuables. Please bring only what can be carried on your person.

Don't leave valuables in your car.

Identification Badges

Identification badges allow visitors to recognize an individual as a museum volunteer. The Museum expects and requires volunteers to wear the identification badge readily visible from the front while doing their volunteer assignment. Temporary badges will be issued by security for volunteers with less than 25 hours of service. Permanent badges with the volunteer's name will be issued to volunteers by the Volunteer Coordinator for those volunteers who have more than 25 hours of service. If a volunteer terminates service with the museum, their badge should be turned in to the Coordinator of Volunteers. Badges will be updated annually with a sticker to indicate that they are still at current active status to be admitted to our facilities.

Attendance Records

Each active volunteer will have a time sheet designated for them in a notebook at their work facility. They will be required to sign-in and sign-out for each time they volunteer. Each work period must be accurately recorded to the nearest quarter hour. Temporary volunteers will also sign-in and sign-out on sheets specified for them in the appropriate notebook or form at the special event. The volunteer office at each facility calculates the hours and all volunteer hours are recorded in the computer at the main volunteer office. The Coordinator of Volunteers will track the amount of time on a monthly basis to ensure that each volunteer receives the correct benefits and recognition. Failure to sign-in and sign-out could result in a volunteer losing active status or not being properly recognized.

Food/Drink & Parking

Food/drinks are not allowed in the public areas of the museum except the Snack Bar. You can eat & store food in the Discovery Room kitchen or in the Staff Lounge on the 3rd floor. Smoking is prohibited in the museum. The area behind the museum is reserved for volunteers & staff.

Security & Guest Policies

Emergency Situations

When reporting to duty in an area of the Museum, please note the location and accessibility of exits in your work area. The Staff of the Museum will coordinate the safe evacuation of guests and volunteers should the need arise; listen to the public address system for instructions.

- **Fire** - Due to the nature of the Museum complex, false fire alarms often occur. For safety purposes, anytime an alarm sounds, prepare for a general evacuation. Hold doors open for guests and insure that they exit orderly and safely through the nearest exit. Direct disabled persons who cannot go down stairs to remain on the landing inside the exit doors. For false alarms, announcements are made to let you know to disregard the alarm.
- **Tornado** - In the event of a tornado warning, move guests away from any windows. Direct them to the 3D Giant Theater lobby area or into the permanent Natural History exhibits. Announcements will be made when the warning has past.
- **Visitor collapses or is sick** - Follow the following procedures:
 - Immediately notify Security at (2400). Let them know if housekeeping is needed.
 - Ask person if they need help. Stay nearby, and ensure someone is with visitor.
 - Clear the immediate area, don't let people crowd around.
 - Request assistance for the closest museum staff member.
 - **Don't do anything that would put your health or safety at risk!**

Protecting the Exhibits

- Consistently monitor all exhibits to be sure they are not abused or broken.
 - If an exhibit is broken or in need of repair you should do the following:
 - Notify exhibit department by phone (George Henderson, **x2344**) or write memo.
 - Place **out of order sign** on the exhibit. Signs are in **closet in Bodine Hall**.
- Negative activities and behavior include but are not limited to the following:
 - Running.
 - Yelling.
 - Defacing, abusing, moving, stealing or otherwise harming exhibits.
- Handling negative **individual or group** behavior:
 - Calmly remind the individual of proper behavior
 - If behavior does not cease, ask **parent/teacher** to help correct behavior.
 - If negative behavior continues, notify security (**x2400**).

Guest Relations

- **Compliment/Complaint Procedures** - Visitor compliments/complaints should be directed to the Ticket & Reservations window. They can also write down their comments and place them in the comment box located in the Museum lobby. Should a guest ask a question you are unable to answer, have them fill out a comment card and turn this into the comment box. Answers to questions will be sent to the visitor.
- **Lost & Found** - Articles and persons should be directed to the Ticket & Reservations window.
- **Collections Procedures** - If you are approached by a visitor with items they wish to have evaluated or wish to donate to the museum, please direct them to the Ticket & Reservations window.
- **Handicapped Services** - Wheelchairs are located in the Museum lobby near ticketing area. Ask ticketing staff for access to chairs. An elevator is available behind the escalators for access to the lower (3D Giant Theater) level and the second floor (exhibits/administrative offices/Mansion). Wheelchair seating is

available in the 3D Giant Theater. Assisted listening devices for the hearing impaired are available in the theater as well. Instruct guests to ask a Host staff member at the Theater entrance.

- **Inmates** – The Museum participates in the Re-Entry Program of the Shelby County Department of Corrections. Inmates in this program have non-violent offenses and are pre-screened before placement. They are supervised by trained staff and work in our maintenance division. For the most part, they work behind the scenes and have limited contact with volunteers and the public.



Volunteer Agreement of Service

This agreement is intended to indicate the seriousness of the relationship that we wish to have with our volunteers. The intent of the agreement is to assure you both of our deep appreciation for your services and to indicate our commitment to provide high-quality, educational experiences to inspire life-long learning for our guests.

I. The Pink Palace Family of Museums agrees to accept the services of _____
_____, (volunteer) as a _____ (position) beginning _____, and we commit to the following:

1. To offer adequate information and training for the volunteer to be able to meet the responsibilities of their position.
2. To provide regular updates on museum activities and training.
3. To ensure appropriate support and supervision enabling volunteer to perform well and grow.
4. To offer constructive feedback regarding volunteer activities and recognize volunteer performance and contributions.
5. To respect the skills, dignity, and individual needs of the volunteer, and to do our best to adjust to these needs ensuring that the volunteer has a meaningful experience.
6. Designate a staff member the volunteer can communicate with to resolve issues of concern.
7. To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
8. To treat the volunteer as an equal partner with agency staff, jointly responsible for the accomplishment of the museum's mission.

II. Volunteer

I, _____, agree to serve as a volunteer and commit:

1. To treat all visitors/staff with courtesy and respect, maintaining the integrity of the museum. Never harass, yell, argue, use foul language, fight, or steal when you are on the property. Don't ever leave work area to be alone with a child or touch a child using corrective action. Use of cell phones is prohibited while doing your volunteer assignment.
2. To perform my duties to the best of my ability as described in the volunteer job description.
3. To work as part of the "team" which includes other volunteers and staff and accept the guidance of staff supervisors in performing volunteer duties.
4. To complete all training sessions required; notify appropriate staff of problems or concerns.
5. To comply with the time, dress, recordkeeping and rule requirements for designated position. Always remain in work area during shift. Breaks are taken separately from other volunteers.
6. To notify appropriate staff in a timely manner if unable to keep a scheduled shift so a replacement can be secured.
7. To follow the policies and procedures of the Museum and the City of Memphis.
8. To serve as a goodwill ambassador in order to accomplish the mission of the museum.

We have reviewed this agreement and volunteer job description and agree to comply with these duties and expectations.

Volunteer
1/27/2014

Volunteer Coordinator



VOLUNTEER REFERENCE FORM

Applicant: _____

Has applied to become a volunteer at the Pink Palace Family of Museums, and has given your name _____ as a reference. We would appreciate you taking the time to complete the following questionnaire and returning it to the address, fax or email below. *Your responses will be kept confidential.*

Volunteer Office
Pink Palace Family of Museums
3050 Central Avenue
Memphis, TN 38111
(901) 858-4438, Fax (901) 636.2391
janie.paraham@memphistn.gov

What is your relationship to this person? (Relatives are excluded)
 Friend _____ Co-Worker _____ Employee _____ Other (please explain) _____

How long have you known this person? _____

Do you believe you know this person well enough to evaluate strengths and weaknesses? _____

Please circle the number you feel best describes or fits this volunteers with one (1) being the least adequate and five (5) being exceptional.

Least adequate 1 2 3 4 5 Exceptional

1. Initiative to work independently without close supervision.
 1 2 3 4 5 unknown
2. Willingness to admit lack of knowledge and to seek help when necessary.
 1 2 3 4 5 unknown
3. Verbal communication skills.
 1 2 3 4 5 unknown
4. Ability to be a good listener and refrain from taking charge of another person's problems (offering opinion, providing solutions, lecturing, giving advice).
 1 2 3 4 5 unknown
5. Acceptance and sensitivity to differences in others (values, cultures, social-economic class, race).
 1 2 3 4 5 unknown
6. Ability to be on time and report to work each week (giving notice of absence)
 1 2 3 4 5 unknown
7. Ability to work well with children, even teenagers (note: not all volunteers work with customers)
 1 2 3 4 5 unknown
8. Ability to keep information confidential.
 1 2 3 4 5 unknown

Signature _____ **Date** _____ **Phone Number** _____



VOLUNTEER COUNSELING RECORD

Volunteer's Name _____ **Position** _____

Department/Site _____ **Supervisor** _____

Volunteer Status: ___ **Initial Training Period** ___ **Active** ___ **Probation**

Start Date: _____ **Date in Present Position** _____

Subject of Counseling:

Specific Recommendations & Standards for Improvement of Performance/Conduct:

Volunteer's Comments:

Supervisor's Comments:

Date of Follow-up Session: _____

Supervisor's Signature: _____ **Date** _____

Volunteer's Signature: _____ **Date** _____



Volunteer Annual Review

Volunteer _____

Position _____

	HIGH	AVERAGE	LOW	
1. Your initial orientation to the Museum:	5	4	3	2 1

Comments: _____

2. Is your Supervisor/Volunteer Coordinator easy to approach:	5	4	3	2	1
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Comments: _____

3. Do you feel well trained for your volunteer assignment:	5	4	3	2	1
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Comments: _____

Do you wish to continue in your present position? _____

Are there any other volunteer positions that interest you? If so, which positions? _____

	HIGH	AVERAGE	LOW	
Dependability – Regularity of Service:	5	4	3	2 1
Ability to Learn:	5	4	3	2 1
Willingness to Accept Supervision:	5	4	3	2 1
Initiative:	5	4	3	2 1
Ability to Get Along with Volunteers and Staff:	5	4	3	2 1
Enthusiasm:	5	4	3	2 1
Ability to Work without Constant Supervision:	5	4	3	2 1
Personal Appearance:	5	4	3	2 1
Quality of Work:	5	4	3	2 1

Supervisor Comments: _____

Volunteer Comments: _____

Volunteer

Supervisor

Date