

Frank Lloyd Wright Trust

Volunteer Resources

Handbook and Code of Conduct Policy



Frank Lloyd
Wright Trust
CHICAGO

Greetings from the Volunteer Resource Administrator!

Welcome to the Frank Lloyd Wright Trust's Volunteer Team! We are delighted that you chose to share your skills, time and talents with our community by volunteering with the Trust.

Our volunteer program dates back to our founding in 1974 by a team of volunteers devoted to preserving, restoring, and sharing Frank Lloyd Wright's work. Since the Frank Lloyd Wright Trust's foundation over fifty years ago, volunteers have led our tours, organized our annual Wright Plus Housewalk, assisted our Guest Services team in operating the gift shop, and more.

Our volunteers play a vital role in providing top-quality service to our guests and creating a welcoming environment for guests, staff, and volunteers alike. Our volunteers are people of all ages who come from many cultures and have varied experience and backgrounds – people united by their support of Frank Lloyd Wright Trust's mission and their desire to lend a hand. Because of the contribution of our volunteers, we are able to provide services to our community that would otherwise not be possible.

Thank you for joining our volunteer team!

Organization, Mission and Values

The Trust Organization

The Frank Lloyd Wright Trust ("Trust") has 45 employees and 350 volunteers who annually serve an audience of 150,000 site visitors and 1 million virtual visitors from around the world. Trust activities include tours, workshops, teacher training, student internships, school outreach, family activities, multimedia programs, library/archive, a membership program, a travel program, and multi-channel merchandising operated by the Trust in alliance with its Chicago area partner organizations. The Trust is governed by a Board of Directors to whom the CEO reports. The Trust receives donations and grants from local, national and international individuals, foundations and corporations.

Mission

To engage, educate and inspire the public through interpretation of Frank Lloyd Wright's design legacy and preservation of his original sites for future generations.

Core Values

Engagement

Engaging a broad and diverse local, regional, national, and international audience through a dynamic cultural tourism program, a comprehensive and interactive website, and consistent marketing and communications initiatives.

Education

Affirming the contemporary relevance of Wright's design legacy by educating K-12 students through innovative design programs that nurture individual vision; by presenting quality adult enrichment programs, national/international travel programs; and by producing electronic/print publications.

Inspiration

Inspiring our audience through powerful aesthetic experiences of authentic Wright sites, preserved to Wright's original design vision.

For Future Generations

Developing the Trust's resources and maintaining the Trust's financial stability in order to sustain Wright's original sites for future generations and ensure a lasting and secure future for the Trust supported by strong community and business relationships and by dynamic Board engagement.

Diversity Framework

Diversity Framework

Established in 1974, the Frank Lloyd Wright Trust organization has evolved over five decades, growing its historic sites, expanding its communications through technology, and serving wider audiences. Frank Lloyd Wright's design philosophy, based on individualism, democratic social principles, and respect for the natural environment, remains relevant in the world today.

The Trust draws its national and international visitors through cultural travel and tourism channels. Trust education and enrichment programs for all ages offer an opportunity to diversify participation in classes and programs virtually and at our sites.

Defining Diversity

The Trust embraces diversity in all its cultural expressions, particularly people of color and those who have endured discrimination, including but not limited to Native Americans and Indigenous Peoples, African Americans, Latin Americans, Asian Americans, Immigrants, Seniors, LGBTQ+, and People with Disabilities.

Diversity in Language

- Using expressions that reflect current social understanding and tolerance
- Building awareness and mindfulness of social diversity and equity
- Speaking with respect for all peoples and social issues

Diversity in Audience

- Promoting Trust programs in culturally diverse neighborhoods
- Offering program scholarships and internships to implement equal access
- Creating programs that reflect a broad social and cultural perspective

Diversity in Policy

- Aligning the Trust's vision statement with social diversity
- Committing to diversity within the Trust organization (Board, Staff, Volunteers)

Volunteer Rules & Responsibilities

Schedule and Attendance

If an emergency or illness prevents you from volunteering, please call the appropriate gift shop to alert us that you will need to cancel your shift. Please be sure to speak to somebody rather than leaving a voicemail message. Whenever possible, please provide a 48-hour notice that you will be unable to make your shift. Depending on the circumstances, repeated cancellations, without prior notice, may result in disciplinary response. See the Discipline and Fitness for Duty Section for details.

Tracking Hours

There is a Volunteer Welcome Station located at each site where you can use the computer to log volunteer hours. Each volunteer receives a unique PIN (Personal Identification Number) to be used to clock in and out. In addition, you will find the monthly newsletter posted and other important information for volunteers.

If you forget to clock in or out, or had to fill out a timecard, please contact the Volunteer Resources Administrator with your name, date, time of service and the role you were assigned.

Appearance

We ask that you present yourself in a neat and polished manner, appropriate for your responsibilities. We want your appearance to be consistent with the high quality of service the Trust strives to provide for its guests. Please select shoes with safety and comfort in mind. Close-toed shoes are required during all volunteer shifts.

Personal Belongings

You are responsible for taking care of your own property. Please contact the Volunteer Resource Coordinator and/or the Guest Services Administrator for a recommended place to store your personal belongings.

Food & Drink

All food and drink items are prohibited in the historical sites except for sealed water bottles. You may store food and drink items in the refrigerator located in the break room at each site (except Unity Temple).

Volunteer Rules & Responsibilities (Cont.)

Changes in Personal Information

Please report all address, phone or email changes, including emergency contacts to the Volunteer Resource Coordinator.

Identification Badges

All volunteers will receive a name badge upon certification. Please wear your name badge any time you are volunteering at the Trust. If you lose your name badge, please contact the Volunteer Resource Administrator for a replacement.

Parking

Volunteers, like guests, are welcome to street park in any open space in front of or alongside of the site location.

Telephone

The use of cellphones while conducting a tour is strictly prohibited. However, in the case of an emergency, cellphones may be used with discretion, as to not disturb others.

Training

The Volunteer Resource Coordinator will provide you with the necessary training for your volunteer role(s).

Leave of Absence

We understand that volunteers may need to take an extended break from volunteer services. A volunteer can take up to six months leave and remain an "active" volunteer. Whenever possible, we will try to return you to your previous volunteer position. All leaves of absence requests should be made with the Volunteer Resource Coordinator.

Returning to Service

Inactive volunteers may return to the volunteer program if they were in good standing at the time of separation and if there is an appropriate volunteer role available. When Volunteer Interpreters return, after a leave of absence, those who have not led a tour in over six months will be asked to recertify. This process includes, at a minimum, attending a tour of the site and delivering a practice tour for evaluation. Depending on that evaluation, further training may be required.

Volunteer Training Expectations

Interpreter “In-Training” Expectations

- Maintain communications with Trust staff and volunteer mentor.
- If you need to cancel or reschedule a practice session with your mentor, communicate with as much advance notice as possible.
- Arrive promptly to scheduled practice sessions.
- Accept feedback with an open mind and willingness to learn.
- If you have any issue working with your assigned mentor and need to request an alternate mentor, communicate with Volunteer Resources Administrator.
- If you must stop your volunteer services, or indefinitely suspend training, communicate with your mentor and with the Volunteer Resources Administrator.

Certified Interpreter Expectations

- Arrive 15 minutes before your tour. Call appropriate gift shop and speak to a staff member if you are running late. Please be sure to speak to somebody rather than leaving a voicemail message.
- Call at least 48 hours in advance if you must cancel your tour. Three unexplained absences within six months will result in suspension.
- Test and carry walkie talkie (N/A at Unity Temple).
- Be present and visible to your guests as your tour is being called to begin.
- Follow correct tour route, adjusting for alternate routes as needed.
- Adapt to day-to-day situations as requested by staff, such as modifying tour route, adjusting tour length, eliminating end-of-tour questions, and any other changes requested by staff that day.
- Do not touch furnishings or objects in the collection, lean on walls or woodwork, or open doors, windows, or drawers during your tour.
- Be considerate of other tours being conducted, adjusting volume and pacing as needed.
- Do not interrupt another tour; if the tour ahead is delayed to the point of interfering with your tour, use your walkie talkie to alert staff. Keep talking with your group while you wait.
- Treat guests with respect and courtesy, even when enforcing rules.
- Use walkie talkie to request staff assistance if there is any problem or emergency, or if a guest needs to leave your tour for any reason.
- Finish your tour within the appropriate amount of time.
- Accept feedback and general changes to the tour with an open mind and willingness to learn.
- Understand that you may be asked to work with a staff member or volunteer mentor to address concerns with your tour or if you do not lead a tour for 6 months or more.

Volunteer Training Expectations (Cont.)

Volunteer Guest Services/Membership Host and Reading Room Attendant Expectations

- Arrive 15 minutes before your shift. Call and speak to a staff member if you are running late.
- Call at least 48 hours in advance if you must cancel your shift (Three unexplained absences within six months will result in suspension)

Volunteer Code of Conduct

Nondiscrimination and Anti-Harassment Policy

Volunteers are held to the same standards and code of conduct as the employees of the Trust when it comes to workplace discrimination and harassment. All incidents of unlawful harassment or discrimination witnessed while volunteering at the Trust, by staff, other volunteers, vendors, or guests should be reported promptly to the Volunteer Resources Administrator.

The Trust's Employee Nondiscrimination and Anti-Harassment policy can be found as an addendum to this document. Please read the entire policy, notifying the Volunteer Resources Administrator if you have any questions.

Important Note: Your acknowledgement at the end of this document also affirms that you read and understand the contents of the Trust's Nondiscrimination and Anti-Harassment policy and will comply with all provisions.

Collections

Collections (including historic sites) are the foundation of the Frank Lloyd Wright Trust. The obligation of the Trust to its collections is paramount. The Trust is committed to preserving its collections so it can educate, and make the collections accessible to, the widest possible audience.

- All constituents of the Trust shall act to ensure the physical and intellectual integrity of the collections.
- All Volunteers and others having a relationship to the collections through their Trust role, shall refrain from acquiring, collecting and dealing (buying and selling for profit) objects that fall within the collecting parameters of the Trust without first presenting such opportunity to the Trust.
- Volunteers must respect the privacy of donors, clients, and subjects of documents in the collection.

Volunteer Code of Conduct (Cont.)

Intellectual Property

Volunteers must abide by all institutional policy and legal requirements related to intellectual property. As a volunteer, you agree and understand that any materials produced by a volunteer in his or her position as a Trust volunteer is intellectual property belonging to the Trust. This includes, but is not limited to research, photography, and any written materials or other media.

Programs developed for the Trust, as well as documentation and research on collection items following accession, are the property of the Trust.

Education and Interpretation

The Trust serves the public by fostering an understanding of the architecture and ideas of Frank Lloyd Wright, and the context in which Wright's architecture was created.

- Interpretation shall be based on sound scholarship and shall reflect facts as they have been documented.
- Publications, lectures, manuscripts, photography and all other materials created and/or prepared by an employee, member, or volunteer within the scope of their participation with the Trust are the sole property of the Trust except as authorized in writing by the CEO.

Conflict of Interest

Volunteers serve the Trust and its public. They shall not attempt to derive any personal material advantages from their connection with the institution. The reputation of the Trust may be damaged through inappropriate activity associated with his/her service in a position of institutional and public trust.

Volunteers who are experienced and knowledgeable in various fields related to the interests of the Trust are important to the organization, but conflicts of interest or the appearance of such conflicts may arise between their personal *or* professional interests and those of the Trust.

Volunteers may not accept gifts, favors, loans, or other items of value in connection with fulfilling the requirements of volunteer service.

Volunteers may not enter into any agreements on behalf of the Trust.

Volunteer Code of Conduct (Cont.)

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or non-public information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteers, or other persons, or involves overall Trust business.

Confidentiality and protection of privacy is covered in Illinois state law. Volunteers must maintain the confidentiality of information regarding staff, board of directors, volunteers, membership, and the financial and administrative work of the Trust.

All guest information is considered confidential. You need to be aware that you must not discuss or share guest information with others. This includes knowledge personal data such as an address or telephone number, tour attendance, and types of questions being asked.

Except as otherwise expressly permitted herein or in any other official policy of the Trust, volunteers must, at all times, reflect favorably upon the organization and cannot make any public statement or take any action that impairs the reputation of the Trust as an institution. Volunteers have an obligation to ensure the physical security and preservation of the Trust's museums, collections, and other properties.

Unless expressly authorized to do so by the approval of the CEO or Volunteer Resources Administrator, volunteers shall not make any public announcement or official statement purporting to represent the Trust or otherwise take any action or make any statement that may significantly affect, obligate (or appear to affect or obligate) the Trust. These actions may include, but are not limited to, public statements to the press or others, or coalition or lobbying efforts with other organizations.

Health and Safety Policy

Fitness for Duty

If you are unable to fulfill your volunteer duties for three consecutive scheduled shifts due to health reasons, you must provide a Fitness for Volunteering form, signed by your physician, prior to your return. Please see the Volunteer Resource Coordinator and/or Guest Services Administrator for more information.

Important note: Interpreters must have the ability to use stairs and stand consistently for at least 2 hours. They must be able to recall pertinent historical facts and tour information/logistics learned during training. If at any point a volunteer is unable to fulfill these requirements, the Trust reserves the right to reassign the volunteer to a different role or terminate the volunteer from their duties.

Emergency Plans & Safety Procedures

Please be aware of your surroundings, at all times. Report unsafe acts or conditions to the Guest Services Administrator or the Volunteer Resource Coordinator. Our general policy is if you see something, say something.

The Volunteer Resource Coordinator and/or Guest Services Administrator will go over emergency procedures for your site and role. In the event of an emergency, please follow the direction of Trust staff; you are not expected to direct guests on the appropriate procedures.

Health

If you are feeling unwell, then it is best to stay home. Call the appropriate site gift shop to let staff know. Please be sure to speak to somebody rather than leaving a voicemail message. Tissues, hand sanitizers and disinfecting wipes are available for your use. Be sure to wash your hands regularly in hot, soapy water for at least 20 seconds.

Injuries

Please immediately report any volunteer or guest injury to the Guest Services Administrator or the Volunteer Resources Administrator.

Disciplinary Process

All volunteers are expected to meet the Trust's standards of performance, abide by reasonable standards of conduct, and follow policies and procedures outlined in this document. In addition, volunteers are expected to follow the direction(s) of the Volunteer Resources Administrator and the Guest Services Administrator.

Disciplinary action may address problems in any of the areas outlined in this document or for any other issue. However, the Trust reserves the right to determine whether to discipline a volunteer and, if so, what level of discipline to apply. Depending on the seriousness and frequency of the infraction, disciplinary action *may* consist of any or all of the following corrective options, including immediate discharge from volunteer role.

1. First Intervention: Counseling or an oral warning (confirmed in writing).
2. Second Intervention: Written warning, with documentation of behavior and expectations.
3. Third Intervention: Probationary period.
4. Fourth Intervention: Suspension.
5. Fifth Intervention: Termination from volunteer role.

The Trust is not required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate termination.

Prohibited Conduct

Volunteers may be disciplined at the Trust's sole discretion. Listed below are some examples of reasons for disciplinary action. This does not, however, in any way constitute an exhaustive list of all acts that may subject a volunteer to disciplinary action.

- Absence from schedule without approval; a pattern of tardiness or absenteeism.
- Inappropriate attire (torn or revealing attire, flip-flops or t-shirts with slogans that are controversial or offensive).
- Threatening, intimidating, coercing, or using abusive or vulgar language toward volunteers, staff, or any Trust customers and/or clients.
- Inappropriate jokes of a political or sexual nature.
- Violence, fighting, threatening violence, or other disorderly conduct.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, on Trust premises, or at Trust-related activities.
- Violation of safety or health rules or other endangerment of volunteers, staff, employees, or the public.
- Any form of theft.
- Unauthorized removal, possession, abuse, or defacement of Trust property.
- Sexual or other unlawful or unwelcome harassment at FLW sites or during work-related activities.
- Use of Trust property for personal gain.
- Non-emergency cell phone use during tours.
- Being under the influence of alcohol or illegal drugs.
- Smoking in or on Trust property or grounds.
- Unauthorized use of Trust-owned equipment, property, or systems.
- Unauthorized use or disclosure of confidential information.
- Incompetent, inefficient, negligent, or insufficient performance of duties.
- Engaging in such other practices as the Trust determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the Trust, its volunteers, employees, or its customers or clients.

ADDENDUM: Frank Lloyd Wright Trust Employee Nondiscrimination and Anti-harassment Policy

The Trust is committed to providing its employees with a workplace environment free from all forms of discrimination and harassment, including sexual harassment, which are all illegal under the Illinois Human Rights Act, (IHRA) and Title VII of the U.S. Civil Rights Act of 1964 (Title VII). We do not tolerate harassment of any of our employees, whether engaged in by other Trust employees, Board members, volunteers, customers, vendors, suppliers, or any non-employees who conduct business with us.

Harassment of our customers, vendors, or suppliers by our employees is also prohibited. This policy applies in our offices and in all other work-related settings.

Harassment

Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based on an individual's actual or perceived characteristic protected by law. Any form of sexual harassment, and harassment for any other unlawful reason, including, without limitation, harassment on the basis of race (including traits associated with race), color, religion, national origin, gender, pregnancy, sexual orientation, gender identity, age, disability, military or veteran status, genetic information, marital status, order of protection status, work authorization status, or any other status protected by applicable law, is a violation of this policy.

Discrimination

Discrimination consists of employment actions taken against an individual based on an actual or perceived characteristic protected by law, such as sex, race (including traits associated with race), color, ancestry, national origin, citizenship status, religion, age, disability, marital status, sexual orientation, gender identity, pregnancy, military or veteran status, genetic information, order of protection status, work authorization status, or any other category protected by applicable law. In other words, discrimination occurs when an individual is treated differently or unequally because the individual is a member or a perceived member of a protected group.

Sexual Harassment

For purposes of this policy, sexual harassment is defined by the IHRA as unwelcome sexual advances, requests for sexual favors, or unwanted conduct of a sexual nature, including physical, verbal, and nonverbal behavior, when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment; (2) submission to or rejection of this conduct by an individual is used as a factor in decisions affecting hiring, evaluation, promotion or other aspects of employment; (3) this conduct has the purpose or effect of substantially interfering with an individual's employment or creates an intimidating, hostile or offensive work environment; or (4) behavior of a sexual nature which involves coercions, abuse of authority, or misuse of an individual's employment position. (City of Chicago)

ADDENDUM (Cont.): Frank Lloyd Wright Trust Employee Nondiscrimination and Anti-harassment Policy

Prohibited Behavior

Each employee must exercise his or her good judgment to avoid engaging in conduct that may be perceived as inappropriate by others. Examples of inappropriate sexual behavior include, but are not limited to:

Unwanted sexual advances;

Demands for sexual favors in exchange for employment benefits;

Inappropriate touching or other physical contact, such as patting, pinching or constant brushing against another's body;

Leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;

Repeated sexual jokes, flirtations, requests, advances, propositions, innuendo, or discussions of sexual activity (whether in conversation or through electronic or other means);

Abuse of a sexual nature, including but not limited to suggestive, demeaning, degrading, insulting, or obscene comments, gestures, or sexually degrading words used to describe an individual;

A tangible employment action made because of an individual's compliance with or failure to comply with sexual demands.

Even if two or more employees are engaging in consensual conduct, such conduct could constitute harassment of another employee who witnesses or overhears the conduct.

Other Unlawful Harassment

This policy also prohibits unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status, such as his or her race, color, religion, national origin, gender, pregnancy, sexual orientation, gender identity, age, disability, military or veteran status, marital status, genetic information, order of protection status, or any other legally protected category.

Forms of such harassment can include (but are not limited to) physical, verbal, and nonverbal behavior that harasses, disrupts, or interferes with an employee's work performance or in any way creates or contributes to an intimidating, hostile, or offensive work environment. This behavior includes, by way of example only, epithets, slurs, off-color jokes, threats, and suggestive or insulting sounds, as well as posters, cartoons, e-mails, or drawings that are insulting, degrading, derogatory, or ridiculing of one based on his or her protected category.

ADDENDUM (Cont.): Frank Lloyd Wright Trust: Employee Nondiscrimination and Anti-harassment Policy

Complaint Procedure

Such behavior can occur without the knowledge of others. Additionally, what one may regard as offensive, another may not. For the Trust to effectively implement this policy, it is critical that all employees promptly respond to and report inappropriate sexual behavior or other inappropriate behavior. If you feel that you are being or have been subjected to inappropriate sexual behavior or other inappropriate behavior prohibited by this policy:

- You are encouraged to tell the offender to stop engaging in objectionable behavior. In addition (or instead, if such requests are ineffective or impractical under the circumstances), **you must promptly report such conduct to any member of management, the manager of Human Resources or President/CEO.**
- If you witness or otherwise have reason to believe that another employee has been subjected to or has engaged in inappropriate sexual behavior or other inappropriate behavior, or simply have questions or concerns about what constitutes harassing behavior, **you should promptly inform any member of management, the manager of Human Resources or President/CEO.**
- All employment action based on one's submission to or rejection of an unwelcome sexual advance or other behavior prohibited by this policy **should be reported promptly to the manager of Human Resources or President/CEO.**
- **The Trust encourages all employees to report inappropriate behavior promptly and before the behavior escalates or becomes severe or pervasive.** Prompt reporting can enable a quick response and prevent the behavior from escalating and also enable corrective action to minimize the harm to individuals involved and to minimize the disruption to the working environment.

Investigative and Corrective Action

The Trust will investigate promptly any complaint of inappropriate sexual harassment or other inappropriate behavior. The nature and scope of this investigation will vary depending on the nature of the allegations and other factors. In response to a meritorious complaint, the Trust will take appropriate corrective steps, including but not limited to counseling, reprimand, demotion, suspension or termination of the offender's relationship with the Trust. *An employee has the right to have a decision made against him or her based on this policy, aside from termination, reviewed by the President/CEO.*

Complaints of harassment, investigations, and corrective action will be implemented in a confidential manner, subject to the Trust's need to investigate and take corrective action. Given the possibility of serious consequences for an individual accused of harassment, complaints made in bad faith or otherwise false and frivolous charges may result in disciplinary action up to and including termination.

ADDENDUM (Cont.): Frank Lloyd Wright Trust Employee Nondiscrimination and Anti-harassment Policy

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment or work opportunities. Any form of retaliation against an individual who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and Company policy. Any employee who retaliates against another for exercising his or her rights under this policy shall be subject to discipline, up to and including termination. The Trust will also take appropriate action to address a third party or non-employee who engages in retaliation.

Resolution Outside Organization

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an individual has the right to contact the Illinois Department of Human Rights (IDHR) and/or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR or EEOC complaint must be filed within 300 days of the alleged incident(s) unless it is a continuing offense.

Contact Information:

Illinois Department of Human Rights (IDHR)

Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953

Springfield: 217-785-5100; TTY: 866-740-3953

Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)

Chicago: 312-814-6269; TTY: 312-814-4760

Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

Chicago: 800-669-4000; TTY: 800-869-8001

Volunteer Acknowledgement

Agreement to Comply with Frank Lloyd Wright Trust Volunteer Handbook and Code of Conduct Policy

I, _____, have read the Volunteer Handbook and Code of Conduct Policy of the Frank Lloyd Wright Trust, dated _____ in its entirety and hereby affirm that I understand its contents and will comply with its provisions.

Volunteer

Date: _____

Name
(Printed): _____

Signature: _____

Thank You for your service!!



Frank Lloyd
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