

# National Museum of Health and Medicine Volunteer Program Handbook



NMNM is an element of the Defense Health Agency  
2500 Linden Lane, Silver Spring, MD 20910  
301.319.3300 \* [www.medicalmuseum.mil](http://www.medicalmuseum.mil)

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16 May 2013

Dear Volunteers:

Congratulations on joining one of the most creative, dedicated, and enthusiastic groups of volunteers any museum has ever had the pleasure to work with! I am happy to welcome you as a member of the cadre of individuals who give their time and their energies to this national treasure, the National Museum of Health and Medicine.

With your commitment to the Museum, you are enabling many others to learn about our nation's medical heritage, to be inspired by hard-won lessons from the military battlefield and the research bench, and to be amazed by future paths to healing through biomedical science and the medical humanities.

Along with gratitude from all members of the Museum staff, please know that I appreciate the interest you have in our activities and the investment you are willing to make with us. We all look forward to working with you. I was once a volunteer here—and I hope you, too, enjoy every minute of your time with us and with our visitors.

Sincerely,

A handwritten signature in black ink, appearing to read "Adrienne Noe". The signature is fluid and cursive, with a long horizontal stroke at the end.

Adrienne Noe, Ph.D.  
Director



21 May 2013

Dear Volunteers:

The National Museum of Health and Medicine has a diverse and enthusiastic group of volunteers. These volunteers come from a variety of backgrounds, ages and education, all with a passion for the health sciences as well as the history of medicine, particularly military medicine.

As a volunteer, you will become part of the NMHM family. With a flexible schedule, full-time or part-time volunteers will be able to participate in all forms of museum programming, from Teddy Bear Clinics to tours for active duty surgeons. You will become entrenched in the vast collection of specimens, documents, photographs, artifacts and resources the museum has to offer.

I hope that you are ready join us for an unforgettable experience. I look forward to working with you soon!

A handwritten signature in black ink, appearing to read "Gwen Nelmes".

Gwen Nelmes  
Tour Program Coordinator

# About the Volunteer Program

## Overview

The National Museum of Health and Medicine's volunteer program provides education, interpretative, and collection support for the NMHM. Volunteers may support tours, family programs, research and collections care. Through its programs, the NMHM inspires and promotes interest in the understanding of medicine—past, present and future—with a special emphasis on American military medicine. With a vast collection of over 25 million objects and a diversity of visitors, volunteers at NMHM have an opportunity for a unique and rewarding experience.

The National Museum of Health and Medicine is a Department of Defense museum, and is an element of the Defense Health Agency.

Volunteers at the NMHM are also volunteers for the U.S. Army. NMHM does not have a separate volunteer organization. Its volunteers are organized through the U.S. Army Garrison-Fort Detrick's Army Volunteer Corps office. The AVC mission is to

*Promote and strengthen volunteerism by uniting community volunteer efforts, supporting professional management, enhancing volunteer career mobility, and establishing volunteer partnerships to support individual personal growth and life-long volunteer commitment.*

Currently, volunteer opportunities include Museum Docent, Public Programs Volunteer, and Collections Volunteer.

## How to Become a Volunteer:

Fill out and return the volunteer application to the Tour Program Coordinator. Applications are available upon request. Please return all applications via mail to U.S. Army Garrison-Forest Glen, National Museum of Health and Medicine, Attn: Tour Program Coordinator, 2460 Linden Lane, Bldg. #2500 Silver Spring, MD 20910.

The Tour Program Coordinator will schedule an interview to discuss the program in person. The Tour Program Coordinator will then make a placement based on the available positions, interest and skills of the applicant.

## **Benefits of Volunteering:**

The intangible rewards of volunteering will become self-evident as you begin learning how to give quality guided tours, experience the joy of working with the public, and assist in the care of collections. The personal growth each volunteer experiences depends upon where the individual begins. Learning new information, technical skills, or learning how to teach young students a concept may stretch you into new directions you may never have imagined. The old saying is that we always learn more as we teach others. That is certainly a true statement here at the National Museum of Health and Medicine. But don't take my word for it, come and experience it for yourself!

The tangible rewards of volunteering at NMHM include the following:

- Admission to public programs offered free of charge
- Free parking in the museum parking lot
- Annual recognition event by MWR and the Army
- Formal docent training and continuing education
- NMHM e-newsletter
- Annual Volunteer Field Trip



## **Responsibilities:**

A volunteer experience is a contract between the NMHM and the individual volunteer. There are certain responsibilities that each party has to the other.

## **Volunteer Responsibilities and Characteristics:**

The job description provides the qualifications and responsibilities of a volunteer. We seek volunteers that have depth of character and commitment to an ever-growing, ever-changing organization.

The list below includes minimum responsibilities/characteristics that the volunteer will have:

- Possess a knowledge about, or have a desire to learn more about, learning theory in a museum environment
- Have a willingness to take emotional risks and stretch yourself as a docent
- Maintain a professional appearance, attitude and enthusiasm
- Be trustworthy, flexible and dependable

- Follow the NMHM guidelines for programs, object handling, safety and security
- Do your best every time
- Enjoy working with all audiences
- Be willing and able to work some evenings and weekends as needed

### **NMHM Responsibilities to the Volunteer:**

The NMHM staff has a responsibility to each of our volunteers to provide the resources necessary to perform your duties to the best of your ability. Some of the resources are actual materials while others are providing staff time through training, answering questions and supporting the volunteer programs. At any time, if you feel that you are not receiving the resources or support necessary to do the task that you have been given, present these concerns to the Tour Program Coordinator or the Public Programs Manager.

The list below includes minimum responsibilities or characteristics that the NMHM will maintain:

- Project-specific training
- Opportunities for growth
- Periodic monitoring and supervision concerning the quality of the projects
- Provide a safe environment
- Appreciate a job well done
- Provide the best support we can
- Willingness to review and rethink a project to make it better
- Listen to your ideas and concerns
- Maintain an open dialogue

### **Standards and Evaluation:**

The standards are described in the volunteer job description. If there are questions about the desired outcomes for the position, speak with the Tour Program Coordinator.

Volunteer evaluations will be developed based upon the job description. See the attached form. Evaluations will be conducted at the following intervals:

- 6 months following the training class
- after 1 year
- annually thereafter

## **Training and Requirements:**

Orientation and training are required by the AVC (Army Volunteer Corps) as stated in Army Regulations on Volunteer Services in AR 608-1Q-R (for more information see Appendix B). Depending on the project, the initial training may consist of a four to six week comprehensive course with supplemental experiences and lectures throughout the weeks to follow. Upon completion of the training, a minimum commitment of two tours per month for 2 years is required for docents and 8 hours per week for collections volunteers. We ask that volunteers remain flexible and willing to work evenings and weekends. Ongoing training is offered at our monthly Volunteer Meetings throughout the year. At this time, our meetings are held on the 4<sup>th</sup> Wednesday of each month from 10:00 a.m. to 12:00 p.m. between August and May. If there is a significant conflict, individual circumstances will be considered.

If you have any questions or concerns, please contact the Tour Program Coordinator through the website listed below.

**Supervisor:**  
National Museum of Health and Medicine  
Tour Program Coordinator  
[www.medicalmuseum.mil](http://www.medicalmuseum.mil)



## Policy and Procedures:

### Standards of Conduct

The NMHM and its volunteers follow the DOD guidelines for standards of conduct and voluntary services. These are located in publications on the Joint Ethics Regulations DOD 5500.7-R and DODI 1100.21 (see Appendix B). Volunteers will also be asked to sign a non-disclosure agreement. Volunteers must comply with NMHM's confidentiality and proprietary information policies and agreements at all times.

### Social Media

Social Media is a set of Internet tools that aid in the facilitation of information and interaction between people online. These tools include personal blogs, YouTube and social networking sites such as LinkedIn, Facebook, Twitter and Instagram. NMHM uses specific, DOD-approved social media sites for defined business purposes. These sites are operated by the Social Media Manager, under the direction of the Deputy Director for Communications. The Social Media Manager follows all DOD policies and procedures for use of social networking sites.

Volunteers are asked to use the following guidelines when using Social Media tools.

- Be respectful to the museum, its staff, fellow volunteers, VIP guests and peer institutions.
- Refrain from posting information about scheduled private or VIP tours. This is extremely important for security and confidentiality reasons.
- If you identify yourself as an NMHM volunteer on a social media site, please be thoughtful in your online activities. Your actions are a reflection on you, the museum, and the DOD, whether you are on a volunteer shift or posting offsite.
- Due to NMHM's visitor access policy, volunteers are prohibited from taking pictures behind the scenes or in collections storage or office areas.
- If you are discussing the museum on social media, please make it clear to your readers that the views expressed are yours alone and that they do not reflect the museum's official views.
- Keep in mind that readers may view you as a *de facto* spokesperson for this institution. Please refer all specific questions to the NMHM official social media sites, or the Social Media Manager and Deputy Director for Communications. Additionally, all questions from members of the media should be referred immediately to the Deputy Director for Communications.
- Refrain from using your volunteer position at NMHM for personal gain. This is covered under the Standards of Conduct set forth by the United States Office of Government Ethics. If you have questions as to whether a specific posting runs counter to that guidance, contact the Tour Program Coordinator, the Social Media Manager, or the Deputy Director for Communications before posting.

- If content that is posted on your personal social media network is questionable, illegal, offensive, an operational security (OPSEC) violation, or creates a negative reflection on the museum or DOD, you may be asked to remove the content.
- If you are unsure whether an item or information is appropriate to include on your social media site, contact the Social Media Manager for advice.

### **Nondiscrimination Policy**

NMHM follows the DOD policy on nondiscrimination on the basis of handicap, publication DODD 1020.1 (see Appendix B).

### **Sexual Harassment Policy**

NMHM follows the DOD policy on sexual harassment in the workplace, publication DODI 6495.02 (see Appendix B).

### **Workplace Injury**

If you receive an injury while volunteering at the NMHM, please report it to the Tour Program Coordinator. NMHM follows policy 5 USC 8101 through 5 USC 8152 for workplace injuries (see Appendix B).

### **Emergency Procedures**

As a volunteer, you do not have any obligation or responsibility to assist during an emergency situation. However, you may be the first to see or hear something--such as a visitor getting ill or an accident of some type. Please get help. Yell if necessary. Find NMHM staff to assist you. If no one is available, go immediately to the Information Desk in the Lobby.

During a fire alarm, follow directions for exiting the building. Docents should direct their group to the lobby and follow the VSR instructions. Collections volunteers should follow staff members to the appropriate exit and meeting space.

If you observe suspicious or inappropriate behavior, report it immediately to the guard. The guards patrol the NMHM on a regular basis.

### **Complaints**

If you have a complaint, concern or conflict at NMHM, please report the issue to the Tour Program Coordinator immediately. The Tour Program Coordinator will follow NMHM policies to resolve the complaint in a timely manner.



**National Museum of Health and Medicine  
Volunteer Application**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_ (Cell) \_\_\_\_\_

**Email:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**Emergency Contact (name and phone number)** \_\_\_\_\_

\_\_\_\_\_

**Please provide the following information:**

**Education** (school, degree, major field of study) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Volunteer or Intern  
Experience** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Other Relevant Experience or Knowledge** (example: education, communication, public speaking, learning theory, science, medicine, health, etc.) \_\_\_\_\_

\_\_\_\_\_

**Availability:** (Please check all that apply)

Monday  Tuesday  Wednesday  Thursday  Friday

Saturday  Sunday  Evenings  Mornings  Afternoons

**Professional Experience:**(relevant to this position)

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**Please List Two References**

Name:

Address:

Phone number:

Email address:

Name:

Address:

Phone number:

Email address:

For administrative use only

Date received:

Start Date:

Tour Program Coordinator  
US Army Garrison-Forest Glen, National Museum of Health and Medicine  
2460 Linden Lane, Bldg. #2500  
Silver Spring, MD 20910  
www.medicalmuseum.mil



## **Docent Position Description and Volunteer Agreement**

The purpose of this document is to clarify the mutual responsibilities of the Active NMHM Docent and the NMHM, which enable each Docent to provide meaningful and competent service to museum visitors.

**Position Title:** DOCENT (tour guide)

### **Docent Position Description**

Upon successful completion of the training courses, NMHM Docents agree to fulfill docent duties for a minimum of two years. Docents are trained to provide information, interpret exhibits and objects, answer questions and expand the student's/visitor's understanding. This is done in a positive and educational manner. NMHM Docents should display flexibility, responsibility, and respect with regards to visitors, NMHM staff and their fellow volunteers.

Name: \_\_\_\_\_  
(Please Print)

### **As a NMHM Docent I agree to:**

1. Participate in the docent training program, study the training manual, conduct research to learn more about the topics and practice my presentation.
2. Lead guided tours of the NMHM for audiences of all ages, abilities and educational backgrounds without discrimination.
3. Possess knowledge about all subject areas covered by NMHM. As NMHM is an element of the Defense Health Agency (DHA), docents may be recruited to do additional tours or work various activities co-facilitated by both entities.
4. Attend training and monthly Docent Meetings as scheduled.
5. Be prompt and reliable in reporting for work and to follow through on any commitments.
6. In case of sudden illness or emergency, consult my docent list and make every possible effort to find a substitute to cover my tour/program. If this is not possible, I will inform the Tour Program Coordinator as soon as possible. If a docent is not available, the Tour Program Coordinator will contact the group leader and cancel the tour.
7. Fulfill the minimum participation requirement of at least two tours per month, based upon tour requests.
8. Submit record(s) of number of hours served.

9. Signed, understand and will adhere to the Army's Volunteer Agreement (Form DD2793). *If you have not signed Form DD2793, please contact the Tour Program Manager.*

**NMHM and the Public Programs Department agree to:**

1. Provide a safe workplace and supportive atmosphere that emphasizes professional standards, active inquiry, constructive, debate, personal growth, and meaningful interactions among docents, staff and the public.
  2. Provide an "open door" policy and time for one-on-one appointments with Public Programs staff for docents seeking assistance, guidance, or wanting to discuss any ideas or concerns.
  3. Provide quality training that includes, but is not limited to: collection and exhibitions, the fields of medical history, museum philosophy and education.
  4. Keep docents informed about NMHM and keep accurate records.
  5. Provide and coordinate monthly Docent Meetings.
- I have read my position description and volunteer agreement and agree to these terms as a Docent at the National Museum of Health and Medicine. I will make this personal commitment to enable the docent program to function effectively.

---

Active Docent

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Date

I have read the position description and volunteer agreement for the NMHM Docent and agree to provide the support for Docents working at NMHM.

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Tour Program Coordinator

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Date



## **Collections Volunteer Position Description and Agreement**

Purpose: To clarify the mutual responsibilities of the Active NMHM Collections Volunteer and NMHM required to enable each volunteer to provide meaningful and competent service to the NMHM.

**Position Title:** Collections Volunteer

### **Position Description**

Upon successful completion of the training courses, Collections Volunteers agree to fulfill volunteer duties for a minimum of three months. Volunteers are trained in object handling, object care, inventory processes, museum-specific computer software and research skills. This is done in a positive and professional manner. NMHM volunteers should display flexibility, responsibility, professionalism and respect with regards to visitors, NMHM staff and their fellow volunteers.

**Name:** \_\_\_\_\_  
(Please Print)

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

### **As a Collections Volunteer I agree to:**

1. Ensure that my interactions with the public, volunteers and staff meet the highest standards of professional conduct and comportment. I will ensure that safety, security and access protocols are upheld to protect visitors, NMHM and its collections.
2. Attend the volunteer training program and follow all NMHM protocols and standards.
3. Support all collections projects or needs without discrimination.

4. Possess knowledge about the mission of the NMHM. Because NMHM is an element of the Defense Health Agency (DHA), volunteers may be recruited to work various activities co-facilitated by both entities.
5. Appropriately handle artifacts or educational materials.
6. Attend monthly volunteer meetings and supplementary training as scheduled.
7. Be prompt and reliable in reporting for work and to follow through on any commitments.
8. Inform my primary supervisor and the Tour Program Coordinator as soon as possible if a sudden illness or emergency prevents me from fulfilling my schedule.
9. Fulfill the minimum participation requirement of at least eight hours per week.
10. Submit record(s) of number of hours served to the Tour Program Coordinator or enter them into [www.myarmyonesource.com](http://www.myarmyonesource.com).
11. Sign, understand and adhere to the Army's Volunteer Agreement (Form DD2793). *If you have not signed Form DD2793, contact the Tour Program Coordinator.*

**NMHM and the Tour Program Coordinator agree to:**

1. Provide a safe workplace and supportive atmosphere that emphasizes professional standards and comports, active inquiry, constructive debate, personal growth, and meaningful interactions among volunteers, staff and the public.
2. Serve as liaison between volunteers and NMHM staff during daily activities as well as special assignments (i.e. collections research projects, special events).
3. Provide an “open door” policy and time for one-on-one appointments with the Tour Program Coordinator or Primary Supervisor for volunteers seeking assistance, guidance, or wanting to discuss any ideas or concerns.
4. Provide quality training that includes, but is not limited to: collections, collections management, exhibitions, safety protocols, the fields of medical history, museum philosophy and education.
5. Keep volunteers informed about NMHM, and keep accurate records.
6. Provide and coordinate monthly Volunteer Meetings.

I have read my position description and volunteer agreement and agree to these terms as a Collections Volunteer at the National Museum of Health and Medicine. I will make this personal commitment to enable the volunteer program to function effectively.

\_\_\_\_\_  
Active Volunteer

\_\_\_\_\_  
Date

I have read the position description and volunteer agreement for the Collections Volunteer and agree to provide the support for volunteers working at NMHM.

\_\_\_\_\_  
Tour Program Coordinator

\_\_\_\_\_  
Date

# Administrative Information

## Dress Code

### Volunteer Identification and Badge



Polo shirts will be given to each docent upon completion of training. An optional lab coat is provided by NMHM for Collections Volunteers. Comfortable closed-toed shoes are required, but are not provided by NMHM. The Docent Uniform consists of the polo shirt, khakis, chinos or other dress pants/skirt. Collections Volunteers are asked to wear professional clothing appropriate for the project.

All individuals are required to wear an identification badge(s) at all times. This badge will be issued to you once you complete the training. Please keep your badge visible to the visitors at all times. Upon leaving service as a volunteer at NMHM, all identification badges must be returned to the NMHM Security Office.

### Sign-In

We ask that each volunteer record hours worked for each tour, event or project so that we may submit these hours for your proper recognition. Please include travel time. This information is useful for managing the programs but also for justification of NMHM's educational and collections efforts. The volunteer time-keeping notebook is kept at the Tour Program Coordinator's desk in the NMHM administrative area. You will be shown how to fill out the monthly form as a part of your training. Your individual hours will be tallied at the close of each month and submitted in our monthly report. New volunteers can also record their hours at [www.myarmyonesource.com](http://www.myarmyonesource.com). Registration and training are provided during the orientation seminar.

### Scheduling

The Tour Program Coordinator coordinates the schedule of volunteers based upon the requests from schools and Collection Staff. Opportunities for special programs are available from the Public Programs Office. These include providing tours for special programs like Scout Day or events such as the Teddy Bear Clinic. It is your responsibility to manage your time. Please let the staff know of extended absences and even single days that you are not available so we can make assignments efficiently.

## **Parking**

The NMHM public parking lot on Linden Lane is available for your use if you plan to be in the public areas only during your volunteer commitment (if you park in the public parking lot on Linden Lane, you may not enter the secure administrative areas). Volunteers are required to park on the post in the Commissary Parking Lot behind the NMHM for access to the administrative and collections areas.

## **Army Volunteer Corps**

All volunteers must be registered with Army Volunteer Corps (AVC) through [www.myarmyonesource.com](http://www.myarmyonesource.com). Orientation, training, hours, awards and service records will be maintained on this system. New volunteers are required to sign a copy of form DD 2793, the AVC volunteer agreement, provided by the Tour Program Coordinator. All volunteers working with children will be subject to a background check.

## **Change in Status**

NMHM understands that life events can change the ability to volunteer on a regular basis. Change in job status, family or health issues may require a leave of absence for a period of time. Please discuss changes in status with the Tour Program Coordinator. If the Tour Program Coordinator has not received correspondence with you in six months or more, you will be automatically dismissed from service.

## **Resignation**

Please let us know if you are no longer able to volunteer at the National Museum of Health and Medicine. Notify the Tour Program Coordinator of your resignation as soon as possible. We understand that interests, availability and personal health can change the ability to volunteer.

## **Breach of Commitment**

At the National Museum of Health and Medicine, we rely on your commitment as a representative of the NMHM. We expect volunteers to present the highest level of comportment as stated by the Army Code of Ethics, AVC and NMHM's signed letter of agreement. When professional standards are consistently disregarded, NMHM reserves the right to dismiss a volunteer for breach of conduct. Disciplinary actions will include a verbal warning, written warning, disciplinary suspension and/or dismissal. Written warnings will include the reasons for the warning, any supporting evidence and a discussion of the warning with the Tour Program Coordinator and the Public Programs Manager/primary supervisor.

## **Disciplinary Actions**

The following behaviors will be cause for disciplinary action:

- **Unreliability:** repeated tardiness, cancellations or failure to report for duty
- **Unprofessionalism:** disrespectful treatment of staff, fellow volunteers, or visitors
- **Insubordination:** unwillingness or inability to follow instructions, procedures, guidelines and protocol as outlined by the Tour Program Coordinator and primary supervisor
- **Theft, vandalism, or any abuse of artifacts, educational materials or personal property**
- **Rude, loud, or foul language outside the parameters of professional discourse**
- **Any criminal conduct such as violent assault, sexual harassment, terrorist threats, the possession of firearms/weapons, or illegal drugs or any other legally defined criminal activity.**

## **Departure Procedures**

Upon departure from the volunteer program, please adhere to the following procedures:

- Arrange for an exit interview
- Turn in security badges
- Complete a formal exit evaluation form

# NATIONAL MUSEUM OF HEALTH AND MEDICINE

## *Docent Job Description*

**Position Title:** Docent (tour guide)

### **Objective:**

A guided tour is a conversation between visitor, docent and exhibit. NMHM's docents are trained to provide information, interpret exhibits and objects, answer questions and expand the student/visitor understanding. This is done in a positive and educational manner.

The National Museum of Health and Medicine docent is a teacher, leader and liaison between the public and NMHM. The job of the docent is to make the collections accessible, enjoyable, understandable and interesting.

### **Responsibilities:**

It is mandatory to participate in the docent training program, study the training manual, conduct research to learn more about the topics and practice one's presentation. The docents will be expected to lead guided tours of NMHM for audiences of different ages, abilities and educational backgrounds. Docents will also be expected to possess knowledge about all subject areas covered by NMHM. Because NMHM is an element of the Defense Health Agency (DHA), docents may be recruited to do additional tours or work various activities co-facilitated by both departments.

Prospective docents will be responsible for attending training and continuing education as scheduled. Docents are expected to be prompt and reliable in reporting for work and to follow through on any commitments. If you are not able to conduct an assigned tour, you will be responsible for finding a replacement. If this cannot be accomplished, notify the Tour Program Coordinator as soon as possible. If a docent cannot be found, the group leader is notified and the tour cancelled.

### **Qualifications:**

Each applicant should have an interest in working with the public, teaching and interpreting the subject areas related to the NMHM's collections. An eagerness to learn and enthusiasm for providing meaningful experiences for NMHM visitors is critical for the success of the individual. Excellent communication skills and a voice capable of being heard with large groups are vital. Above all else, a willingness to learn and communicate effectively with audiences of all abilities and interests is essential.

An applicant should be able to walk and stand on a carpeted or hard surface for 1-2 hours without a break. The applicant must be able to manipulate hands-on science materials with care. Volunteers, like paid staff, are expected to follow the established NMHM policies and procedures. Any major infraction or disregard for these policies and procedures will result in termination from the volunteer program.

# NATIONAL MUSEUM OF HEALTH AND MEDICINE

## *Public Programs Volunteer Job Description*

**Position Title:** Public Programs Volunteer (Events Volunteer)

### **Objective:**

Public Programs are educational or special events that support the NMHM's mission. NMHM's volunteers are trained to provide information, interpret exhibits and objects, answer questions and expand the visitor's understanding. This is done in a positive and educational manner.

The NMHM Public Programs Volunteer is a teacher, leader and liaison between the public and the museum. The job of the Public Programs Volunteer is to make the collections accessible, enjoyable, understandable and interesting.

### **Responsibilities:**

It is mandatory to participate in the Public Programs training program, study the training manual, and conduct research to learn more about the topics. The volunteers will also receive training specific for the special event or program. Volunteers will be expected to discuss topics for audiences of different ages, abilities and educational backgrounds. Volunteers will also be expected to possess knowledge about all subject areas covered by NMHM. Because NMHM is an element of the Defense Health Agency (DHA), volunteers may be recruited to do additional tours or work various activities co-facilitated by both departments.

Prospective volunteers will be responsible for attending training and continuing education as scheduled. Volunteers are expected to be prompt and reliable in reporting for work and to follow through on any commitments. If you are not able to support the program or event, you will be responsible for finding a replacement. If this cannot be accomplished, notify the Tour Program Coordinator as soon as possible.

### **Qualifications:**

Each applicant should have an interest in working with the public, teaching and interpreting the subject areas related to the NMHM's collections. An eagerness to learn and enthusiasm for providing meaningful experiences for NMHM visitors is critical for the success of the individual. Excellent communication skills and a voice capable of being heard with large groups are vital. Above all else, a willingness to learn and communicate effectively with audiences of all abilities and interests is essential. A background or working knowledge of anatomy and the medical profession is needed. An applicant should be able to walk and stand on a hard surface for 1-2 hours without a break. The applicant must be able to manipulate hands-on science materials with care.

# NATIONAL MUSEUM OF HEALTH AND MEDICINE

## *Collections Volunteer Job Description*

**Position Title:** Collections Volunteer

### **Objective:**

NMHM's collections volunteers are trained to provide support to the collections staff. Volunteers will work with staff to re-house, inventory, research or provide data about the collections. All tasks will follow NMHM's safety, privacy and security protocols.

The NMHM Collections Volunteer is an aide in the care and safety of the collections.

### **Responsibilities:**

It is mandatory to participate in the orientation and project specific training program, and review all NMHM protocols. The volunteers will be expected to follow proper object handling guidelines, privacy, security, and safety protocols. Projects may include object re-housing, inventories, research and data collection, and basic collections care. Volunteers are expected to possess knowledge about their project specific subject area. Because NMHM is an element of the Defense Health Agency (DHA), volunteers may be recruited to do additional projects or activities co-facilitated by both departments.

Prospective volunteers will be responsible for attending training and continuing education as scheduled. Volunteers are expected to be prompt and reliable in reporting for work and to follow through on any commitments. If you are not able to support your schedule, you will be responsible for notifying your Primary Supervisor and the Tour Program Coordinator as soon as possible.

### **Qualifications:**

Each applicant should have an interest in working with human remains, military medical history, research and collections management or care. An eagerness to learn and enthusiasm for collections management is critical to the success of the individual. An applicant must be familiar with databases, Microsoft Office, be able to stand on a hard surface for 1-2 hours, and lift 25 lbs. The applicant must also be able to appropriately handle objects. Volunteers, like paid staff, are expected to follow the established NMHM policies and procedures. Any major infraction or disregard for the policies and procedures will result in termination from the volunteer program.

# About The National Museum of Health and Medicine

## **Mission Statement:**

The National Museum of Health and Medicine inspires interest in and promotes the understanding of medicine—past, present, and future—with a special emphasis on tri-service American military medicine. As a National Historic Landmark recognized for its ongoing value to the health of the military and to the nation since 1862, NMHM identifies, collects, and preserves important and unique resources to support a broad agenda of innovative exhibits, educational programs, and scientific, historical, and medical research.

## **Address:**

National Museum of Health and Medicine  
2500 Linden Lane  
Silver Spring, MD 20910

## **Telephone:**

(301) 319-3300

This number is staffed between 10:00 a.m. - 5:30 p.m. Staff provides directions, information about programs and directs calls to appropriate staff.

(301) 319-3312

## **Tour Program Coordinator**

This number is given to groups interested in booking a tour, anyone needing additional information regarding programs or are interested in access to the NMHM's "Student Discovery Sheets."

(301) 319-3303

## **Public Programs Office**

This number is given to individuals that are interested in programs, such as lectures, films or educational opportunities such as "Brain Awareness Week".

(301) 319-3349

## **Public Affairs Office**

This number is given to any caller representing the media--print, audio or visual. Any questions regarding these topics will be forwarded to the Public Affairs Office for comment or guidance.

**Hours:**

10:00 a.m. -5:30 p.m. daily (including weekends and holidays)

Closed December 25

**Directions:**

From New York and the north: From I-95 south, take exit 27 to merge onto I-495 W toward Silver Spring. Take exit 31 for MD-97/Georgia Avenue toward Silver Spring/Wheaton. Keep left at the fork, follow signs for MD-97 S. Turn left onto MD-97 S/Georgia Ave. Take the 3rd right onto Seminary Road. Continue onto Linden Lane. NMHM will be on the left.

From Virginia and the south: Take I-395 north toward Washington. Take the exit on the left onto US-1 N/14th Street toward the National Mall and continue onto 14th Street NW. Turn left onto Military Road NW and then take the ramp to 16th Street NW. Turn right onto 16th Street NW. At the traffic circle, continue straight onto 16th Street. Make a slight left onto Second Avenue and then turn left onto Linden Lane. NMHM will be on the left.

From Frederick and Montgomery, Md. counties and the northwest: Take I-270 south to the I-495 E exit. Follow directions from the Capital Beltway below.

From Annapolis, Md. and the east: Take U.S. 50 W to the I-95/I-495 N exit, exit number 7B/Baltimore-Silver Spring. Follow directions from the Capital Beltway below.

From Manassas: Take I-66 E toward Washington, D.C. Take the I-495 N exit toward Baltimore. Follow directions from the Capital Beltway below.

From the Capital Beltway:

Outer Loop: Take I-495W to exit 31 for MD-97/Georgia Avenue toward Silver Spring/Wheaton. Keep left at the fork, follow signs for MD-97 S. Turn left onto MD-97 S/Georgia Ave. Take the 3rd right onto Seminary Road. Continue onto Linden Lane. NMHM will be on the left.

Inner Loop: Take I-495E to exit 31 B/97 Georgia Avenue south toward Silver Spring. Bear right onto Georgia Avenue (Rt. 97) south. Turn right onto Seminary Road and then continue onto Linden Lane. NMHM will be on the left.

From downtown Washington, D.C.: Take 16th Street NW. At the traffic circle, continue straight onto 16th Street. Make a slight left onto Second Avenue and then turn left onto Linden Lane. NMHM will be on the left.

**Fees and Accessibility:**

NMHM does not charge admission for visiting the museum. The museum is wheel-chair accessible. With advance notice, a guide can be provided for groups of 10 or more. No animals are allowed unless they are necessary to support an individual such as seeing-eye dogs or wheelchair assistants.



## Our Story:

The National Museum of Health and Medicine was established during the Civil War as the Army Medical Museum, a center for the collection of specimens for research in military medicine and surgery. In 1862, Surgeon General William Hammond directed medical officers in the field to collect "specimens of morbid anatomy together with projectiles and foreign bodies removed" and to forward them to the newly founded museum for study. NMHM's first curator, John Brinton, visited mid-Atlantic battlefields and solicited contributions from doctors throughout the Union Army. During and after the war, NMHM staff took pictures of wounded soldiers showing effects of gunshot wounds as well as results of amputations and other surgical procedures. The information collected was compiled into six volumes of *The Medical and Surgical History of the War of the Rebellion*, published between 1870 and 1883.

During the late 19th and early 20th centuries, NMHM staff engaged in various types of medical research. They pioneered photomicrography, established a library and cataloging system which later formed the basis for the National Library of Medicine, and led NMHM into research on infectious diseases while discovering the cause of yellow fever. They contributed to research on vaccinations for typhoid fever, and during World War I, NMHM staff were involved in vaccinations and health education campaigns, including major efforts to combat sexually-transmissible diseases.

By World War II, research at NMHM focused increasingly on pathology; in 1946, NMHM became a division of the new Army Institute of Pathology (AIP), which became the Armed Forces Institute of Pathology (AFIP) in 1949. NMHM's library and part of its archives were transferred to the National Library of Medicine when it was established in 1956. The Army Medical Museum became the Medical Museum of the AFIP in 1949, the Armed Forces Medical Museum in 1974, and the National Museum of Health and Medicine in 1989.

As a result of the 2005 Base Realignment and Closure Commission recommendation to disestablish the Armed Forces Institute of Pathology and close the Walter Reed Army Medical Center, NMHM was required to relocate by 2011. Most recently, NMHM transitioned to become an element of the Defense Health Agency. NMHM relocated to a new, state-of-the-art facility at the Fort Detrick-Forest Glen Annex in Silver Spring, Maryland. The new building's unique, angled limestone exterior evokes a monumental feeling, while the building successfully qualifies for LEED-Silver status from the Green Building Council.

**Exhibits:**

NMHM's newest exhibit installations showcase the institution's 25-million object collection, focusing on topics as diverse as innovations in military medicine, traumatic brain injury, anatomy and pathology, military medicine during the Civil War, the assassination of Abraham Lincoln (including the bullet that killed him), human identification and a special exhibition on NMHM's own major milestone—the 150th anniversary of the founding of the Army Medical Museum.

**Collections:**

Collecting at NMHM has broadened to include materials documenting the technical and social dimensions of health and military medicine as well as alternative medicines. New forms of preservation, such as plastination, have been used to maintain NMHM objects. NMHM performs active collecting including prototype objects in the medical field. Staff is creating databases to catalog collections more completely and make them more accessible to researchers.

**Education and Outreach:**

Public programs include tours, lectures, workshops, and outreach programs (to schools or other institutions) that describe specific aspects of health and military medicine in greater detail, often bringing experts from throughout the country to discuss their interests with the public.

Now in its 25<sup>th</sup> year, NMHM continues to offer its renowned Forensic Anthropology course. NMHM staff prepares the intensive, professional one week course of lectures and laboratory sessions to share their expertise with other practitioners, including forensic and dental pathologists, medical examiners, coroners and law enforcement personnel.

## **Appendix A**

### **Glossary of Terms**

**AVC:** Army Volunteer Corp is operated by the Army Community Services (ACS) and their volunteer coordinators on garrisons throughout the country and the world. AVC is a network of volunteer opportunities that connect volunteers, service members and their families to acquire and maintain skills while serving their neighbors and the Army family.

**Volunteer:** a person who voluntarily offers him/herself for a service.

**Docent:** a tour guide or educator in a museum setting.

**Public Programs:** programs or educational events provided for the public.

**Outreach program:** a program that takes place off-site or in the community for the public.

## Appendix B Regulations

**AR 608-1: Army Community Service Regulation,**  
[www.apd.army.mil/pdffiles/r608\\_1.pdf](http://www.apd.army.mil/pdffiles/r608_1.pdf)

**DOD 5500.7: DoD Joint Ethics Directive,**  
[www.dod.mil/dodgc/defense\\_ethics/ethics\\_regulation/](http://www.dod.mil/dodgc/defense_ethics/ethics_regulation/)

**DODI 1100.21: Voluntary Service in the Department of Defense**  
[www.dtic.mil/whs/directives/corres/pdf/110021p.pdf](http://www.dtic.mil/whs/directives/corres/pdf/110021p.pdf)

**DODD 1020.1: DoD Diversity Management and Equal Opportunity Directive**  
[www.dtic.mil/whs/directives/corres/pdf/102001p.pdf](http://www.dtic.mil/whs/directives/corres/pdf/102001p.pdf)

**DODI 6459.02: DOD Instruction on Sexual Assault Prevention and response program procedures,** <http://www.dtic.mil/whs/directives/corres/pdf/649502p.pdf>

**5 USC 8101 5 USC 8152: Workplace Injuries,**  
[www.uscode.house.gov/download/pls/05C81.text](http://www.uscode.house.gov/download/pls/05C81.text)

**DD Form 2793: Volunteer Agreement (provided by the Tour Program Coordinator)**