



Volunteer & Intern Handbook

Updated December 2019



THE OREGON
HISTORICAL
SOCIETY
FOUNDED 1898

Letter to Volunteers

On behalf of the staff at the Oregon Historical Society, I want to thank you for your commitment to support our organization and our mission. Hundreds of volunteers support OHS in a variety of different ways, and we are thankful to have such generous people working alongside us.

The purpose of this handbook is to clarify the general policies and expectations of volunteers. It is our belief that a clear understanding of expectations is the foundation for a safe and positive environment for everyone at OHS.

Thank you for becoming a part of the team at the Oregon Historical Society! I hope you find this to be a rewarding experience.

If you have any questions or concerns, don't hesitate to reach out!

Sincerely,

Ally Huffman
Volunteer Manager
Oregon Historical Society
503.306.5226
ally.huffman@ohs.org

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About the Oregon Historical Society

The Oregon Historical Society is dedicated to making Oregon's long, rich history visible and accessible to all. For more than a century, we have served as the state's collective memory, gathering and preserving a vast collection of artifacts, photographs, films, manuscripts, books, and oral histories.

Researchers from around the world travel to our library, unearthing information that challenges conventional thinking. Curious individuals come to us to explore their family trees or discover the history of their homes or neighborhoods. Archaeologists, environmentalists, filmmakers, architects, novelists, artists, and others all find their way to us, asking questions, making discoveries, creating knowledge.

We share our vast collection through thought-provoking museum exhibits and robust digital platforms. We bring history directly to Oregon's students in ways that bridge gaps of time and perspective, and we support lifelong learning through our many public lectures and events. We advance critical inquiry through the Oregon Historical Quarterly, a journal that has sparked conversations throughout our community for over a century.

> **Read more about our history at <http://ohs.org/about-us/history.cfm>**

Mission & Vision

The following Mission & Vision statements were adopted by the Oregon Historical Society Board of Trustees on December 3, 2015.

Mission

The Oregon Historical Society preserves our state's history and makes it accessible to everyone in ways that advance knowledge and inspire curiosity about all the people, places, and events that have shaped Oregon.

Vision

We foster a better tomorrow through an Oregon story that is meaningful to all Oregonians.

Values

INTEGRITY

OHS is committed to honest communication, transparency, and managing resources in a trustworthy and accountable manner. We foster evidence-based practices in our research, scholarship, exhibits, education programs, and publications.

INVITATION

OHS is a community gathering space, resource, and catalyst for civic engagement that is rooted in understanding Oregon's history. We foster meaningful relationships with many individuals and partners who inform and direct our work.

EQUITY AND INCLUSION

OHS seeks to address historical exclusion by embracing an inclusive understanding of the Oregon experience. In partnership with multiple communities, we educate the public about inequities as we work to change our own institution.

CULTURAL HUMILITY

OHS believes that history cannot be contained within a single story or point of view. We respect the validity of different perspectives and are committed to exploring and embracing multiple ways of knowing.

ACCESSIBILITY

OHS strives to provide access to everyone along the continuum of human ability and experience. With a variety of learning methods, technologies, and languages, we enable all people to experience the power of history.

LEARNING

OHS values questions, new ideas, and unexpected connections and discoveries that arise through inquiry. We welcome challenging conversations and the opportunity to learn from mistakes. We recognize that willingness to change our minds is crucial to understanding history and applying it to the present.

OHS Volunteer Program

The Oregon Historical Society relies on its volunteers to help us pursue our mission. While volunteers serve in a variety of different roles, here are some basics about volunteering at OHS.

Definition of a Volunteer

OHS volunteers are individuals who freely give their time to the Oregon Historical Society without monetary compensation. OHS volunteers, like OHS staff members, are committed to fulfilling the mission of the Oregon Historical Society. OHS has two types of volunteers

Active Volunteers

Active Volunteers perform assignments on an ongoing basis and are subject to all the policies, procedures, and codes of conduct outlined in this handbook.

Episodic Volunteers

Episodic Volunteers are people that do not volunteer on a regular basis, but instead volunteer only for special events or short term projects. Episodic volunteers differ from Active volunteers in the following ways:

- › There is no expectation of volunteering with OHS beyond their scheduled assignment/shift

- › They are not required to undergo a background check, unless necessitated by the assignment
- › They do not receive volunteer benefits
- › They do not receive a personalized name badge
- › They are not required to read the volunteer handbook, however they are expected to conduct themselves in accordance with the volunteer policies outlined below and may be discharged or removed from the list immediately if their behavior violates OHS policies.

Definition of an Intern

Interns are individuals who receive compensation in the form of academic credit for their work at the Oregon Historical Society.

Our commitment to you

OHS staff members are committed to providing volunteers and interns with the opportunity to succeed in their positions by providing training, assistance, and regular feedback. The Oregon Historical Society is committed to providing a respectful and supportive work environment for all its volunteers and interns.

Basic Policies and Procedures

Becoming an OHS Volunteer

All prospective volunteers are asked to complete an online volunteer application. Before joining the OHS volunteer program, prospective volunteers must be placed in a specific assignment with approval from the volunteer supervisor. Prior to beginning service, prospective volunteers must undergo a criminal background check with acceptable results, as determined by the Volunteer Manager and the HR Manager. OHS does not run credit checks on prospective volunteers. Some assignments require a signed assignment description or confidentiality agreement when appropriate. All OHS volunteers must also provide at least one emergency contact.

Becoming an Intern at OHS

Internships are handled on a case-by-case basis and are developed in conjunction with the prospective intern, their academic advisor, the prospective supervisor, and the Volunteer Manager. Interns are responsible for completing all of their school's institutional requirements and paperwork for the duration of the internship, and provide copies of relevant paperwork to be filed with the Volunteer Manager. Interns must abide by the same policies as volunteers. Paid interns are considered employees and overseen by OHS Human Resources.

Volunteer and Intern Benefits

Active volunteers and interns get a variety of benefits, including:

- › 25% off at the Museum Store
- › Quarterly update meetings with the executive director
- › Recognition at our annual Volunteer Appreciation Dinner
- › Access to other nonprofit institutions during the annual Volunteer Passport Exchange

Those volunteering 30+ hours per year receive an OHS membership, with benefits including:

- › Subscription to the Society's scholarly journal, the Oregon Historical Quarterly
- › Free admission to the library and museum
- › Invitations to member-only exhibit openings and programs

Logging Volunteer/Internship Hours

It is important that volunteers and interns log all hours worked. When volunteering onsite at the Oregon Historical Society or the Gresham Storage Facility (GSF), volunteers must sign-in and sign-out using a Vic-Touch terminal. Terminals are located in the Research Library, Volunteer Lounge, and at GSF in the main office. If for any reason a volunteer is unable to sign-in or out at a kiosk, they may log their hours online through VicNet or contact the volunteer manager.

Volunteer Name Badge

Name badges are provided to all Active volunteers on their first day of service. Episodic volunteers will be issued a temporary volunteer badge to identify them during their shift. Badges must be worn at all times while volunteering or interning, and should be worn while entering the building. Replacements may be requested from the volunteer manager.

You may show your OHS name badge in the Museum Store to receive your discount.

Operating Hours

Normal operating hours for staff, volunteers

Operating hours for staff, volunteers and interns	Mon – Fri, 8:30 – 5:00 pm
Museum & Store Hours (public)	Mon – Sat, 10:00am – 5:00 pm Sun, Noon – 5:00 pm
Library Hours (public)	Tue, 1:00pm – 5:00 pm Wed – Sat, 10:00 am – 5:00 pm

Holidays

The Oregon Historical Society is closed to observe the following holidays:

- › New Year's Day (January 1)
- › Martin Luther King Jr. Day (third Monday in January)
- › President's Day (third Monday in February)

- › Memorial Day (last Monday in May)
- › Independence Day (July 4)
- › Labor Day (first Monday in September)
- › Veteran’s Day (November 11)
- › Thanksgiving Day (fourth Thursday in November)
- › Christmas Day (December 25)

Inclement Weather

On rare occasion, OHS facilities may close, open late, or close early due to inclement weather. Changes in our operating hours of the Downtown Facility will be communicated through the following sources:

- › Website: www.ohs.org
- › OHS Main Phone: 503.222.1741

Volunteers and Interns assigned to the Gresham Storage Facility must contact their supervisor directly for information about closures. Closure information will not be posted publicly for GSF.

Volunteers are to use their best judgment when venturing out in inclement weather. If local conditions are such that it is unsafe to attempt to travel to OHS, volunteers should not risk coming in, and notify their supervisor as soon as possible.

Scheduling

Volunteer and intern schedules are handled differently, depending on the needs of the department. Some volunteers may work a regular schedule, while others may come in on an on-call basis. In all cases, volunteers and supervisors should have a clear understanding of the volunteer schedule. If volunteers are unable to make their shift, they must notify their supervisor with as much notice as possible. Failure to maintain a consistent schedule may be grounds for termination.

Vacation & Leave of Absence

If you plan to take a vacation or be absent for a short time, please notify your supervisor. If you plan to leave your volunteer position for longer than two months, notify both your supervisor and the Volunteer Manager.

If for some reason you cannot complete your internship, notify both your supervisor and the Volunteer Manager as soon as possible. It is the intern’s responsibility to notify their academic advisor.

Personnel Records

The Volunteer office keeps all volunteer and intern personnel records. Any volunteer/intern can inspect his or her own personnel file upon reasonable request. Access to personnel records is limited to the Volunteer Manager, Human Resource Manager, the volunteer, the volunteer’s supervisor, and interested third parties at the volunteer’s request. Personnel records may be disclosed to government agencies in the course of an investigation.

Reporting important changes

OHS maintains records of your mailing address, telephone number(s), email address, emergency contacts, and other important information. These records are necessary to enable us to contact you and for use in emergency situations. If your information changes, please inform the volunteer office or update your records online.

Americans with Disabilities Act

It is our policy to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). We will not discriminate against any qualified volunteer or intern with respect to any terms, privileges, or conditions of volunteering at OHS because of a person's physical or mental disability.

OHS will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to OHS. To request an accommodation, volunteers can contact their Supervisor, the Volunteer Manager or the Human Resources Manager.

Job Postings

We realize that some volunteers may be interested in applying for jobs at the Oregon Historical Society. Whenever a vacancy or a newly created position occurs, OHS will post a job notice on the OHS website: <http://ohs.org/about-us/staff/>.

Discipline and Discharge

It is very rare, but volunteers and interns are occasionally dismissed from their positions. Grounds for dismissal may include:

- › Violation of policies outlined in the Volunteer and Internship handbook
- › Violation of policies articulated by the volunteer supervisor
- › Involvement in illegal activities
- › Elimination of the position

In the case of an intern who is dismissed from their duties, the intern is responsible for reporting their dismissal to their academic institution in accordance with school policies.

Resignation

A volunteer or intern intending to resign is asked to provide a written statement of resignation to their supervisor and the Volunteer Manager. If possible, we ask that you give us a minimum of two weeks' notice of resignation. Volunteer badges must be returned to the supervisor or volunteer office on the last day.

In the case of an intern who resigns from their duties, the intern is responsible for reporting their resignation to their academic institution in accordance with school policies.

Active Volunteers that have not performed their assignment in over six months will be considered “Inactive” and no longer receive volunteer benefits.

Volunteer & Intern Conduct

Personal Appearance and Grooming

During business hours, volunteers and interns are expected to present a clean and neat business casual appearance. Some volunteers or interns may be provided a uniform to wear that is specific to their duties within the organization.

Volunteers and Interns are not permitted to wear t-shirts or hats with the exception of times when wearing business casual attire inhibits the performance of one’s assignment. All attire must be fresh, clean, neat and free of stains and holes. Stone-wash styles are not permitted under any circumstance.

Volunteers and Interns are permitted to wear peep-toe shoes and sandals if it is deemed appropriate and safe in their role.

There may be times when volunteers and interns are required by their supervisors to wear more formal attire. Volunteers and Interns should consult their supervisor if they have questions as to what attire they should wear for their role.

Fragrance Policy

Personal fragrance products (perfumes, colognes, lotions, powders and other similar products) that are perceptible to others should not be worn by employees, volunteers or interns. Other scented products (candles, air spray, potpourri and other similar items) are also not permitted at OHS. A volunteer or intern with a concern about scents or odors should contact their Supervisor and the Event & Volunteer Manager.

Alcohol and Drug Free Workplace

The Oregon Historical Society maintains a firm commitment to provide reliable service to its customers and a safe and healthy work environment for its employees, interns, and volunteers. Volunteering while under the influence of alcohol or drugs impairs our ability to maintain a safe environment. Therefore, Volunteers may not use, possess, distribute, sell, trade, or offer for sale alcohol, marijuana, or drugs in the workplace. Volunteers may not be under the influence of alcohol, marijuana, or drugs, while performing volunteer duties. Volunteers may not participate in any conduct that has the purpose or effect of interfering with the enforcement of the policy.

Media Contact

Volunteers may not represent themselves as a spokesperson for OHS. All calls from the media should be directed to the Communications and Marketing Manager. No employee, volunteer or intern should make public statements unless asked to by the Communications and Marketing Manager.

Political Activities

The Oregon Historical Society represents all Oregonians and does not engage in political partisanship. Volunteers and interns are asked to refrain from engaging in political activities while carrying out their duties at OHS. In addition, OHS property, materials, supplies, and equipment may not be used by volunteers or interns in support of partisan political activities or causes. Please do not display or distribute partisan political posters, leaflets, flyers, banners, or wear partisan political paraphernalia at OHS.

Smoking

Smoking is prohibited throughout the workplace, and also prohibited outside within 25 feet of all entrances, exits, ventilation systems and windows that can open.

Sexual and Other Unlawful Harassment

It is the policy of OHS that its environment is free from all forms of unlawful discrimination, including harassment, on the basis of race, color, religion, gender (sex), gender identity, national origin, age, sexual orientation, marital status, disability, genetic information, and any other status protected by applicable law.

Harassment

Harassment is verbal or physical conduct that demeans or shows hostility or aversion toward an individual because of his/her race, color, religion, gender (sex), gender identity, national origin, age, sexual orientation, marital status, disability, genetic information, or any other status protected by applicable law, and that:

- › Has the purpose or effect of creating an intimidating, hostile or offensive working environment;
- › Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- › Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to, the following: (1) epithets, slurs, negative stereotyping, demeaning comments or labels, or threatening, intimidating, or hostile acts; and (2) written or graphic material that demeans or shows hostility or aversion toward an individual or group because of their protected status and that is placed on walls, bulletin boards, computers, or elsewhere on the employer's premises or circulated in the workplace.

Sexual Harassment

Sexual harassment is a form of gender (sex) discrimination. The Equal Employment Opportunity Commission has defined sexual harassment as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- › Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- › Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- › Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creates an intimidating, hostile or offensive working environment.

Prohibited sexual harassment may include, but is not limited to, sexual jokes, calendars, posters, cartoons, magazines, derogatory or physically descriptive comments about or towards another employee; sexually suggestive comments; inappropriate use of OHS's communication systems including E-mail and telephone; unwelcome touching or physical contact; punishment or favoritism on the basis of an employee's sex; sexual slurs; or negative sexual stereotyping.

Harassment will not be tolerated in our workplace. It is against the policies of OHS for any employee, volunteer or intern to harass another person. This includes acts between supervisors and employees, volunteers or interns; it also includes acts between one employee, volunteer or intern and another.

Complaints of Harassment

If you believe that you have been harassed or have witnessed harassment, report the harassment immediately. The report should be either to your Supervisor, the Volunteer Manager or the Human Resources Manager (if the harassment involves an employee).

You may report harassment to the Volunteer Manager or to the Human Resources Manager without first contacting your supervisor. OHS will take no action against an employee, volunteer or intern who in good faith reports harassment to OHS or participates in an investigation. Such retaliation will not be tolerated in our organization.

Action

All harassment complaints will be taken in a setting which assures the complainant as much confidentiality as reasonably possible. All complaints of harassment will be investigated promptly and in an impartial matter by the Volunteer Manager and the Director of Human Resources. In all cases, the complainant will be advised of the findings and conclusion. Any volunteer or intern who is found, after appropriate investigation, to have engaged in harassment of another person will be subject to dismissal.

Workplace Violence Prevention

As part of our overall commitment to workplace safety, OHS is committed to providing a work atmosphere that is free of violence and the threat of violence. Violent or threatening conduct of any kind, whether it is directed against a co-worker, manager, volunteer, intern, or outside party will not be tolerated.

OHS has adopted the following guidelines to deal with intimidation, harassment, or other threats of, or actual violence that may occur during business hours or on its premises.

All employees, volunteers and interns, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees, volunteers and interns are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons and other dangerous or hazardous devices or substances are prohibited from the premises of OHS without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, volunteer, intern, a customer or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including: harassment that is based on an individual's sex, race, age or any characteristic protected by federal, state or local law.

All threats of or actual violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor, any other member of management, Security or Human Resources. This includes threats by employees, fellow volunteers, interns, as well as threats by customers, vendors, solicitors or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

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

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

Anyone determined to be responsible for threats of, or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including dismissal.

OHS encourages volunteers and interns to bring their disputes or differences with other volunteers, interns, or staff to the attention of their supervisors and/or the Events and Volunteer Manager before the situation escalates into potential violence. OHS is eager to assist in the resolution of such disputes, and will not discipline volunteers for raising such concerns.

Sex Offender Policy

To help enhance the safety of the members, guests and staff in our facilities, OHS monitors the sexual offender registry. Persons on the registry will not be eligible for volunteer assignments, internships or employment.

Weapons

Possession of dangerous or deadly weapons on the premises or off the premises while performing volunteer or internship-related duties is strictly prohibited.

Safety & Security

It is the policy of the Oregon Historical Society to protect the safety and health of our employees, interns, and volunteers. Each volunteer has a personal responsibility for their own safety as well as the safety of those around them. No task is so pressing that time cannot be taken to do it safely. Additionally, volunteers must adhere to the following safety guidelines:

- › Required personal protective equipment must be worn by volunteers, interns, and staff.
- › Report all accidents immediately to your supervisor or another staff member, even if you think the accident is minor.
- › Refrain from using machines or equipment without adequate guarding or in questionable condition, and notify your supervisor.
- › Notify your supervisor or another OHS staff member of any hazardous conditions or other potential safety concerns.

Insurance Coverage

OHS volunteers and interns who have filled out the appropriate paperwork and are registered with the volunteer program are covered by an OHS insurance policy in case of injury while performing assigned volunteer duties. This policy covers activities at OHS and GSF. Because of the documentation required by insurance companies, be sure to report any accidents to your supervisor.

Access to Non-Public Areas

In general, entry to non-public areas of all OHS facilities is limited to those persons needing to carry out their duties. Special attention will be paid to certain high security areas (collections storage, workrooms and shops, computer rooms) to ensure that these areas are kept locked when not in use. Unauthorized personnel or unknown individuals observed in or near these areas must be reported to Security immediately. Volunteers and interns without clearance for these areas will only be allowed entry under the supervision of the responsible staff member.

Volunteers are welcome to use the breakroom on the second floor, and kitchen on the 1st floor when taking a break during their shift.

Building Evacuation

OHS has an audible alarm system. We evacuate for every alarm (rain or shine) unless Security announces before an alarm goes off that we do not need to evacuate. When an alarm is activated, all volunteers, employees, and visitors should evacuate the building at the nearest exit and meet in the park blocks near the statue of President Roosevelt on the horse. Once there, check in with your supervisor.

If you are comfortable assisting with the evacuation and your supervisor asks for your help, in general, you should reassure visitors and quickly direct them to the nearest exit. After you leave the building, direct people to the statue of President Roosevelt in the Park Blocks in front of the main entrance. Do not

stop to get your personal belongings. **DO NOT remain in the building and DO NOT return to the building until directed to do so by a member of Security or other authorized staff member in charge. Please remember that your personal safety is first and foremost.**

Code of Ethics

Mission and Policies

Volunteers and interns, like staff members, are asked to understand and support the mission of the institution.

Business Ethics

OHS strives to maintain the highest standards of ethical conduct. All OHS volunteers are expected to do the same. Therefore, your daily activities as an OHS volunteer must be carried out in a manner that is both ethical and legally compliant. To assist you in this process, OHS has developed this policy. The policy's intent is to broadly outline the parameters for ethical behavior. Conflicts with this policy and situations giving rise to potential conflicts of interest must be avoided at all times.

The following standards apply to all OHS volunteers as a consideration of their involvement:

- › Conduct yourself in an ethical manner.
- › Refrain from engaging in conduct constituting a conflict of interest or that otherwise create the appearance of a conflict of interest.
- › Refrain from accepting gifts, cash payments, kickbacks, favors, entertainment, or other improper payments in exchange for actions as an OHS volunteer. Business courtesies including gifts, gratuities, meals, refreshments or entertainment may be acceptable in the normal course of business provided that these courtesies are of nominal value, infrequent, and do not create the appearance of an attempt to influence business decisions.
- › Avoid financial arrangements for personal gain that could influence your decisions or actions on behalf of OHS.
- › Refrain from improperly using or disclosing OHS's confidential or proprietary information during and following your volunteer service at OHS.
- › Comply with applicable local, state and federal laws and regulations.
- › Report violations of this policy to the Volunteer Manager and the Director of Human Resources.

If you have a question or concern regarding this policy, please consult with your supervisor or with the Volunteer Manager.

Solicitation & Sales

In an effort to ensure a productive and harmonious work environment, persons not employed by OHS may not solicit or distribute literature or sell products or services.

Confidentiality

Volunteers and interns with access to personal, personnel or financial records, or other propriety information are required to keep that information confidential unless otherwise directed by their supervisor, the Volunteer Manager, or the Human Resources Manager. Failure to responsibly handle confidential or sensitive information may result in immediate termination of volunteer or internship duties.

Public Trust

The Oregon Historical Society operates in service to the people of Oregon and the general public. Volunteers and interns are expected to honor this public trust and always conduct themselves in a professional manner.

Equal Opportunity

OHS does not discriminate on the basis of race, color, religion, gender (sex), gender identity, national origin, age, sexual orientation, disability, genetic information or any other characteristic protected by law.

Helpful Information

Volunteer Office Contact info

Ally Huffman
Volunteer Manager
503.306.5226
Ally.Huffman@ohs.org

VicNet (Online) Login

Volunteers will have access to their online volunteer profile through VicNet. There, they can view their service records and update contact information. Some volunteers may be able to view their schedule and log hours online as well. The log-in page can be found at www.ohs.org/volunteer.

Website & Social Media Links

- › Website www.ohs.org
- › Digital Collections <https://digitalcollections.ohs.org/>
- › Oregon Encyclopedia <https://oregonencyclopedia.org/>
- › Facebook <https://www.facebook.com/oregonhistory>
- › Twitter <https://twitter.com/orhist>
- › YouTube <https://www.youtube.com/channel/UCeCtHcPsdEys360N-qyPUPA>

- › Pinterest <https://www.pinterest.com/orhist/>
- › Instagram <https://www.instagram.com/oregonhistoricalsociety/>