Your service helps ensure Maymont will remain a Richmond landmark for generations to come. Thank you for your support!

**ABOUT MAYMONT**

Maymont is an American estate, given to all of us by James and Sallie May Dooley, who lived there from 1893 to 1925. They wanted Maymont to be preserved so that new generations could enjoy it as they did. Today, Maymont is a special place where the manmade elegance of art and architecture is surrounded by the natural beauty of plants, animals, waters and paths. Whether strolling through the gardens, touring the mansion, watching river otters play, petting a goat or picnicking on the lawn, Maymont is 100 acres for all to enjoy.

Since 1975, the non-profit Maymont Foundation has been responsible for operation, development and maintenance of the property. Maymont’s annual operating budget exceeds $3 million with only 15% provided by the City of Richmond and the Counties of Henrico, Chesterfield and Hanover. The remaining 85% comes from contributions from individuals, corporations and foundations and from facility rentals, gift shop revenues and special events.

**MAYMONT MISSION**

Maymont Foundation will preserve and celebrate Maymont for the pleasure and education of everyone.

**MAYMONT STAFF CONTACTS**

**Volunteer Coordinator**

The function of the Volunteer Coordinator is to provide a central coordinating point for effective volunteer management within Maymont Foundation and to direct and assist staff and volunteer efforts for more productive services. The Volunteer Coordinator is responsible for planning effective volunteer utilization, for assisting staff in identifying productive and creative volunteer roles, and for tracking and evaluating the contributions of volunteers to the Maymont Foundation.

If at any point a volunteer has questions or suggestions for the volunteer program, he or she may contact the Volunteer Coordinator. Volunteers may also contact the Volunteer Coordinator for documentation of their hours of service.

Volunteer Coordinator: 804-358-7166, ext. 327 or volunteer@maymont.org

**Area Supervisor**

Each volunteer who is accepted to a position at Maymont will have a clearly identified supervisor who is responsible for the direct management of the volunteer. The supervisor shall be responsible for the day-to-day management and guidance of the work of the volunteer and shall be available to the volunteer for consultation and assistance.

Reception: 804-358-7166, ext. 310. Ask for your supervisor by name.
MAYMONT VOLUNTEER RESPONSIBILITIES & POLICIES

Volunteer Orientation

Initial orientations may be conducted on a one-to-one basis between a volunteer and supervisor. Some areas of service require a specific orientation on the purpose and requirements of the accepted position. Volunteers will be invited to periodic general orientations on the nature and purpose of the Maymont Foundation and on the nature and operation of the volunteer program.

Timesheets

Individual volunteers are responsible for the accurate completion and submission of time sheets. Procedures for completion of these records will be described during orientation.

Attendance

Volunteers are expected to follow the schedule agreed upon in conjunction with the Volunteer Coordinator or his or her supervisor. If a volunteer is unable to attend, it is the volunteer’s responsibility to contact his or her supervisor as soon as possible. Volunteers may be encouraged to find a substitute for any upcoming absence. Substitutes may only be recruited from those who are currently enrolled as volunteers with the Maymont Foundation.

If there is inclement weather, volunteers are asked to contact their supervisor to determine whether or not to volunteer, or call the Maymont Foundation inclement weather line at 804-358-7166, ext. 355.

Community Service

If a volunteer is supporting Maymont in order to fulfill school or court appointed community service it is the volunteer’s responsibility to communicate this with the Volunteer Coordinator. The Volunteer Coordinator or Supervisor will complete necessary paperwork and require 3-5 days notice before any paperwork is due.

Maymont is limited as to which court charges we are able to provide community service for, if you have any questions please contact the Volunteer Coordinator.

Dress Code

As a representative of Maymont Foundation, volunteers, like staff, are responsible for presenting a positive image to guests and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Training

Volunteers will be given specific on-the-job training to provide them with the information and skills necessary to fulfill requirements of the position.

Volunteer Termination

The Maymont Foundation accepts the service of all volunteers with the understanding that such service is the sole discretion of the foundation. As with employees, there are two types of Termination:

Voluntary: This is resignation freely made by the volunteer for any reason he or she chooses.
Involuntary: This includes reduction in work force, unsatisfactory performance and volunteer misconduct.

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. Volunteers may request exit interviews with their supervisor or the Volunteer Coordinator.
MAYMONT POLICIES

Representation of Maymont Foundation

Before making any action or statement that may affect or obligate the Maymont Foundation, volunteers should seek prior consultation and approval from appropriate staff. These actions include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Any Maymont volunteer who receives a media inquiry or interview request must refer the inquiry to the Director of Marketing. Only designated Maymont spokespeople are permitted to respond to media inquiries.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, other person, animal, artifact or involved overall foundation business.

Drug Free Environment

The Maymont Foundation has a responsibility to its employees and guests to provide a safe and healthy workplace. Therefore Maymont will not condone the following behavior:

- Use of illicit drugs
- Sale, purchase, transfer, use or possession of illegal drugs or prescription drugs obtained illegally
- Arrival for work or from break periods, including lunch, under the influence of illegal drugs or alcohol

Harrassment-Free Workplace

The Maymont Foundation is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Maymont Foundation prohibits harassment of any employee or volunteer by another employee or volunteer, supervisor or third party for any reason including, but not limited to, age, race, color, physical or mental disability, marital status, veteran status, national origin, religion and/or sex.

Harassment may include: slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes, teasing, sexual advances, requests for sexual favors and other similar verbal or physical contact.

Any volunteer who feels that he or she is a victim of such harassment should immediately report the matter to his/her supervisor or any other director. Maymont Foundation will investigate all such reports as confidentially as possible.

Payment and Gifts

No volunteer shall accept payment for services rendered as part of his or her volunteer service. This includes payment for speaking engagements or for participation in workshops or similar activities.

Safety and Security

Maymont Foundation aims to provide a safe and healthy environment for all volunteers. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment.

1. Be aware of any unknown person who comes into your area not accompanied by a staff member.
2. Never leave your purse, wallet, or other valuable items in your work area, and avoid carrying large sums of money. Keep these items out of sight. To store personal items, see your area supervisor. Maymont Foundation is not responsible for lost or stolen property.
3. Maymont vehicles are to be driven primarily by staff members. Seasoned volunteers are approved for driving inside the estate after a DMV report has been run and a Maymont Vehicle Use Policy has been signed.
Harm or Injury

If a volunteer is injured in the course of the volunteer’s service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an incident report and submit the report to their immediate supervisor, the Administrative Director, or the Volunteer Coordinator. If a volunteer is injured at Maymont they shall be covered under the same guidelines as a guest. Workers compensation is only extended to paid staff. If a volunteer is unable to physically perform the requested tasks, his or her supervisor should be notified.

Emergency Procedures

In case of emergency (including illness, injury or fire), notify your supervisor or a Maymont Public Safety Officer by calling the Public Safety duty phone at 804-564-2372. Give the following information:

• Nature of emergency
• Location within Maymont
• Severity of the situation

MAYMONT VOLUNTEER PRIVILEGES

Volunteer Rights

Volunteers are viewed as a valuable resource to the Maymont Foundation, its staff, guests and clients. Volunteers shall be extended the rights to be given meaningful assignments, to respect and dignity, to effective supervision, and to recognition for work done.

Annual Recognition Event

An annual volunteer recognition event will be held to highlight and reward the contributions of Maymont volunteers. Formal awards will be presented at the event.

Benefits

Although volunteers are not paid for their service to Maymont, their support is an invaluable resource. Specific benefits include free access to the Nature Center, invitations to volunteer appreciation events, and a subscription to the volunteer e-newsletter.
MAYMONT HOURS OF OPERATION

Please note that Maymont's grounds have different hours than its indoor exhibits. You may visit Maymont's outdoor spaces daily, but please see below for various exhibit hours.

Grounds, Wildlife Exhibits and Gardens
Daily, 10am - 5pm
Hampton Street (Mansion and Gardens) and Spottswood Road (Children’s Farm) entrances remain open until 7pm from mid-March through October, weather permitting.

Children’s Farm Barn
Tuesday - Sunday, 12 - 5pm
Self-guided
$4 per person suggested donation

Maymont Mansion
Tuesday - Sunday, 12 - 5pm
Guided tours on the hour and half-hour; last tour begins at 4:30pm.
$5 per person suggested donation
Go to the basement for a self-guided tour of the below stairs exhibit and to sign up for a guided tour of the upper floors. Reservations are required for groups of 10 or more.

Carriage Collection
Tuesday - Sunday, 12 - 5pm
On exhibit at the Carriage House

Visitor Center and Nature Center Exhibits
Tuesday - Sunday, 10am - 5pm
Last entry at 4:45pm

Self-Guided Nature Center Tours:
$3 youth & adults ages 13-59
$2 children ages 4-12 and seniors ages 60+
Free for Maymont members and kids under 4 years old
Reservations are required for groups of 10 or more

Robin’s Nest – Snacks & Souvenirs
Tuesday - Sunday, 10am - 5pm
Located in the Visitor Center

Maymont Foundation Offices
Monday - Friday, 9am - 5pm
Located in the Carriage House

Indoor exhibits are closed on Mondays, Thanksgiving, Christmas Eve, Christmas Day and New Year’s Day. Exhibits are open on some Monday holidays; call 804-358-7166 for information.