



*You make a living by what  
you get. You make a life by  
what you give.”*  
~Winston Churchill

# **GREATER HONESDALE PARTNERSHIP**

## **Volunteer Information Handbook**

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## **Thank you for volunteering with Greater Honesdale Partnership**

With few employees, our organization could not operate without our committed long-term community volunteers. Volunteers play a key role in helping us fulfill our mission. As we grow and develop our operations, it is crucial that we continue to promote a favorable and lasting impression of Greater Honesdale Partnership in the minds of everyone with whom we interact, including merchants, sponsors, media, vendors, other volunteers and the general community. Our volunteers are important to us therefore we ask your help to create a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and processes. We appreciate your service!

### **About the Handbook**

This handbook is designed to introduce you to Greater Honesdale Partnership and to provide a basic overview of the policies and procedures that provide all of us with guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return, we expect you to honor your commitment to Greater Honesdale Partnership by respecting other staff members and performing your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have questions or need any clarification of the information contained in this handbook, please contact Greater Honesdale Partnership at [outreach@visithonesdalepa.com](mailto:outreach@visithonesdalepa.com)

### **Vision Statement**

The greater Honesdale area will exude vibrancy and charm. In an environment which is attractive, accessible, and convenient, people will find their needs well-served by a multitude of services, shops, facilities, and cultural opportunities. Tourists, vacation homeowners, permanent residents, youth, seniors, and the workforce will all feel at home in the greater Honesdale area. The Greater Honesdale Partnership, operating with dedicated volunteers, staff, and financial stability will be ever watchful of this mix of uses.

## History: Wayne County Historical Society

For over 100 years Wayne County Historical Society has been a community-focused, educational organization. It was formed in 1917 by a group of forward-thinking citizens who wisely recognized that Wayne County's history would fast slip away without dedicated volunteers determined to preserve it. The fledgling society had as its mission "to gather all historical facts, books, papers, etc., that apply to past and present history of Wayne County and to provide a suitable place for their preservation." Wayne County Historical Society was incorporated in 1922 and gained federal non-profit status in 1950. The mission of the Wayne County Historical Society has changed little over the years, and it has been characterized by steady forward movement

**\*1923:** The society moved to a portion of its present headquarters, the former office of the Delaware and Hudson Canal Company, built in 1860. Although the D&H was at first reluctant, Homer Greene, local attorney and author, was dispatched to Albany to negotiate, and in August 1923, the membership voted to accept the lease of the space for \$1 a year.

**\*1932:** Again, thanks to the efforts of Homer Greene, the society accepted the offer of the entire building from the D&H Company. The acceptance represented a major commitment to the community and to the future of the society.

**\*1978:** The first expansion of the museum complex was completed in 1978 with the erection of the Menner-Fuller addition. This space now includes an expanded research library, which has grown to become a major regional resource for historical and genealogical researchers. A photo archive of over 9,000 images is searchable by computer, and copies of hundreds of books about local history are available for researchers. A new digital microfilm reader was just added to the library to help read and digitize over 1,000 microfilm reels.

**\*1981:** In response to the threatened demolition of the 1830 Jason Torrey Land Office because of the growth of Wayne Memorial Hospital, the society spearheaded a community effort to move the building from Park Street, Honesdale, to a location next to the main museum at 810 Main Street. The Torrey Building was moved in 1981, put in place on a new foundation and dedicated in 1983. It is one of the oldest standing structures in Honesdale.

**\*1993:** Another addition was built to house the Stourbridge Lion replica, the Eclipse gravity railroad car and other memorabilia of the D&H Canal Co. This permanent exhibit called Movin' Energy continues to be one of the most popular in our main museum. The Stourbridge Lion, the first steam locomotive to operate in the Western Hemisphere, made its initial run in Honesdale on August 8, 1829.

**\*1996:** The Marjorie Smith Gallery was constructed to connect the 1860 D&H Canal Co. building to the Torrey Building. This space includes the Wayne County glass exhibit showcasing examples of glass made in local factories and workrooms, including many examples from Dorflinger Glass Company.

**\*2008:** A state-of-the-art \$750,000 addition was opened at the museum complex. It includes a large climate-controlled area for precious archival items, large exhibit spaces, office, kitchen and workroom, and allowed for an update of computer technology. It is also home to the award-winning Faces in Clay exhibit of local American Indian artifacts featuring the late Dr. Vernon Leslie's vast collection of over 4,600 items collected in the upper Delaware River valley. Also, the Children's History Lab has a special space, offering hands-on exhibits for children of all ages.

**\*2013:** The D&H Canal Park at Lock 31 near Hawley, Pennsylvania, was opened to the public. The 16-acre park now includes two walking trails (The Towpath Trail and the Riverside Trail) and is open to the public from sunrise to sunset every day of the year. Each August a Canal Festival is held on the grounds, a free event featuring canal-era themed vendors, music and refreshments. Plans to move forward with creation of a canal boat pavilion and to restore the interior of the 1820s Daniels Farmhouse, which sits on the park grounds, are on-going. The Wayne County Commissioners have provided support for the development of this park, matching another grant with \$35,000 for the canal boat pavilion in 2017.

**\*Community Education:** Through an agreement with the Wayne County Commissioners, each summer Wayne County Historical Society volunteers organize and run open houses at Bethel School in Berlin Township (built c.1872) and the Old Stone Jail in Honesdale (built in 1856). The Farm Museum is opened and staffed by volunteers each summer during fair week at the Wayne County Fairgrounds. Programs and tours of the main museum are a regular part of the museum's schedule, hosting as many as 150 students in a one-day tour. The main museum is completely handicapped accessible, so persons of all abilities can enjoy it. Arrangements are in place with local agencies so special-needs students can volunteer at the museum during their school-to-work programs, and students also volunteer at the museum as part of their class experiences. Boy Scout and Cub Scout troops are frequent visitors to the museum and Canal Park.

**\*2017 Centennial:** To celebrate its centennial anniversary, the society opened a major new exhibit entitled History of Wayne County in 100 Objects at the main museum in Honesdale. The book to accompany the exhibit, containing the centennial history of the society and a description of each of the 100 objects will also be available. The exhibit will be on display through spring of 2019.

Wayne County Historical Society begins a new century still treasuring the past while looking boldly to the future, with major projects on the agenda. A group of dedicated volunteers and a skilled staff propel the organization forward, in a community that appreciates the role that the society plays, with members and friends and government officials that provide support for the society's projects and dreams for preserving Wayne County's historic past.

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# Volunteer Policies and Procedures

## Attendance and Absenteeism

You are a volunteer staff member and we depend on you to complete your scheduled shifts. We do understand that a certain situation may arise that prevents you from doing so. Please alert the Volunteer Coordinator or Administrative Assistant of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Volunteer Coordinator as soon as possible, preferably 24 hours before your scheduled shift begins. In addition, please maintain your flexibility if we need you to cover for a co-volunteer who needs an emergency absence.

No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of the Greater Honesdale Partnership are diminished. The purpose of this policy is to promote the efficient operation of the Greater Honesdale Partnership and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift. We ask you to take breaks when you need them, just let a staff person know.

## Standard of Appearance

Dress appropriately for your duties. For example, physical work requires clothing that is comfortable and durable. Clothes cannot be torn, grayed, dirty, or reveal any part of the cleavage, midriff or buttocks. Please do not wear a t-shirt with any type or emblem.

## Volunteer Personnel Files

Your personnel file is confidential and consists of written documents retained by the Volunteer Coordinator. The volunteer's personnel file can be only reviewed by the volunteer and the Greater Honesdale Partnership staff members. This file contains basic contact information and records about your volunteer service with the Greater Honesdale Partnership.

## Ending Your Volunteer Service

You may resign from your volunteer service with the organization at any time. We request that you notify the Volunteer Coordinator ideally two weeks prior to your departure and request that you complete the Exit Interview process.

## Age Requirement

All Greater Honesdale Partnership volunteers must be 18 years of age if they are to be considered a staff volunteer. All volunteers 15-17 years of age must have working papers or be presently employed to perform outside landscaping duties which are not considered direct solitary contact with an adult. Volunteers between 15-17 years of age may always need to have a parent/guardian present with them.

## Problem-Solving Procedure

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, the Volunteer Coordinator is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is regarding the Volunteer Coordinator, the President should be contacted.

## Disciplinary Practices

The following guidelines may be used in some instances at the sole discretion of Greater Honesdale Partnership.

Step 1: Verbal warning with documentation in the personnel file

Step 2: Written warning to the individual and copy to personnel file

Step 3: Termination/Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Greater Honesdale Partnership is "at-will".

## **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made including a meeting between the staff and volunteer involved, the Volunteer Coordinator and, if appropriate, the President. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures.

## **Confidentiality Agreement**

Information regarding merchants, sponsors or other volunteers will not be shared outside of the Greater Honesdale Partnership. All information regarding merchants and the downtown Honesdale area will be kept confidential. Items should be not removed from the office of the Greater Honesdale Partnership such as electronic or written records, or copies thereof, without the express permission of the Greater Honesdale Partnership. Volunteers accept full responsibility for maintaining the confidential nature of all records, merchant contacts and information marked confidential.

## **Emergency Evacuation Program**

If the emergency fire alarm system is activated, all volunteers are to evacuate the building by following the procedures below.

- All volunteers should exit the building by way of the nearest exit. There are two exits: the front door of the building and the side door.
- Once outside the building, walk to the train tracks in front of the office. The President or Volunteer Coordinator will ensure that everyone gets out of the building and will give further instructions.

## **Food Handling Safety**

Unless you have a food handling license, you are not permitted to touch food.

## **Smoking**

In response to state and local laws and building codes, smoking is not permitted on the premises. Smoking while volunteering at the Greater Honesdale Partnership events is not permitted please step aside out of the public eye and smoke if needed.

## **Solicitation**

Solicitation by non-staff or staff members for any reason on company property is not allowed.

## **Substance Abuse**

The possession, use, or sale of illegal drugs is never acceptable and is grounds for dismissal.

## **Adults Volunteering with Minors**

Beginning July 1, 2015, all volunteers who have **direct solitary contact** with minors and who are not their parents will be required to obtain Childline and related clearances every 36 months.

Volunteers are required to obtain clearances as follows:

Within 36 months of the date of the most recent clearance;

By July 1, 2016 if the clearance is older than 36 months;

By July 1, 2016 if they were approved as a volunteer before July 1, 2015 and had not received a clearance because they previously were not required to obtain clearances.

All information pertaining to clearances can be obtained at

[www.dhs.state.pa.us/findaform/childabusehistoryclearanceforms/index.htm](http://www.dhs.state.pa.us/findaform/childabusehistoryclearanceforms/index.htm)

**The Greater Honesdale Partnership considers an outside organization which volunteers as a group liable to require their own clearances within their organization and will require copies of such clearances.**

## **The Greater Honesdale Partnership commitment to our volunteers:**

- We are committed to equal opportunity volunteerism.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.
- To provide business experience to college students and adults that can be a resume builder.
- We are committed to providing a fun environment where you meet new people and network for future employment.

# VOLUNTEER HANDBOOK ACKNOWLEDGEMENT & VOLUNTEER MEDICAL WAIVER

## Volunteer Handbook Acknowledgement & Volunteer Medical Waiver

I, the undersigned, state that I am offering my time and efforts to and for the benefit of the Greater Honesdale Partnership (GHP) organization for public benefit and public benefit-oriented events and projects. I do not expect any compensation from GHP, or from any other organization, either affiliated with it generally or affiliated with it for a specific event. I am a volunteer in the strictest sense of the word.

In the event of any injury received while acting on behalf of GHP, I will provide for my own medical expenses and certify that I carry my own insurance for this purpose. If GHP is called upon to answer for or pay any medical expenses I may incur as a result of my efforts on behalf of GHP, intending to be legally obligated, I promise to defend, indemnify and hold GHP harmless.

This agreement does not cover or apply to any injuries intentionally inflicted by employees, officers or agents of GHP, nor does it apply to injuries resulting from willful and wanton conduct of any person at an GHP event.

I, \_\_\_\_\_ have received the Greater Honesdale Partnership (GHP)  
**PRINT NAME**

Handbook and the above Medical Waiver. I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

\_\_\_\_\_  
**VOLUNTEER SIGNATURE**

\_\_\_\_\_  
**DATE**