



WELCOME AND INTRODUCTION

Welcome to the Potomac Association (The Association for the Preservation of the Presidential Yacht Potomac), a unique museum dedicated to “remembering President Franklin D. Roosevelt and his era”. The Potomac is the only memorial dedicated to President Franklin Delano Roosevelt on the West Coast.

We appreciate your interest in the Volunteer Program and welcome your interest, enthusiasm, talents and skills. As a Potomac Association volunteer, you make a very special contribution to the community.

Your objective as a volunteer is to serve our patrons with the kind of support only volunteers can provide. You are giving a gift of your time and talents that is greatly appreciated by the Board of Governors and staff.

The Volunteer Handbook material is intended as an introduction to the volunteer program, providing you with background on the Association, the FDR, and the ship. The Handbook, also, contains general information about our programs, method of operations, policies and procedures.

We hope that your experience as a volunteer will be a rewarding one. Let us know how we can help ensure that it is the kind of volunteer experience you want. We are pleased to have your participation in our volunteer program.

Welcome!

POTOMAC ASSOCIATION OVERVIEW

In the spring of 1981, the former Port of Oakland Executive Director, Walter Abernathy purchased the Potomac, President Franklin D. Roosevelt's beloved "Floating White House" for \$15,000.

The Port of Oakland established the Potomac Association in 1983 as a non-profit educational organization. In the same year, the Port of Oakland and the Potomac Association entered into a formal 25-year agreement. In 1990 the Potomac was designated as a National Historic Landmark. In 1993, at the Port's request, the Association accepted full ownership of the vessel.

Under the terms of an amendment to the original agreement, the Association assumed the financial, legal and operational obligations for the vessel previously held by the Port of Oakland. The Port committed to continue support through 2008 for a variety of expenses, including berthing, vessel utilities and insurance coverage, together with administrative personnel, fiscal services and general operating support.

Over 120,000 people have visited and sailed aboard the Potomac since it opened to the public on April 12, 1995. Over 12 years of work and \$5 million has been spent to restore the 165 foot vessel as the centerpiece of our association, dedicated to remembering Franklin D. Roosevelt and his era.

POTOMAC ASSOCIATION STATEMENT OF PURPOSE

The specific purpose of the Potomac Association is to organize, direct and sustain the community effort necessary to restore, operate and preserve the Presidential Yacht Potomac, a historic vessel of national significance, in order to provide continual educational opportunities for members of the public ¹.

The educational programs of the Potomac Association will primarily focus on Franklin D. Roosevelt and his era, utilizing to the best advantage President Roosevelt's yacht Potomac. Emphasis will be placed on the leadership of President Roosevelt in the economic recovery from the Depression, the development of historic social legislation and the Allied victory in World War II.

In support of our purpose, the Potomac Association offers cruise opportunities to elementary school groups from the San Francisco Bay area.

¹ From Articles of Incorporation, 1983

POTOMAC ASSOCIATION VOLUNTEER PROGRAM POLICIES AND PROCEDURES

Definition of a Volunteer:

A volunteer is an individual who contributes their time in order to assist the Potomac in any capacity. Volunteers include community or corporate volunteer program participants, individuals, and school interns working for credit at an accredited educational institution.

Definition of a Docent:

A volunteer who has demonstrated they have enough knowledge to lead a guided tour on the Potomac. This includes basic knowledge of the FDR era and of the ship itself.

Equal Opportunity Policy:

In all areas of volunteerism, the Potomac Association extends opportunity and treatment to all volunteers and applicants regardless of race, color, sex, age, religion, sexual orientation, national origin or disability. The assignment or discharge of volunteers is based on qualifications and competence. The Potomac Association is committed to equality and nondiscrimination. It is the responsibility of each volunteer to contribute to a productive harassment free work environment.

Sexual Harassment Policy:

Sexual harassment infringes on a volunteer's right to a comfortable work environment, and is a form of misconduct that undermines integrity of the volunteer relationship. No volunteer should be subject to unsolicited or unwelcome sexual overtures or conduct, either verbal or physical.

This policy of prohibiting sexual harassment is also inclusive of volunteers towards the general public, staff, crew and Association members. It is understood that all volunteers represent the Potomac Association and its policies while on duty whether at the Association office, on board the vessel, at a Port-of-Call, or any other event involving the Association's participation.

Any person guilty of sexual harassment will be dismissed.

Politics and Political Opinions:

We respect everyone's right to their political opinions. However, at the Potomac Association, political conversation and opinions are appropriate only in reference to the FDR era and end at 1945.

Dress Code:

- No jeans
- No shorts
- No sleeveless tops

VOLUNTEER PROGRAM

GOALS:

- 1) Attract individuals from the community to volunteer positions within the Association.
- 2) To offer volunteers important, meaningful opportunities to perpetuate an understanding and appreciation of President Franklin D. Roosevelt, his era, and his ship; the USS Potomac.
- 3) To offer volunteers important, meaningful and satisfying work that matches their interest, skills, talents, and time availability.
- 4) Promote a mutually productive work relationship between volunteers and employed staff.
- 5) Value and recognize the contribution of each volunteer.

VOLUNTEER ORIENTATION / TRAINING

Initial Orientation:

Each new volunteer must attend a three to four-hour orientation and training session. On completion of this session, you are required to shadow at least 2 dockside docents on the scheduled dockside tour days open to the public. More than 2 shadows may be performed and are encouraged until you feel comfortable leading your first tour. The first tour you lead will be shadowed by an experienced docent who will observe / comment on your knowledge & delivery.

Ongoing Training:

From time to time, all docents may be required to attend refresher or update sessions. These sessions may include updated information about the cruises including any policy changes. At this meeting, docents have the opportunity to ask the crew's training officer and/or one of the ship's captains any questions they may have about the vessel's operation or emergency information. Docents take a tour of the vessel from a safety prospective. The crew's training officer or the volunteer training coordination will point out life jackets and fire extinguishers in each location and discuss the docent's and crewmember's roles in an emergency.

VOLUNTEER TIME OBLIGATION

We are requesting of you a donation of a minimum of 8 hours per month of your time. We understand that many circumstances arise that will no allow you to do this every month, but we hope you will find our cause significant enough and worthy of an average of 8 hours per month of your time.

Volunteer / Docent Opportunities

Dockside Tours:

Greet guests, show the video, and conduct the tours.

Student Cruises:

Typically 8 to 10 docents are needed to work 1 hour student cruises during April/May and September/October. The student groups are generally Grade 5 through 12. Students are taken on a brief tour of the Potomac during the first 30 minutes of the cruise.

School groups incur a nominal charge.

NOTE: Educating school aged students from the Bay Area is THE primary mission of the Potomac Association. It is important that you volunteer for these student cruises as often as possible.

History and Special Cruises:

All volunteers are required to perform as dockside docents before they sign up for cruises. During cruises you will perform your assigned duties for that cruise and engage with the guests. Provide docent tours during the cruise as requested.

Narrators:

Docents may train to become narrators for History cruises. Narration covers the impact FDR made on the San Francisco Bay, history of historical sites seen during the cruise, various kinds of vessels, history of the estuary and the bay, Port of Oakland shipping facilities, significant safety regulations, and what to do in an emergency.

Speakers Bureau:

Upon request, speakers are made available to speak to schools, social organizations, and other community groups such as Rotary Clubs and Senior Centers. All speakers are required to be docents first. You may shadow another docent / speaker and in turn you may be shadowed at your first speaking engagement.

Office Activities:

Office volunteers perform various functions including answering the phone, taking reservations, coordinating trainers and speakers, copying, filing, and other duties as requested.

Maintenance Volunteer:

Maintenance volunteers generally work on Mondays and Tuesdays. They perform maintenance tasks as directed by the maintenance coordinator present when they arrive.

Crew Member:

Crew members are US Coast Guard certified personnel for the required positions while underway. Many crew members are maintenance volunteers, also.

DOCENT TASKS

Dockside Desk Docents Duties:

1. Open / close the ship, as required.
2. Put "sandwich-board" sign out and return inside at end of day.
3. Sell tickets and merchandise.
4. Answer phones and perform other tasks, as requested, such as: folding brochures or stuffing envelopes.
5. Take cruise reservations and provide cruise information.
6. Return all keys you may have used to the key drawer in the desk in the Visitor's Center.

Lead Dockside Docent Duties:

1. Open ship/close the ship or assign another volunteer.
2. Report any unsafe or damaged items to the Executive Director.
3. Determine how your group tours will be handled (will half watch the video and half take a tour of the ship).
4. Determine who will be the greeter for group tours.
5. Do a walk through of the vessel, checking to see that she is clean, the furniture is in the appropriate positions, and that the ship is properly closed.
6. At the end of the day, complete a Log Sheet that accounts for monies that came in that day and merchandise sold.

Cruise Docents Duties:

NOTE: Docents are expected to have completed their dockside shadowing and "soloed: on their own dockside tour prior to signing up as a docent on cruises.

The cruise docent's main responsibility is the safety and enjoyment of our guests. The docents represent the Potomac Association whereas the crew is responsible for the operation and safety of the ship. In the case of an emergency, the crew tends to the emergency while the docents provide "crowd control" at the direction of the crew. **DOCENTS DO NOT PROVIDE ANY MEDICAL ASSISTANCE OR MEDICAL ADVICE.**

When docking and undocking, some of the docents are assigned specific departure and arrival stations on the starboard side (or occasionally the port side) of the ship. Their purpose is to keep all quests away from the Hawsers (large ropes) which tie the ship to the docks. These ropes are under severe tension and can snap doing major bodily harm to anyone in the vicinity. Do not allow anyone (except crew) on the starboard side of the ship from the bow to the fantail.

Prior to each cruise, the docent assignment coordinator makes docent assignments and emails the assignment sheet to the scheduled docents. An assignment sheet is also generally posted in the President's galley the day of the cruise.

A lead docent is assigned for each cruise to coordinate tasks and provide guidance, as necessary, to the docents:

- All docents are expected to arrive at least 1.5 hours before cruise time.
- The cruise tasks assigned will vary from cruise to cruise.
- Multiple tasks may be assigned to a docent.
- All docents are expected to perform any assigned task.
- If you have reason to believe that you can not perform a task, bring this to attention of the lead docent for the cruise. He/She can make adjustments to the assignments.

The lead docent generally conducts a docent meeting on the fantail 45 minutes prior to cruise time to share any last minute changes and provide additional information specific to the cruise.

The following is a sample list of tasks that are assigned. Additional tasks will be assigned based on the specific type of cruise:

1. Make coffee prior to cruise time and maintain coffee while underway.
 - For this assignment, you should arrive 2 hours prior to cruise time to ensure the coffee is prepared and setup for our guests prior to cruise time.
2. Setup, maintain, and put away the water service on the fantail.
3. Set up the onboard gift shop and manage it while underway. The dining saloon table is generally where the gift shop is set up.
 - Take the gift shop money box and wireless credit card machine to the ship from the office and return them at the end of the cruise.
 - Put out a sample of each merchandise item on the table. At the end of the cruise, return all unsold merchandise to the location where you got it.
4. "Will Call"; receive our guests at the desk in the visitor's center and distribute "will call" tickets. Collect monies due and sell tickets, as needed.
5. Greet guests in the Visitor's Center and show the video prior to cruise time.

6. Provide guest assistance, as needed, at boarding time.
7. Board the guests.
8. Go to assigned departure and arrival stations, 5 mins. before guest boarding time, keeping guests away from the line handlers.
9. During the cruise, docents are assigned various stations such as the Boat Deck, Bow, Crew's Quarters, Fantail, President's Stateroom, Guest Quarters, and Pilot House Area to assist guests and answer questions.

After the cruises, docents are expected to take items back to the office that were taken onboard prior to the cruise (Coffee airpots and donation boxes), assist the crew with putting away folding chairs, and pick up cups/glasses before departing for home.

Lead Cruise Docent Duties:

1. Arrive 2 hours prior to the cruise.
2. Conduct a pre-cruise docent meeting on the fantail 45 mins. prior to cruise time.
3. Provide an accurate count of docents to the lead crew AB prior to the cruise.
4. Ensure that each volunteer knows their assignment and carries it out.
5. Throughout the cruise walk the vessel checking to make sure beds are straight and no one is sitting on them, furniture remains in appropriate rooms and positions. Periodically let the Narrator know how he/she is sounding over the PA system. Check that Docents are covering all areas and assisting guests.
6. When the ship is getting underway and coming in, make sure that docents are covering all departure and arrival stations to prevent guests from getting in the crew's way.
7. At the end of the cruise, do a final walk through making sure the vessel is now ready for tours.
8. Thank your fellow docents for their day's work.
9. Ensure that the gift shop money box, donation boxes, and rinsed out coffee airpots were returned to the office.

GENERAL VOLUNTEER INFORMATION

Docent Scheduling:

The Potomac Association uses the online tool SignUp.com for docent scheduling. In general:

- A docent coordinator enters all docent / volunteer opportunities into the SignUp.com online application.
- A personal email is sent to each docent / volunteer by the SignUp application or the docent coordinator.
- The emails provide a brief reason for the docent request and a link for you to go online and view all the events / cruises that need you to sign on for.
 - No logins or passwords are required.
- You assign yourself to the events / cruises you are available and logoff.
 - Should something come up unexpectedly, you can use the same link(s) to remove yourself from an assignment.
- You will receive reminder emails, generally 2 days prior, for each event / cruise you assign yourself to.

Attendance:

Punctuality is important in any organization. However, it is extremely important here at the Potomac due to groups of visitors scheduling themselves for cruises and tours. It is our goal to provide great service to our guests; this includes having enough docents on hand to lead tours.

Time Recording:

A binder with time recording sheets is located on the front desk in the Visitor's Center and in the Commanding Officer's statement in the ship. On your scheduled workday, sign-in and out and log your hours. A monthly hour's report is posted on the volunteer bulletin board for your review. If you do any work outside of the office, such as at other locations or at home, be sure to add that time to the binder the next time you are in the Visitor's Center.

Time recording is necessary for organizational reporting and will be used for any volunteer recognition programs that may be in place.

Resignation:

We understand that your interest or personal circumstances may change over time and deeply appreciate the time you share with us. Volunteers may resign from service at anytime by submitting a short letter of resignation to the Program Coordinator.

Leave of Absence:

A leave of absence will be granted to any volunteer at their request. Upon their return, depending on the length of the leave, a refresher training session may be required.

Volunteer Recognition:

The Potomac Association values the contributions made by its volunteers. To show our appreciation, a special volunteer event will be scheduled each year to honor the volunteers and crew. Also, each volunteer is eligible to receive a complimentary ticket for a 2 hour history cruise for each 25 hours of volunteer service during the prior, rolling 18 months. These tickets may be used by the docent or docent's family and friends.

Address and Telephone Updates:

Report any changes in your address or telephone number to the Docent Coordinator immediately.

Badges:

Once you have successfully completed your orientation / training and are leading tours, a formal name badge will be ordered. Either Potomac logoed wearing apparel with your name on it or the name badge are required to be worn when working at the Potomac. Notify the docent coordinator if a new badge is needed.

Parking:

Parking is available in the Washington Street garage. The current fee is about \$15 for 12 hours. There are 2 hour and 4 hour street parking areas within walking distance. These same parking areas are generally unlimited on Sundays and holiday, but read the signs in these areas to make sure.

Purses and Coats:

Sorry, we do not have any lockers for purses. There is a volunteer's shelf in the supply room for purses and a coat rack for your coats. If you are scheduled for a cruise, ask an experienced docent where your personal items might be stored. The association is not responsible for losses resulting from theft of property while you are away from your work area.

Library:

Volunteers are welcome to borrow books, video and audiotapes from the library. All borrowed items are due back in 30 days. Please use the sign-out book at the library area when borrowing library items.

SAFETY ON THE POTOMAC

RULES AND INFORMATION WHEN ABOARD THE POTOMAC

1. No smoking or vaping is permitted while on board the vessel at any time.
2. Onboard public restrooms are located under the Pilot House on the main deck.
3. Docent led tours are available during cruises by Potomac Association volunteers trained in the history of the vessel and its use by President Roosevelt. Look for volunteers wearing their blue (docent) badges or logoed apparel.

PERSONAL SAFETY PRECAUTIONS

1. Children must be closely watched by parents to avoid injury.
2. Young / small children will be offered life vests.
3. No one without shoes will be permitted aboard.
4. Individuals wearing high-heeled or platform shoes may be refused boarding. Moving about the ship requires climbing ladders and stepping over raised doorways while the ship is rocking and rolling.
5. Playing and running aboard the vessel are not permitted.

NOTICE FOR MOBILITY IMPAIRED INDIVIDUALS

The Potomac is an historically restored steel vessel and does not fully comply with the facility access standards of the Americans with Disabilities Act (ADA). Wheel chairs cannot enter the restrooms or go below / above the main deck.

Potomac crew or docents are not allowed to provide physical assistance to mobility impaired individuals or wheelchairs when boarding or disembarking from the vessel. Mobility impaired individuals may be boarded first and taken off last.

The elevator is not available for use by any guests.

QUICK REFERENCE TO EMERGENCY PROCEDURES

IN ALL EMERGENCIES REMAIN CALM AND DO NOT PANIC!

MEDICAL:

Report any emergency or injury to the office staff or a crewmember. Stay with the injured party until help arrives. Remain calm; the injured party is looking to you for support. **DO NOT ATTEMPT TO PROVIDE FIRST AID OR MEDICAL ADVICE. ONLY CREW MEMBERS OR EMTS CAN PROVIDE MEDICAL ASSISTANCE.**

Earthquake:

If you are in the **Visitors Center** during an earthquake, remain in the building. Take shelter under a sturdy desk or table. Keep clear of overhead fixtures, glass and windows. When tremors cease, quickly check around for injured persons or fire. Unless there is a serious medical emergency or fire, do not use the phone. Evacuate the premises only if instructed by Building Management or emergency Personnel.

If you are **On the Vessel**, follow the Captain's and Lead Deckhand's instructions. Stay clear of overhead fixtures.

If you are conducting a dockside tour, remain on the vessel. Do not attempt to disembark until you are sure the quake is over and the water has calmed down. Remain calm; remember your group is looking to you for guidance and assistance.

Fire:

Call 911, calmly explain the fire emergency and evacuate the building.