

REVISED AND RESTATED

POLICIES AND PROCEDURES

OF

THE DOCENT ASSOCIATION OF

THE MISSION INN FOUNDATION AND MUSEUM

as AMENDED on May 14, 2012

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I. PURPOSE

- a. This document sets forth the policies and procedures of the Docent Association. It is intended to relate to and supplement the INN-laws (by-laws) of the Docent Association of the Mission Inn Foundation and Museum, as amended and restated on May 12, 2009, and approved by the Mission Inn Foundation Board of Trustees on June 18, 2009, and as that document may thereafter be amended.
- b. Docents are expected to conform to these policies and procedures. Failure to do so may result in termination from the Docent Association.
- c. The Docent Association's policies and procedures are established by the Docent Council, which is responsible for administering and enforcing them, in consultation with the Mission Inn Foundation Executive Director and/or his/her designee, as appropriate.

II. MEMBERSHIP

a. MIF Dues

- 1 All docents are required to maintain current membership in the Mission Inn Foundation (MIF).
- 2 MIF dues are payable in an amount specified by the Foundation and are due annually, on or before June 1st.
- 3 Failure to pay MIF dues on a timely basis may result in termination from the Docent Association.

b. Docent-in-Training (DIT)

- 1 To be eligible to be a docent of the Mission Inn Foundation, a person must be at least 21 years of age, capable of walking the tour route including negotiating flights of stairs and ramps, able to communicate effectively with small groups of people and desire to lead tours on a regular basis.
- 2 An eligible individual wishing to become a docent of the Mission Inn Foundation must submit a written application [see Appendix A] to the Chairperson of the Recruitment Committee.
- 3 The Recruitment Committee, in consultation with the MIF Executive Director and/or his/her designee, is responsible for recruiting, screening and approving candidates for the docent training program.
- 4 A member of the Recruitment Committee is to contact each prospective DIT to ascertain his/her interest in becoming a docent, to send written materials about the program and/or to schedule a personal interview, where appropriate.

- 5 Each DIT candidate is to be fully apprised by a member of the Recruitment Committee of the basic requirements of the docent program, including:
 - i the physical capability to conduct a group of up to 15 people around and throughout the premises of the Mission Inn, including negotiating steps and stairways;
 - ii the ability to communicate historically accurate information to tour guests in an interesting and intelligible fashion;
 - iii successful completion of the entire training course, including compliance with all specified graduation requirements;
 - iv an actual desire to *lead* tours;
 - v willingness to make a two (2) year commitment to schedule an average of four (4) tours per month, for a total of 48 tours annually, of which at least 50% (or a minimum of 24) must be leads; and, after the first two years, to commit to a minimum of 18 tours per year, of which at least 50% (or a minimum of 9) must be leads; and,
 - vi payment of annual membership dues to the Mission Inn Foundation.
- 6 It is the responsibility of the Recruitment Committee, based upon the written application and a personal oral interview of the prospective DIT, to assess the commitment and qualifications of each candidate to be a docent.
- 7 The advice and recommendations of the Mentor Committee and/or the Docent Training Coordinator may be taken into consideration in this process. However, the final decision as to the appropriateness of any applicant resides exclusively with the Recruitment Committee.
- 8 Only a candidate who has expressed his/her willingness to fulfill all the requirements of the docent program and who has demonstrated the potential to be a positive representative of the Mission Inn Foundation to tour guests and the local community, is to be referred to the Docent Training Coordinator for enrollment in the DIT program.
- 9 A candidate whose capabilities, commitment and/or qualifications do not meet the standard requirements of the docent program is to be notified by the Chairperson of the Recruitment Committee that he/she will not be enrolled in the DIT training course.

c. DIT Graduation Requirements:

- 1 Requirements for graduation from the Docent Training Program are established by the Docent Council in consultation with the MIF Executive Director and/or his/her designee.
- 2 Such requirement may be changed from time to time by majority vote of the Docent Council and concurrence of the MIF Executive Director.
- 3 At the conclusion of the annual training program, the Chairperson of the Mentor Committee and the MIF Training Coordinator assess the compliance of each individual DIT with established graduation criteria.

- 4 Only a DIT who is certified as having met all established training requirements is eligible to graduate and to receive a docent badge.

d. Change in Membership Status

- 1 To change a docent's membership status, a majority vote of the Docent Council -- either on its own initiative or upon recommendation of the Roster Committee, the Peer Review Committee, the Mentor Committee and/or the MIF Executive Director and/or his/her designee -- is required.
 - i Active to Inactive Status:
 - (1) Inactive status is appropriate where a docent is unable to fulfill his/her requisite number of tours based upon a *temporary* disability or intervening personal circumstance.
 - (2) In such a case, a docent must submit a written application [see Appendix B] to the Docent Council outlining his/her situation and estimating the length of time before he/she will be able to resume active participation.
 - (3) Where inactive status is granted, it will be reviewed at least annually by the Roster Committee as to the continuing appropriateness of the status.
 - (a) Where a docent is still unable to return to active status, the committee may recommend retired status (if the docent otherwise meets eligibility requirements), termination from the Docent Association or, in exceptional cases, docent emeritus status.
 - (b) Extension of inactive status beyond the one year limitation is appropriate only in extraordinary circumstances and requires a majority vote of the Docent Council upon recommendation of the Roster Committee.
 - ii Active or Inactive Status to Docent Emeritus:
 - (1) Docent Emeritus is an honorary position, in recognition not only of length of service (generally, a minimum of ten [10] years), but of important contributions made to the Mission Inn Foundation and the Docent Association above and beyond conducting tours. The following areas of participation may be considered in assessing the appropriateness of Emeritus status:
 - (a) Service on the Docent Council;
 - (b) Service on Docent Association Committees;
 - (c) Scholarly activities, including historical research and/or the publication of articles, books and/or papers, relevant to the Mission Inn;
 - (d) Participation in the annual training program for prospective docents/DITs by developing course materials, presenting

- lectures and/or otherwise sharing important/relevant knowledge and experience;
- (e) Representation of the Mission Inn Foundation Docent Association at/on community forums, commissions and/or other public venues; and,
 - (f) Unique contributions to the growth, development and maintenance of the Mission Inn Foundation Docent Association.
- (2) A docent may be nominated for emeritus status by the Roster Committee, by any member of the Docent Council and/or by the MIF Executive Director and/or his/her designee.
 - (3) A docent may also apply for this status by submitting to the Docent Council a written application [see Appendix C] setting forth his/her contributions to the Docent Association and/or Mission Inn Foundation, length of service as a docent and reason for requesting this status.
 - (4) Nominations and/or applications for Docent Emeritus are referred to the Docent Council for consideration. Awarding of emeritus status requires a majority vote of the Council at a regularly scheduled meeting.
 - (5) Docent Emeritus recipients will be honored at either the annual volunteer recognition event in April/May or the docent holiday event in December.
 - (6) Names of emeritus docents are to be added to the Docent Emeritus plaque located in the Mission Inn Museum and each emeritus docent is to receive a special Docent Emeritus name badge.
- iii Reinstatement to Active Status:
- (1) A docent on inactive status or who has retired wishing to resume active status must submit a written application [see Appendix D] to the Docent Council.
 - (2) Similarly, a docent who has resigned while in good standing from the Docent Association wishing to return to the Association must submit a written application [see Appendix D] to the Docent Council.
 - (3) The application for reinstatement is then forwarded to the Peer Review Committee for evaluation. If reinstatement is recommended, the committee must specify the conditions of reinstatement, including what training, mentoring and/or other activities are necessary. This may be done in consultation with the MIF Executive Director and/or his/her designee.
 - (4) The Docent Council, after reviewing the recommendations of the Peer Review Committee, will determine, by majority vote, whether reinstatement is appropriate and, if so, what course of training, mentoring and/or other activities is required.
 - (5) Upon successful completion of all of the conditions of reinstatement, and compliance with the other requirements of active docent status, including payment of MIF membership dues, the applicant will be reinstated to active docent status.

- iv Active or Inactive Status to Retired Status:
 - (1) Retired status is appropriate for a docent who is unable to fulfill his/her requisite number of tours on a permanent basis, and who has completed five (5) years or more of service in good standing.
 - (2) In such a case, a docent must submit a written application [see Appendix K] to the Docent Council requesting this status.
 - (3) The application for retired status is then forwarded to the Roster Committee for review and determination as to length of service and compliance with the other eligibility requirements for the status. This may be done in consultation with the MIF Executive Director and/or his/her designee.
 - (4) The application with the Roster Committee's determination and recommendation is then referred back to the Docent Council for vote.

- 2 Any action that results in the change of a docent's status is to be immediately reported to the Roster Committee and to the MIF Executive Director and/or his/her designee.

e. Disciplinary Action

- 1 As a representative of the Mission Inn Foundation and Museum, a docent is expected to conduct him/herself in a professional and respectful manner at all times.
- 2 Any conduct which jeopardizes the well-being of tour guests, the Docent Association, the Mission Inn Foundation and Museum, and/or the Historic Mission Inn Hotel and Spa's owners, management and/or guests may subject a docent to disciplinary action.
- 3 Disciplinary action may include:
 - i referral to the Docent Council;
 - ii referral to the Peer Review Committee, the Mentor Committee and/or the Docent Training Coordinator for remedial assistance; and/or
 - iii suspension.
- 4 The MIF Executive Director and/or his/her designee is responsible for handling disciplinary matters.
- 5 Any action that results in the change of a docent's status is to be immediately reported to the Roster Committee and to the Docent Council.

f. Termination from the Docent Association

- 1 A docent may be terminated from the Docent Association by:
 - i a majority vote of the Docent Council upon its own initiative or upon recommendation of the Roster, Peer Review or Mentor Committees; or,
 - ii by action of the MIF Executive Director.

- 2 When a docent is terminated, the Docent Council and/or the MIF Executive Director and/or his/her designee is to take the following actions:
 - i send a letter to the individual notifying him/her that he/she is no longer a member of the Docent Association;
 - ii instruct the Roster Committee to remove the individual's name from the official Docent Roster; and,
 - iii direct MIF staff to remove the individual's name from all docent mailing lists.
- 3 Any action that results in the change of a docent's status is to be immediately reported to the Roster Committee, and to the MIF Executive Director and/or his/her designee or the Docent Council, as appropriate.

III. TOURS

a. Scheduling

- 1 It is the responsibility of each docent to schedule themselves for the requisite number of tours each month.
 - i Docents are strongly encouraged to schedule themselves using the on-line scheduling system. If they are unable or unwilling to use the system docents may schedule themselves by contacting the schedule coordinator.
 - ii Docents should have their schedule for any particular month set by the 15th of the prior month.
 - iii Docents can schedule themselves several months in advance, within the limits of the scheduling window of the on-line system. They should do this only to the extent they can predict their personal schedule, to minimize the amount of the rescheduling required.
- 2 Docents should schedule themselves to alternate between leading and assisting tours and should be prepared to take either role.
- 3 Should a compelling need arise necessitating a docent to cancel his/her tour in advance, that docent is required to ensure a substitute docent is found to cover the scheduled tour. The preferred method to do so is to request a substitute using the on-line scheduling system. If a substitute is not found using the on-line system the docent may be required to contact other docents to secure a substitute.
 - i If a docent does not use the on-line system they must notify the schedule coordinator of their need to find a substitute. The coordinator may be able to assist, but the docent is still responsible for finding a substitute docent.
- 4 If, within 48 hours of a scheduled tour, an **emergency** situation should arise ~~which~~ that requires the docent's immediate attention, that docent should directly contact the docent schedule coordinator. If they are unable to talk with the coordinator they should call the Mission Inn Museum and talk with a member of the staff, or leave a message, notifying them of the need to cancel the tour assignment. If possible, the docent should also request a substitute in the on-line system

b. Rules

- 1 Each tour is to be accompanied by two docents, a lead and an assistant, whenever possible. The lead docent is in charge of the tour and has the speaking role. The assisting docent is responsible for such duties as unlocking/locking doors, turning on/off lights, escorting tour guests requesting use of the elevator, seeing that walkways are not blocked, rounding up stragglers, handling any other problems that may arise, and gathering tour guests' badges at the end of the tour.
- 2 Both the lead and the assisting docent are to arrive at the Museum no later than 30 minutes *before* the tour is scheduled to depart.
- 3 If there are no tour guests, the lead docent is to remain at the Museum at least until 15 minutes after the scheduled tour time in case of late arrivals or until released by Museum staff; the assisting docent may be excused at the discretion of Museum staff.
- 4 If there are only a few tour guests and an assistant is not deemed necessary by Museum staff, the assisting docent is to remain at the Museum at least until 15 minutes after the scheduled tour time in case of late arrivals or until released by Museum staff.
- 5 Docents must adhere to the prescribed tour route.
 - i Do **not** take a tour group to locations other than those listed on the tour sheet.
 - ii Do **not** enter a room marked on the tour sheet as "closed", even if it appears unoccupied.
 - iii Do **not** enter a room that is in fact occupied, even if marked "open" on the tour sheet.
 - iv Do **not** enter any room or area – regardless of room availability as listed on the tour sheet – when asked/directed by any hotel staff person to avoid that specific hotel location. Any such request should be reported to the Museum staff and to the MIF via a Comment Card [see Appendix E] at the conclusion of the tour. Requests by hotel personnel take precedence over information on the tour route sheet.
- 6 The tour is not to exceed the prescribed tour time limits:
 - i 75 minutes (1 hour and 15 minutes) for regular tours.
 - ii 60 minutes (1 hour) for school tours.
 - iii 60 minutes (1 hour) for "Under the Stars" evening tours.

c. Dress:

- 1 As a representative of the Mission Inn Foundation and Museum, a docent is expected to dress in professional business attire. Guidelines for appropriate dress are as follows:
 - 2
 - 3 Dress code for women: Proper attire for women includes dresses, skirts with blouses, full-length dress slacks with blouses, or a suit. Mini skirts, shorts and jeans are never acceptable. For safety reasons, high heels are not recommended.

- 4 Dress code for men: Proper attire for men includes long dress pants, dress-shirt and tie. A jacket or suit is recommended. Jeans and shorts are never acceptable. During the hot summer months, jackets are optional.
- 5 Dress code for all: This dress code applies to all tours, including school tours. The Mission Inn Museum name badge must be worn. Tennis shoes and flip-flop type sandals are never acceptable. In case of rain, raingear is permitted.
- 6 Period Costumes: Costumes representing any of the Mission Inn's historic personages must be authentic as to the time period and approved in advance by the Docent Council.

d. Personal/Private Tours

- 1 If a docent wishes to give a tour to his/her friends and/or family, prior arrangements must be made with the Foundation's Docent Coordinator with respect to:
 - i date and time of the proposed tour;
 - ii number of guests;
 - iii procedures for picking up and returning hotel keys; and,
 - iv form of payment.
- 2 To be eligible to conduct a personal/private tour, a docent must be:
 - i an active docent *leading* tours on a regular basis; or
 - ii a docent emeritus.
- 3 If a docent is authorized by the Docent Coordinator to conduct a personal/private tour, that docent is responsible for insuring that:
 - i the tour stays on the prescribed tour route; and
 - ii his/her guests abide by standard tour rules.

e. Gratuities:

- 1 Gratuities shall not be solicited. Any unsolicited gratuities given a docent are to be deposited in the donation box at the Mission Inn Museum.

f. Comment Card

- 1 The Comment Card [see Appendix E] is the mechanism to be used by docents and staff of the Mission Inn Museum to report/document both positive occurrences and/or negative issues, as well as to submit suggestions pertaining to docents, the tour route and/or the hotel premises.
- 2 It is the responsibility of the Museum staff to see that each and every Comment Card is forwarded to the MIF Executive Director and/or his/her designee.

- 3 The MIF Executive Director and/or his/her designee will review the Comment Card and take whatever action is deemed appropriate, including:
 - i contact with the docent(s);
 - ii contact with hotel service/operations personnel;
 - iii referral to an appropriate Docent Association committee; and/or
 - iv referral to the Docent Council.

v

IV. DOCENT COUNCIL NOMINATIONS AND ELECTIONS

a. Docent Council Openings

- 1 The Docent Council, in executive session, elects new Council members and new Council officers at its March meeting for the next term commencing on July 1st.
- 2 In January, the *INNsider* publishes an invitation to all active docents and to docents emeritus to apply for openings on the Docent Council.
- 3 To be eligible to serve on the Docent Council, a docent must have at least one year of experience as a docent of the Mission Inn Foundation and be in good standing.
- 4 Docents interested in serving on the Docent Council must complete a written application form [see Appendix F] and submit it to the Nominating Committee and/or MIF Executive Director and/or his/her designee by the end of January.
- 5 In February, the Nominating Committee contacts all applicants to confirm their commitment to serve on the Council. Should there be an insufficient number of applicants to fill all open Council positions, the committee may actively solicit/recruit additional applicants.
- 6 The Nominating Committee prepares a ballot with the applicants' names listed alphabetically.
- 7 At the March Docent Council meeting, in executive session, the Nominating Committee presents the applications to the Council for review, and the ballots for voting. Election results will be announced at that meeting.
- 8 After the election, the Chairperson of the Nominating Committee contacts each applicant to inform him/her of the outcome of the election.
- 9 The Chairperson of the Docent Council sends a congratulatory letter to each successful applicant, stating the dates of his/her term of office and extending an invitation to attend the Council's June meeting.
- 10 The Chairperson of the Docent Council also sends a letter to each applicant not elected, thanking him/her for his/her interest in serving on the Council.

- 11 In the event of a vacancy on the Docent Council during the ensuing council term, applicants who were not elected at the March meeting may be contacted as to their availability and willingness to fill the un-expired term. The Nominating Committee, as appropriate, may solicit/recruit additional applicants. The names of the applicants seeking to fill the un-expired term will then be presented to the Docent Council for vote.

b. Docent Council Members

- 1 Attendance at each regularly scheduled monthly meeting of the Docent Council is required of each Council member.
 - i Anticipated necessary absences must be discussed with the Chairperson in advance of the meeting to be missed.
 - ii In the event a Docent Council member is absent without the prior concurrence of the Council Chairperson on three (3) separate occasions, that member may be removed from his position on the Council and the remainder of his/her term filled in accordance with the provisions of *Section IV. a. ix.* above.
- 2 Docent Council members are expected to be active members of at least one of the Docent Association Standing Committees and to serve as Chairperson of such a committee at the request of the Chairperson of the Docent Council.

c. Docent Council Officers

- 1 In February, the Nominating Committee meets to develop a proposed slate of Council officers for the next Council term. The committee solicits input and recommendations from other Docent Council members. The proposed nominees are contacted to ascertain/confirm their willingness to serve.
- 2 The Nominating Committee prepares a ballot listing the proposed slate of officers.
- 3 At the March Docent Council Meeting, in executive session, the Nominating Committee presents the proposed slate of officers. Additional nominations may be made from the floor and added to the ballot. Council members vote, ballots are counted and election results announced at that meeting.
- 4 In the event the Chairperson resigns or is unable to fulfill his/her position, the Vice-Chairperson will succeed to the Chairpersonship, to serve the balance of the term remaining, as well as subsequently his/her own elected term.
- 5 In the event any other officer resigns or is unable to fulfill his/her position prior to the end of his/her term of office, the Chairperson of the Docent Council may appoint a successor from the Council's membership, subject to approval of the Docent Council.

V. DOCENT ASSOCIATION STANDING COMMITTEES

a. Continuing Education for Docents Committee

1 Members:

- i Members of this committee must be active docents or docents emeritus.
- ii Members are recruited/selected by the committee Chairperson, subject to approval of the Docent Council.

2 Chairperson:

- i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
- ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.

3 Responsibilities:

- i This committee is responsible for providing docents with training opportunities subsequent to the DIT program.
- ii It plans and presents seminars specifically designed to improve the skills of docents as tour guides, to update historical information in light of contemporary research, to inform docents of changes in policies and procedures, and to provide a forum for exchange of ideas and experiences.

b. Docent-of-the-Year Selection Committee

1 Members:

- i The committee consists of three members, all of whom must be current members of the Docent Council.
- ii Committee members are appointed by the Chairperson of the Docent Council at the Council's ~~January~~ December meeting.
- iii If a duly appointed member of the committee is subsequently nominated for Docent-of-the-Year, that person shall resign from the selection committee or decline to be considered for the Docent-of-the-Year honor.
- iv In the event a duly appointed member of the committee resigns, the Chairperson of the Docent Council may appoint a replacement, at his/her discretion.

2 Chairperson:

- i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
- ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.

3 Responsibilities:

- i This committee is responsible for annually facilitating the selection of Docent-of-the-Year by inviting nominations, preparing ballots and conducting an election.
- ii The following time-line for committee activities is suggested:
 - (1) **January:** The committee prepares and publishes an announcement to all docents requesting nominations for Docent-of-the-Year and stating the date until which nominations will be accepted, usually the end of February.
 - (2) **February:** The committee, in conjunction with the Roster Committee, prepares a list of all docents eligible to vote for Docent-of-the-Year.
 - (3) **February/March:** After the nomination period closes, the committee reviews all nominations, narrows the number of nominees to no more than six, summarizes each nominee's qualifications and prepares a ballot. The ballot is reviewed by the Roster Committee for nominee eligibility and then presented to the Docent Council at its March meeting for ratification.
 - (4) **March:** Immediately following the Docent Council's March meeting, the committee mails a ballot to each docent eligible to vote for Docent-of-the-Year, along with specific/detailed voting instructions. Ballots must be returned by the published deadline, as a rule, no later than March 31st.
 - (5) **April/May:** In conjunction with the previous year's winner, the committee Chairperson announces the Docent-of-the-Year at the Graduation and Volunteer Recognition Event.
- iii Guideline for selection of Docent-of-the-Year:
 - (1) Nominations:
 - (a) Nominations for Docent-of-the-Year may be made by any docent and/or Foundation staff member.
 - (b) Nominations must be submitted on the appropriate form [see Appendix G] and contain information describing the qualifications, service, outstanding achievements and/or attributes that qualify the nominee for consideration for this distinctive award.
 - (c) Written nominations must be received on or before the date specified by the committee.
 - (2) Nominees:
 - (a) To be eligible for nomination, a person must be an active docent or docent emeritus.
 - (b) While ~~it is~~ the total contribution of the nominee to the docent program should be considered, it is the contribution of the docent during the current year that is paramount. The following individual areas of participation may be illustrative of a nominee's qualifications:

- (i) Tours: in addition to regularly scheduled tours, conducts special tours, school tours, extra tours, fills-in at the last minute when necessary;
- (ii) Committees: active involvement on one or more docent committee(s);
- (iii) Docent Council membership;
- (iv) Special projects: assisting with DIT training, community presentations, historical research;
- (v) Ancillary volunteer activities: Mission Inn Run, Museum Assistant.

(3) Voting:

- (a) To be eligible to vote for Docent-of-the-Year, a person must be an active docent or docent emeritus. Voting for Docent-of-the-Year is by secret ballot.
- ~~(b)~~ Voting takes place ~~in~~ during the month of March
 - (i) The committee mails an uniquely numbered ballot to each docent eligible (as determined by the Roster Committee) to vote for Docent-of-the-Year, along with instructions as to how to mark the ballot and the deadline (usually March 31st) for submitting/returning it.
 - (ii) An eligible docent may cast his/her vote by:
 - (a) mailing it to the Mission Inn Museum; or,
 - (b) personally depositing it in the official ballot box maintained at the Museum desk.
 - (iii) To be counted, a ballot must be:
 - (a) properly marked; and,
 - (b) postmarked no later than the date specified in the instructions accompanying the ballot, usually no later than March 31st; or
 - (c) personally deposited in the official ballot box maintained at the Museum desk no later than the date specified in the instructions accompanying the ballot, usually no later than March 31st.
 - (iv) At the conclusion of the voting period, the committee collects the mailed-in ballots and the ballot box from the Museum desk, validates the ballots, tallies the votes cast and determines the winner.
- (c) The winner is the nominee with the highest number of votes cast.
- (d) In the event of a tie vote the Docent Council, by majority vote at its April Council meeting, breaks the tie and determines the Docent-of-the-Year. Any member of the Docent Council who is also a nominee for Docent-of-the-Year shall not vote and shall not be included in determining the numerical majority required to decide the winner.

- iv The committee will ensure that the name(s) of the Docent-of-the-Year is ~~(are)~~ added to the Docent-of-the-Year plaque located in the Mission Inn Museum and that ~~each~~ the awardee receives a special Docent-of-the-Year name badge at the annual volunteer recognition event ~~in April~~.

c. Mentor Committee

1 Members:

- i Members of this committee must be active docents or docents emeritus, with at least two years of docenting experience. They must be able to work well with people, be a good listener, communicator and teacher, and have a desire to assist fellow docents in improving their performance.
- ii Prospective members of this committee must submit a written application [see Appendix H] to the committee Chairperson, who will review the application(s), interview the applicant(s) and make recommendations to the Docent Council.
- iii The Docent Council appoints the members of this committee.
- iv The number of committee members shall be no fewer than five, but should be adjusted to reflect the size of the current DIT class.

2 Chairperson:

- i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
- ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.
- iii The Chairperson of the Mentor Committee works closely with the Chairperson of the Peer Review Committee, the Docent Training Coordinator and the Chairperson of the Docent Council in carrying out the committee's responsibilities for improving docent performance.

3 Responsibilities:

- i Mentors are available to any member of the Docent Association.
 - (1) Mentors are assigned to each docent-in-training.
 - (2) Mentors may be assigned to veteran docents upon request/referral of the Peer Review Committee, Docent Council and/or the MIF Executive Director and/or his/her designee.
 - (3) Mentor-assistance may be requested by any docent at any time.
- ii Duties of a mentor include:
 - (1) contacting the assigned docent(s)-in-training, arranging for conferences and work sessions, and coaching them as needed to achieve a satisfactory level of performance;
 - (2) working with veteran docents referred by the Peer Review Committee, Docent Council or MIF staff to improve performance, correct deficiencies in content and/or delivery, and/or to otherwise remediate problem areas; and,
 - (3) working with docents who themselves request assistance with their tour presentations.

- iii In the case of veteran docents referrals, the referring person/entity is to be notified of the results of the mentoring assignment.
- iv All aspects of the committee's work are confidential.

d. Newsletter Committee

- 1 Members:
 - i This committee shall consist of three or more active and/or emeritus members of the Docent Association.
 - ii Members are recruited/selected by the committee Chairperson, subject to approval of the Docent Council.
 - iii The Executive Director and/or his/her designee may serve as a member of the committee.
- 2 Chairperson:
 - i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.
 - iii The Chairperson serves as Editor of the newsletter.
- 3 Responsibilities:
 - i This committee publishes the *INNsider*, a newsletter for members of the Docent Association and for staff and board members of the Mission Inn Foundation.
 - (1) Editions of the *INNsider* should be published at least quarterly.
 - (2) Publication should be in consultation with the MIF Executive Director and/or his/her designee.
 - ii MIF staff is responsible for the printing and distribution of each issue.

e. Nominating Committee

- 1 Members:
 - i This committee consists of the Vice-Chairperson of the Docent Council, and at least two additional current Docent Council members.
 - ii Members are appointed by the Chairperson of the Docent Council. The MIF Executive Director or his/her designee may serve as an ex-officio member of the committee.
- 2 Chairperson:
 - i The Vice-Chairperson of the Docent Council serves as the Chairperson of this committee.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.
- 3 Responsibilities:

- i This committee is responsible for recruiting prospective new Council members and for developing a proposed slate of Council officers for the next term.
- ii Should a council vacancy occur during the council term, the committee, at the direction of the Docent Council Chairperson, may recruit applicants to fill the un-expired term.

f. Peer Review Committee

1 Members:

- i Members of this committee must be active docents, with at least two years of docenting experience. They must be able to work well with people, be able to fairly and objectively assess tour quality, and have a desire to assist fellow docents in improving their performance and adhering to MIF policies and procedures.
- ii Prospective members of this committee must submit a written application [see Appendix I] to the committee Chairperson, who will review the application(s), interview the applicant(s) and make recommendations to the Docent Council.
- iii The Docent Council appoints the members of this committee.
- iv The number of committee members shall be no fewer than five, but should be adjusted to reflect the size of the current active docent population.
- v Members of this committee continue to conduct tours and be reviewed on a regular basis.

2 Chairperson:

- i The Chairperson of this committee is appointed by the Chairperson of the Docent Council.
- ii Qualifications for Chairperson of the Peer Review Committee include:
 - (1) being an active docent and current member of the Docent Council; and,
 - (2) prior membership on the Peer Review Committee of at least one year, where possible.
- iii The Chairperson sets meetings and agendas for the committee, assigns docent reviews, insures that assigned reviews are completed, and reports on committee activities to the Docent Council.
- iv The Chairperson continues to conduct tours and be reviewed on a regular basis. The Chairperson is reviewed by the MIF Executive Director and/or his/her designee.
- v The Chairperson of the Peer Review Committee works closely with the Chairperson of the Mentor Committee and the Chairperson of the Docent Council, in carrying out the committee's responsibilities for assessing docent performance.

3 Responsibilities:

- i Docent performance reviews.

- (1) In order to maintain the high quality of docent-led tours, this committee is responsible for reviewing the performance of each docent on a regular basis, in accord with the following schedule:
 - (a) newly graduated docents: after six months and again at 12 months, following completion of the DIT course;
 - (b) experienced docents: after the initial reviews above, docents are reviewed every two (2) years; and,
 - (c) at any other time as deemed appropriate.
 - (2) All aspects of docent reviews are confidential.
 - (3) The attached form [see Appendix J] is to be used in conducting docent reviews.
 - (4) Review procedure:
 - (a) Docent reviews are scheduled by the committee Chairperson and assigned to specific committee members.
 - (b) The reviewer then notifies the docent to be reviewed of the date and time of the review.
 - (c) At the review, the reviewer introduces him/herself to the docent before the tour begins, acquaints the docent with the review form, and then joins the tour as a guest.
 - (d) At the conclusion of the tour, the reviewer completes the review form and meets with the docent to discuss it.
 - (e) The docent may add comments and/or responses to the review form, then both sign it.
 - (f) The completed form is presented by the reviewer to the committee for review and recommendations.
 - (g) After consideration by the committee, one copy of the form is sent to the docent and the original placed in the docent's MIF file.
 - (5) Where remedial and/or ancillary actions are recommended, the committee Chairperson will initiate, monitor and assess the efficacy of such actions, and report the progress/results to the committee, Docent Council and/or MIF Executive Director and/or his/her designee, as appropriate.
- ii This committee is also responsible for addressing issues and problems relating to docent performance and/or conduct that may arise from time to time outside of the formal review process. This may be done in concert/consultation with the MIF Executive Director and/or his/her designee and the Chairperson of the Docent Council, both of whom shall be kept apprised of such matters, the plans to handle them, and the progress made in doing so.
 - iii All aspects of the committee's work are confidential.

g. Recruitment Committee

- 1 Members:
 - i Members of this committee must be active docents or docents emeritus.
 - ii Members are recruited/selected by the committee Chairperson, subject to approval of the Docent Council.

- 2 Chairperson:
 - i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.

- 3 Responsibilities:
 - i This committee, in consultation with the MIF Executive Director and/or his/her designee, is charged with recruiting, screening and selecting applicants for the yearly docent training program.
 - ii Written applications, oral interviews and other activities as appropriate may be used to assess the qualifications, abilities and commitment of an applicant to be a docent.
 - iii It is the responsibility of the committee to determine whether or not an applicant meets the standards of the docent program and has the potential to be positive representative of the Mission Inn Foundation.
 - iv The committee refers only those applicants who it determines meet program standards to the Docent Training Coordinator for enrollment in the DIT program

h. Roster Committee

- 1 Members:
 - i This committee consists of the Vice-Chairperson of the Docent Council, at least two additional Docent Council members, and no more than two active docents or docents emeritus, who are not then serving on the Docent Council.
 - ii Members are appointed by the Chairperson of the Docent Council at the Council's July meeting.
 - iii The Executive Director and/or his/her designee may serve as an ex-officio member of the committee.
 - iv The tour scheduler may also serve as an ex-officio member of the committee.

- 2 Chairperson:
 - i The Vice-Chairperson of the Docent Council serves as Chairperson of this committee.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.

- 3 Responsibilities:
 - i This committee maintains the roster of the Docent Association, listing the status (DIT, active, inactive, retired or emeritus) of each docent member.
 - ii The committee meets at least annually to review the list of docents to determine compliance with membership requirements.
 - iii The committee contacts docents not in compliance and works with them to resolve the situation.

- iv Where docents are unable or unwilling to meet membership requirements, the committee may recommend that such docents be:
 - (1) removed from the Docent Roster;
 - (2) placed in a membership category other than active status; or,
 - (3) handled in any other way deemed appropriate.
- v The committee presents its recommendations and the updated Docent Roster to the Docent Council no later than the Council's November meeting for the Council's review and approval.
- vi During the year, the committee reviews any written requests submitted by docents for changes in status and makes recommendations to the Docent Council.
- vii All aspects of this committee's work are confidential.
- viii The function of the Roster Committee is administrative in nature; docent inadequacies and/or misconduct are not within its purview.

i. Special Events Committee

- 1 Members:
 - i Members of this committee must be active docents or docents emeritus.
 - ii Members are recruited/selected by the committee Chairperson, subject to approval of the Docent Council.
- 2 Chairperson:
 - i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.
- 3 Responsibilities:
 - i This committee plans and implements docent related events including, but not limited to:
 - (1) the DIT Graduation and Volunteer Recognition event in April;
 - (2) holiday activities in December;
 - (3) educational/relevant field trips;
 - (4) awards ceremonies; and,
 - (5) other special events, as appropriate.
 - ii It keeps abreast of local community activities related to the Mission Inn in order to coordinate with the Docent Association.

j. Sunshine Committee

- 1 Members:
 - i Members of this committee must be active docents or docents emeritus.
 - ii Members are recruited/selected by the committee Chairperson, subject to approval of the Docent Council.
 - iii The committee may consist of only one member, who serves as Chairperson

- 2 Chairperson:
 - i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
 - ii The Chairperson sets meetings and agendas for the committee and reports on committee activities to the Docent Council.

- 3 Responsibilities: This committee sends cards or other appropriate items to docents who are experiencing significant events in their lives, including noteworthy achievements, awards, illnesses and/or loss of a family member.

k. Training Committee

- 1 Members:
 - i This committee shall consist of at least five active and/or emeritus members of the Docent Association, appointed by the Docent Council.
 - ii The Executive Director or the Training Coordinator shall serve as a member of the committee.

- 2 Chairperson:
 - i The Chairperson of this committee is appointed by the Chairperson of the Docent Council and must be a member of the Council.
 - ii The Chairperson recruits committee members, subject to Docent Council approval, sets meetings and agendas for the committee, and reports on committee activities to the Docent Council.

- 3 Responsibilities:
 - i Working with the MIF Executive Director and/or the Training Coordinator, the committee assists in developing a training curriculum for the next docent training class.
 - (1) The following time-line for committee activities is suggested:
 - (a) **April:** Initial meeting of the committee.
 - (b) **May:** The committee meets with MIF Executive Director and/or his/her designee to review and critique the recently concluded DIT training program.
 - (c) **June - August:** In conjunction with MIF staff, the committee will work to structure curriculum for the upcoming DIT training program.
 - (2) The Training Committee Chair and the Training Coordinator refines the curriculum and presents the proposed course plan to the executive Director for his/her approval.
 - (3) The training Committee Chair presents the approved curriculum to the Docent Council at its August meeting for approval.
 - ii The committee is responsible for monitoring each individual training session and assessing the content delivered in order to plan for and/or improve future course offerings.

- iii Throughout the year, the committee, in conjunction with the MIF Executive Director and/or his/her designee, addresses any issue of policy or procedure related to docent training that may arise.

VI. VOLUNTEER RECOGNITION

- a. To honor the volunteer service of docents, the Docent Association, in conjunction with the Mission Inn Foundation's annual docent graduation ceremony, holds an event recognizing docents as follows:
- b. docents with two, five, ten, fifteen and twenty years of service shall receive service pins denoting their years of service and a Certificate of Appreciation;
- c. the Docent-of-the-Year shall receive a special "Docent-of-the-Year" name-tag;
- d. Docent Council members ending their terms of service on the Council shall receive a Certificate of Appreciation;
- e. the Docent Council Chairperson ending his/her term of office shall receive a Certificate of Appreciation and an appropriate gift;
- f. other docents or MIF staff or volunteers may be accorded special awards as deemed appropriate; and,
- g. incoming Docent Council Members and Officers whose terms will begin in July, along with continuing Council members, will be introduced and recognized for their service to the Docent Association.
- h. The Docent Council and/or the Docent Council Chairperson may, from time to time, honor individuals who have made special contributions to the docent program.
- i. If a member of the Docent Council resigns before completing a full term, the Docent Council may present that docent with a Certificate of Appreciation at the time of resignation.

VII. REVIEW OF POLICIES AND PROCEDURES

The Policies and Procedures of the Docent Association shall be reviewed at least every three (3) years.

VIII. CHANGES IN POLICIES AND PROCEDURES

- a. Changes to the Docent Association Policies and Procedures may be proposed at any time by any member of the Docent Council, Docent Association and/or staff member of the Mission Inn Foundation.

- b. Proposed changes are to be presented to the Docent Council at its next regularly scheduled meeting for review and discussion. Additionally, any active docent, docent emeritus, or docent-in-training present at this meeting may speak either for or against the proposed changes, as time allows.
- c. Following discussion, the Council may take the following actions:
- d. modify, amend or add to the changes as proposed; and/or
- e. refer the proposed changes (as submitted or as modified, amended or enhanced) for further study and/or recommendation to an appropriate committee, sub-committee or ad hoc committee; and/or
- f. set the proposed changes for vote at the next regularly scheduled Council meeting.
- g. A vote on proposed changes shall not occur until the next regularly scheduled meeting of the Docent Council.
- h. A favorable vote at least equal to a majority of the authorized positions on the Docent Council cast at a regularly scheduled Council meeting is required to adopt changes proposed to this document.
- i. Changes approved by the Docent Council to this document shall be reported in the next issue of the *INNsider* and/or set forth in a notice sent to all docents by letter, e-mail or any other method deemed appropriate by the Docent Council.

Revised and restated: *December 8, 2009*
Adopted by the Docent Council: *January 11, 2010*

Amended as to *Section II, sub. Division c* to add “Retired Docent Status”
Amended to add *Appendix K*
Adopted by the Docent Council: *April 12, 2010*

Amended as to *Section V, sub. Division b* to modify Docent-of-the-Year selection procedures.
Amended as to *Appendix G* to revise the “Docent -of-the-Year Nomination Form”
Adopted by the Docent Council: *February 13, 2012*

Amended as to *Sections I, II, III, IV and V* to modify selected Procedures
Adopted by the Docent Council: *May 14, 2012*

