

Volunteer Expectations and Progressive Discipline Policy

The Minneapolis Institute of Art expects all volunteers to exhibit appropriate behavior, adhere to acceptable business principles, and observe high standards of professionalism in order to provide the best possible environment for Mia visitors, employees, and volunteers.

This policy outlines a procedure to be followed when Mia staff* needs to consider disciplinary action. Such action may result from violations of Mia policies, inappropriate conduct, unsatisfactory performance, or any other forms of behavior that are considered unacceptable. When disciplinary action is deemed necessary, the Mia Educator will schedule a private meeting with the volunteer. The volunteer may choose to have an advocate present at this meeting.

Please note that conversations meant for coaching or learning purposes that arise from visitor comments will be identified as such and are not considered part of this disciplinary process. In those cases, the *Visitor Comments Response Process* will be followed.

While a progressive disciplinary approach will be followed where appropriate, Mia reserves the right to decide in all cases whether and to what extent disciplinary action will be taken, including the right to skip one or more of the steps listed below. Termination may result from the first incident if Mia believes the circumstances warrant it. The form of discipline is at the sole discretion of Mia, and will be based on the nature and severity of the conduct, the volunteer's record, and all other relevant circumstances.

Disciplinary action may take the following forms, not necessarily in this sequence in all instances:

1. Verbal warning, which will be documented.
2. Written warning, which may be the summary of a discipline meeting.
3. Final written warning and/or suspension.
4. Termination of volunteer service.

In instances where Mia's action is considered disciplinary, volunteers will be notified that the verbal or written warning they are receiving is part of a documented disciplinary process.

How Mia administers discipline in each particular case in no way alters or limits the overarching Mia policy that volunteer service is entirely at-will, meaning that a volunteer may terminate service at any time and for any reason, or for no reason, with or without notice, and Mia maintains an identical right in regard to termination of volunteer service.

Any volunteer who has questions should discuss them with the Mia Educator.

*Mia is represented by the Mia Educator in consultation with the Chief Operating Officer and the Chief Diversity and Inclusion Officer.

Revised: July 1, 2023