**VOLUNTEER HANDBOOK**



**Temple Children’s Museum**

 11N 4St. Temple, TX 76501

254-500-7617

templechildrensmuseum@gmail.com

**WELCOME**

The Temple Children’s Museum is a 501(c)(3) non-profit organization.

Our mission is to create a community which sparks the creativity and curiosity of young children through hands-on learning and interactive play.

Our Vision is to provide a welcoming environment where families can create memories through interactive play.

Our Core Values are:

* Play is essential to learning.
* We welcome everyone.
* We embrace change.
* We work with each other and our community to create a special place for children.

Thank you for volunteering at the Temple Children’s Museum! We are so happy that you chose to spend your time with us. This handbook is a guide and tool to make volunteering at the TCM easy, engaging, and enjoyable. As a volunteer, you will report to the Executive Director. You can always reach the Executive Director by phone at 254-500-7617 or by email at templechildrensmuseum@gmail.com. Please do not be afraid to ask questions. There is no such thing as a bad question.

By volunteering at the TCM, you are helping make a difference in our community. Our volunteers are vital to our organization and help us fulfill our mission, vision, and goal. Whether you volunteer behind the scenes or on the museum floor with our visitors, your time is greatly appreciated!

**Operating Hours General Admission**

* Monday- Closed Admission to the museum is
* Tuesday- 10:00 a.m. – 3 p.m. $6 per person ages 13
* Wednesday- 10:00 a.m. – 3 p.m. months and up, including
* Thursday- 10:00 a.m. – 3 p.m. adults.
* Friday- 10:00 a.m. – 3 p.m.
* Saturday- 10:00 a.m. – 3 p.m.
* Sunday- Closed

**Museum Rules**

* Food or drinks are not allowed in the museum. However, we have a snack room if someone needs a snack.
* Treat all visitors, staff, and board members with respect.
* Parents must remain with their children at all times.
* No running.
* No adults without a child are allowed in the museum during operating hours.
* Guests are expected to respect the museum property, employees, and volunteers.

**Safety**

The safety of our visitors and staff is our top priority. All of our exhibits have been designed with that in mind. To ensure safety, ensure the *front doors are locked at all times*, walk around and see what is going on, and intervene if you see unsafe behavior. You do not have to wait for a parent to address the issue. If a parent questions you, kindly remind them that you are there to keep everyone safe. If there is a severe issue, find a staff member, and if there is a medical emergency for ANYONE, please call 911.

**What Do Our Volunteers Do?**

* Cover a staff shift if we are shorthanded.
* Aid with the building of exhibits.
* Help plan special programs.
* Interact with visitors.
* When needed, offer parents guidance on maximizing their museum experience.
* Ensure that museum rules are followed. Report any disruptive behavior to a staff member.
* Keep the museum neat, clean, and orderly.
* Prepare program materials and fold brochures.
* Assist with special events, programs, and camps.
* Assist with birthday parties and private play sessions.
* SMILE!!!

**Special Events and Programs**

*We welcome all volunteers to help out for these events.*

* Private Play

We offer private play Tuesday-Thursday from 8 a.m. to 9:30 a.m. The cost is $150. We allow for a total of twenty people per private play session.

* Birthday Parties

We offer birthday party packages on Fridays and Saturdays.

* Spring Break

During Spring Break, we are open Monday-Saturday with extended hours.

* First Friday Free

Every quarter we will do a free event first Friday from 5 p.m. – 7 p.m. (March, June, September, and December)

* One-day camps from 8:30 a.m. – 10:00 a.m. are monthly.
* Summer Camps (one-day and three-day)
* Fundraisers

We have three major fundraisers yearly—Yuletide Tour of Homes, Celebrity Host Dinner, and our Cultivator Series.

**Expectations and Responsibilities**

* Sometimes a staff member will ask for your help or assign you a task. Remember, there are no tasks too small.
* In any emergency, volunteers should remain calm and find a staff member to assist in emergency procedures.
* Please do not hesitate to call 911 first for any medical emergency.
* All volunteers must wear a volunteer badge or TCM apron at the museum.
* All volunteers must sign in and out in our volunteer sign-in log.
* No personal phones on the museum floor.
* No sitting down or standing around and talking to other volunteers or friends.
* Volunteers must have a friendly persona—no bad attitudes.
* Volunteers must wear appropriate clothing. If they are not, a staff member may send them home.
* No smoking of any kind.
* All tobacco products must be left in their vehicle.
* No alcohol use is allowed at the museum.
* No drug use.
* No previous arrests.
* No foul language.
* No inappropriate contact with visitors or staff.

**Representing the Temple Children’s Museum**

Volunteers are only authorized to act as a representative of the museum if specifically tasked with this responsibility. The Executive Director will inform the volunteer when they are acting as a representative of the organization. Volunteers are not permitted to post on social media, give away museum merchandise, make public statements to the press, sign contracts, enter into a financial agreement, form partnerships with other organizations, or make promises on behalf of the museum. Please direct all questions regarding public relations to the Executive Director.

**Emergency Procedures**

**Inclement Weather:** In the case of inclement weather, the Temple Children’s Museum will follow Temple ISD procedures. For example, if TISD closes, then we will close, or if TISD delays opening, so will we. Updates about the TCM will always be posted on our social media pages.

If you are at the museum during inclement weather, such as a tornado, please lead all visitors to the two bathrooms on the other side of the stage and the closet between them. If you are confused about how to act or where to go, please ask a staff member or Executive Director.

**Lockdown:** In the case of a lockdown, please follow the instructions of the staff or Executive Director. They will decide which is best in the case of a lockdown.

**Active Shooter:** In the case of an active shooter please follow the protocol given by the Executive Director and call 911.

**Liability**

Volunteers are covered under our organization’s insurance. If you are ever injured working for the TCM please notify the Executive Director immediately. At that point a claim will be filed with our insurance.

**Frequently Asked Questions**

**\*If you are unsure of ANYTHING, please ask a staff member. \***

* **Can I post about the museum on social media?**No, volunteers are not allowed to post on social media on behalf of the museum. The museum is not liable for repercussions from any volunteer’s social media post.
* **What if I am sick and cannot come to the museum?** In the case of illness, please do not come to the museum if you are ill. Instead, contact the museum (254-500-7617) as soon as possible.
* **Where can I use my phone?** Phones are not allowed on the museum floor. Please let someone know if you need to use your phone and go to the back office. Permission is required to use the museum phone.
* **Where are the restrooms?** One restroom is on the right side across from the ball run exhibit. Two other restrooms are on the side of the stage near the art center.
* **Can I take a break?** Yes, you can take breaks. Please let a staff member know when you are leaving the museum floor. We have a snack cart in the back office for our volunteers.
* **Where can I leave my personal items?** Volunteers are allowed to bring in their personal items, such as a purse, backpack, or jacket. The museum is not liable in the case of stolen items. If the volunteer brings a personal item, they can put it in the back office. There is an empty filing cabinet near the whiteboard for personal items.
* **What if I see a lost child?** If you see a child without an adult, find a staff member to help find the child’s parent(s). Volunteers are **NOT** allowed to be alone with a child.
* **What do I do if someone gets hurt?** In the case of injury, find a staff member immediately. We have first aid kits in the back office near the sign-in book. If it is an emergency, call 911.
* **What do I do if someone tries to visit the museum without a child?** Let them know that we do not allow people inside without a child. If they are a late birthday party guest, find the party host and verify that the single person is a guest.
* **Who can I release a minor to?** A minor can only be released to a parent/guardian. If you are unsure, then ask a staff member.
* **What do I do if I suspect child abuse or human trafficking?** Any minor that is noted as potentially human trafficked or abused shall be reported to the Department of Public Safety at 1-800-252-5400 or [www.txabusehotline.org](http://www.txabusehotline.org) and notified to a supervisor.
* **Can I give any medicine to a guest?** No, staff and volunteers are NOT allowed to give any child medicine. Parents are the only ones to distribute medication.
* **What do I do if a child’s non-custodial parent tries to enter the museum? The police should be notified immediately. The caretakers of the child and the supervisor should also be notified.**
* **What do I do if a guest is upset or dissatisfied?** First, do NOT ever argue with a guest. Listen to their concerns/complaints; if you can easily handle the issue, please do so. Then, tell the Executive Director about the complaint. If you cannot address the concern, kindly inform the visitor that it is not something that you have authority on, but you will get someone who does to help them.

**Acknowledgment of Receipt of Handbook**

I acknowledge that I have been given a copy or access to a copy of the Temple Children’s Museum Volunteer Handbook. I have read and understand that this handbook summarizes museum guidelines.

Volunteer Initial: \_\_\_\_\_\_\_\_\_\_

I understand that volunteering at the Temple Children’s Museum is not for a specified term and is at the mutual consent of the organization and me. Accordingly, the TCM or I can terminate the volunteer commitment with or without any cause, at any time.

Volunteer Initial: \_\_\_\_\_\_\_\_\_\_

I acknowledge that it is my responsibility to fully understand this handbook and understand ALL contents.

Volunteer Initial: \_\_\_\_\_\_\_\_\_\_

I understand that museum docents are not paid, \_\_\_\_\_\_\_\_. (Initial)

Volunteer Name (printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If the volunteer is under the age of 18:

Parent/Guardian Name (printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dater: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**VOLUNTEER AGREEMENT, WAIVER, AND RELEASE OF LIABILITY**

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, am a volunteer choosing to assist the Temple Children’s Museum.

I am not an employee or contractor of the Temple Children’s Museum. I assume all risk of injury, damages, or loss to my person or property due to accident or negligence on the part of any person, whether my own or that of an employee or contractor of the Temple Children’s Museum, another volunteer, or any other person connected with the activities of the Temple Children’s Museum, or due to the condition of the land, including improvements, flora, and fauna, at the location of the Temple Children’s Museum. I understand that the Temple Children’s Museum does not assume any responsibility for the health, safety, or welfare of volunteers.

I do not have a health condition, physical limitation, impairment, or disability that would render me incapable of performing the tasks for which I am volunteering. I will not undertake any action which I am not physically capable of performing. I will furnish any supplies or equipment necessary to insure my safety during the performance of my volunteer assignments.

I waive any right to suit against the Temple Children’s Museum, its officers, board, and employees, and the owner of the location of the activity, including heirs, assigns, administrators, executors, agents, or employees, for any action arising from my actions as a volunteer and shall indemnify and hold harmless the Temple Children’s Museum in the event that I am sued for any action I may take as a volunteer.

 I am at least 18 years of age and legally competent to sign this document. If I am not at least 18 years of age, my legal guardian must sign this document.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Volunteer/Legal Guardian Signature Witness Signature

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Name Printed Witness Name Printed

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Date Date