

VOLUNTEER HANDBOOK

Mission

We create fun, educational, and interactive experiences for children and caregivers as they play, discover, and learn.

Purpose of a Volunteer Program

The purpose of volunteers is to enhance the visitor experience.

Quick Facts

Location

502 Broadway St., Cape Girardeau, MO 63701

Staff and contact information

Executive Director: Christa Weber (executivedirector@discoveryplayhouse.org)

Operations Manager:

(573) 335-7529

Days/Hours

Tuesday, Wednesday, Thursday:	10:00am - 5:00pm
Friday:	10:00am - 7:00pm
Saturday:	9:00am - 7:00pm
Sunday:	1:00pm - 6:00pm
Monday:	Closed

Parking

Parking is available on the street (Broadway and Middle), across the street in the parking lot, or behind the Discovery PlayHouse.

Volunteers

The Discovery PlayHouse has three types of volunteers:

- Teen Volunteers (Ages 13 - 18)
- Adults Volunteers (18 yr. +)
- Group Volunteers (Special projects or events)

Volunteer Requirements

- Ages: 13 years or older
- Background Check: All volunteers ages 18+ must have an approved background check from the MO Highway Patrol prior to volunteering. This background check can be completed online and is \$15 plus a \$2 convenience fee. Current approved background checks will be accepted with documentation. Volunteers will be reimbursed for the cost of the background check upon request, after completing a minimum of 45 volunteer hours.
- Time Commitment: Volunteers must commit to a minimum of 30 hours per year.
- Application: All volunteers must complete an online application form. If there has been more than a year since a volunteer experience, a new application should be completed.
- Training: All volunteers must attend an orientation session prior to volunteering. This orientation session will be included in the volunteer hours requirement.

Volunteer Duties

Examples of volunteer duties include, but are not limited to:

Teen Volunteers

- Greet and welcome visitors
- Interact with children and families in the various exhibits
- Assist children with activities, i.e., providing art materials
- Pick up exhibit materials and straighten exhibits
- Help staff set up exhibits or special activities
- Clean areas or materials, as assigned by the Operations Manager
- Assist with special events, such as camps or community events

Adult Volunteers

- Greet and welcome visitors
- Interact with children and families in the various exhibits
- Assist children with activities, i.e., providing art materials
- Share specialized skills and knowledge, i.e. Dino Lab, Planetarium, Art Studio,
- Assist with special events, such as camps or community events
- Help with exhibits or building maintenance
- Provide clerical assistance

Group Volunteers

- Assist with special events, such as camps or community events
- Help design or construct exhibit materials
- Help with major building maintenance projects

Volunteer Policies

Scheduling hours

- Volunteer hours are flexible and may be scheduled at your own convenience for any hours that the Discovery PlayHouse is open or during special events..
- Volunteer shifts are a minimum of 2 hours.
- Volunteer hours should be scheduled online, at least one week in advance. The first volunteer shift will be set up at the orientation session.

Tracking hours

- All volunteers should sign in / sign out on their volunteer log kept in a binder at the front desk, initialed by a staff member. A copy of this form can be provided if required for a class or organization.

Attendance and cancellations

- Volunteers are expected to arrive on time and stay for the full time scheduled.
- A 24 hr notice is required for cancellation of a volunteer shift, unless there is an emergency. Volunteers may be terminated after a second cancellation without notification. Cancellations should be completed in the online schedule, with a courtesy email or phone call to the Operations Manager.

Dress code

- Volunteers must follow the same dress policy as staff and always wear their Discovery PlayHouse badge provided at check-in. (More information about the dress code will be given at the Orientation session)

Cell phone usage

- No cell phones may be used during volunteer hours, unless there is an emergency. Use of cell phones may be cause for termination of volunteer experience.

Interactions with children and families

- All visitors should be treated with respect and courtesy.
- Volunteers should be positive in statements and requests with visitors.
- Volunteers should be friendly, helpful, and energetic.
- Volunteers should have no physical contact with visitors.

Safety and emergency procedures

- Volunteers should follow the Discovery PlayHouse's safety and emergency procedures, under the direction of a staff member. (More information provided at the Orientation session.)

Food and drink

- Food and drink is not allowed while on duty as a volunteer. Volunteers may take breaks, as needed, and use the staff break room for eating and drinking.

Smoking

- The Discovery PlayHouse is a smoke free environment.

Discovery PlayHouse property

- Volunteers may not use any Discovery PlayHouse property for personal uses, such as the copy machine or exhibit materials.
- Discovery PlayHouse property may not be taken out of the building for personal use.

Harassment

- Harassment of any type (racial, cultural, ethnic, sexual, etc.) will not be tolerated.
- Any volunteer who has a complaint of harassment at work by anyone, including staff, other volunteers, or visitors, is encouraged to bring the problem to the attention of the Executive Director.

Confidentiality

- Volunteers should not share any information about children and families they interact with at the Discovery PlayHouse.
- No photos should be taken of any children who are at the PlayHouse.

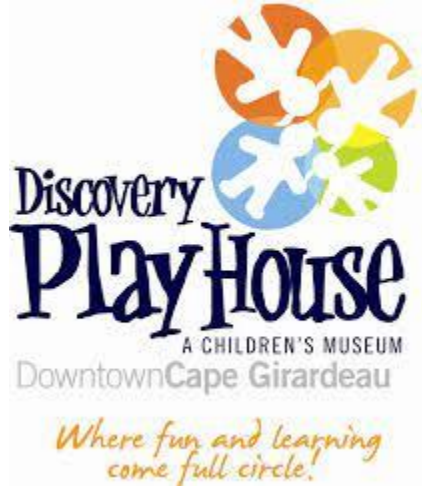
Social media policy

- Volunteers must read and sign the Discovery PlayHouse's social media policy. Any violation of this policy will result in termination of the volunteer experience. (More information about this will be shared at the Orientation session.)

Volunteer Benefits

- Photo on the Volunteer Recognition Wall in the Discovery PlayHouse
- Letter of recommendation after 30 volunteer hours
- One free admission gift card + a 30% gift shop discount after 30 volunteer hours
- One annual family membership + 50% gift shop discount after 100 volunteer hours

Orientation Notes:



VOLUNTEER POLICIES

Signature Page

I have read and acknowledge my agreement of the policies in the Discovery PlayHouse Volunteer Handbook.

Signature _____ Date _____