

TCMU Volunteer Handbook

The Children's Museum of the Upstate

300 College Street

Greenville, SC 29601

www.tcmupstate.org



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TCMU Mission Statement

Ignite a community of compassionate problem solvers through intentional and inclusive play.

Museum Information

Museum Hours: Normal Hours; *Summer*

- **Tuesday-Saturday: 9:00-5:00pm; Sunday: 11:00-5:00pm**
- ***Monday-Saturday: 9:00-5:00pm; Sunday: 11:00-5:00pm***

TCMU Store

Guests may purchase TCMU swag from the TCMU Store, which is located by Admissions and is also where guests may exit.

Museum Memberships/Birthday Parties

Membership and birthday party brochures are available at the Admissions Desk. Please direct visitors to these brochures or to the museum website.

Changing Stations, Stroller Parking & Breastfeeding

Changing stations are located in every museum bathroom. Family restrooms are located on every floor and include counters for bags and changing stations. Caregivers are welcome to breast or bottle feed anywhere in the museum they are most comfortable. A private Nursing Nook, complete with a sink, changing table and bottle warmer, is located on the 3rd floor. Stroller parking is available on all 3 museum floors.

Smoking/Tobacco Policy

Tobacco products are not allowed on the museum campus.

Returning to the Museum

Visitors may leave the museum grounds for lunch or other activities and may return the same day. They will need to go through admissions when leaving to inform them of their departure, as well as when they return.

Lost and Found

Turn in any lost and found articles to the lobby in front of the Admissions Desk. Direct anyone asking for such items to check there.

Questions You Can't Answer

Don't be afraid to say you don't know when faced with a question you can't answer. Refer the visitors to the Admissions Desk or a TCMU staff member who may be able to answer their questions.

Inclement Weather/Museum Closure

In case of severe weather, the Community Engagement Coordinator will notify volunteers scheduled to be at the museum whether the museum will be open during regular hours. If conditions in your area are unsafe for travel, please do not attempt to travel to the museum. Instead, call the coordinator or the museum's main line to notify staff of your absence (864-553-7911 or 864-553-7000).

Exhibits & Programs

Exhibits and programs change throughout the year. A map is available at the Admissions Desk. Volunteers are encouraged to carry a map with them until they are familiar with the museum and the programs offered.

Museum Expectations

We ask that Geo's Golden Rules are followed by all volunteers, staff members, and visitors while in the museum:

- Practice Responsible and respectful play
- Be kind to the museum and each other

Some additional rules:

- Children must remain with an adult at all times
- No running please
- Keep food, drinks and gum off the exhibit floors and enjoy food and drink in the café.

Enforcing the Museum Expectations

Volunteers are asked to set a good example by following the museum expectations themselves and to gently correct guests who are not complying. It is recommended that you engage the guest in another topic of conversation then casually mention the rule (i.e., "I'm sure you didn't know, but we actually don't allow [insert violation] in/at the museum. I'd be happy to help you take care of that by [action]."). If the guest is belligerent, please leave and notify the nearest staff member.

Volunteer Program Information

Program Mission

To recruit, train, and retain committed Volunteers who bring a variety of knowledge, life experiences, and skills to The Children's Museum of the Upstate in order to better meet the needs of the children we serve.

Code of Ethics

The Code of Ethics is set forth for the protection of volunteer program participants and TCMU. They are designed to serve as objectives for which all Volunteers should strive and as a basis for disciplinary action.

- Volunteer service shall be undertaken for the betterment of TCMU and not for personal gain, other than the inherent reward derived from such participation.
- Volunteers may not accept personal compensation for performance of tasks as a Volunteer. (Personal compensation includes gifts, fees, gratuities, or other dispensations to the Volunteer or the Volunteer's immediate family or household.)
- Volunteers who have access to staff activities and sensitive or proprietary information must respect the confidentiality of their positions, as well as the significance and integrity of the museum.
- Volunteers must be loyal to the mission of the museum and to the public that they serve.
- Volunteers are prohibited from engaging in any outside activity that might result in a conflict of interest – actual, potential, or perceived.

Expectations

The minimum age for an unaccompanied volunteer is 14 years old. Anyone 10-14 years old must be accompanied by an adult.

If you remain inactive from signing up to volunteer for 3 months, we will remove you from the contact list. If you remain inactive from signing up to volunteer for 1 year, we will remove your information from our database and the process to volunteer with the museum will have to be initiated again if future opportunities are of interest to you.

Rights & Responsibilities

As a volunteer, you have rights and responsibilities. TCMU believes volunteers are a vital human resource and commits to the appropriate infrastructure to support volunteer engagement.

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies in place
- Notify their supervisor if they are unable to fulfill their duties or miss a shift
- Recommend suggestions and changes if they determine any

Volunteers have the right to:

- Work in a safe & healthy workplace, to know about unsafe work and to refuse unsafe work
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Have their say about their work and ideas regarding their role or program
- Provide feedback and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs in order to complete non-essential tasks of the role

Procedures: General

Attendance

- You will sign up for volunteer shifts using Sign-Up Genius. A valid email address is required. Please sign up for shifts no less than 1 week in advance.
- Please work on your assigned day unless prior arrangements have been made. Except in the case of emergency, please make sure you give at least 48 hours' notice when you cannot work your shift. You can do this by calling or emailing the volunteer coordinator.
- Volunteers accept the museum's right to dismiss any volunteer whose performance or behavior fails to meet acceptable standards or when attendance is a problem.

Communication

- Volunteers are encouraged and expected to maintain an open line of communication with all TCMU staff. Please let the designated staff person know if you have any questions, comments, or concerns. Feedback regarding our programs is always welcome.
- Volunteers can sign up for volunteer opportunities one week before the shift. All shifts need to be confirmed through Sign-up Genius.

Professional Appearance

TCMU requires all employees to present a professional image to the public and clients. Accordingly, volunteers must wear appropriate attire while at TCMU.

Clothing should be clean and neat in appearance and volunteers should consider their level of customer and public contact when determining what attire is appropriate. While on the museum floor, volunteers should have a visible nametag.

TCMU wishes to provide a work environment that is free of safety hazards, offensive behavior and harassment of any kind. Therefore, the following are generally not acceptable:

- Bare feet, flip flops
- Spandex, sweats, or work out attire
- Shorts or skirts that are shorter than mid-thigh in length
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing excessive wear and tear
- Any clothing or accessories that would present a safety hazard
- Tattoos that are not appropriate

All volunteers are expected to maintain clean and appropriate oral and bodily hygiene. Hair (including facial hair) should be clean and neat. Accessories should be moderate and businesslike and should not interfere with the task. Perfume or cologne should be used in moderation in the event it may exacerbate allergies of guests.

Cell Phone Policy

- Volunteers are welcome to carry cell phones with them during their volunteer shift. All cell phones must be silent or vibrate while on the floor. Volunteers should not text or make phone calls on the floor.
- Please note: cell phones should be used only for **emergencies** or when not on the floor.

Arrival to museum:

- The address to the museum is 300 College St. Parking is available at Heritage Green. This is where people park to patronize the library, Greenville Theatre, or other museums in that area. There is a garage and parking deck you can use, as well as some spots on the street behind the theatre and museum.
- We validate parking, so please bring your ticket with you if you receive one.

Check in:

- For your shift, please check in at admissions when you arrive
- Make your way to Volunteer Central where you will find your volunteer folder which contains your check-in sheet and name tag
- Put your things in a locker and check the white board for any updates
- Sign in on your check-in sheet and then return to Admissions when you are ready, and they will call for your facilitator.
- The facilitator will then provide you with a brief area orientation and delegate your tasks/responsibilities needed to have a fun, creative successful day

Check out:

- Before you leave your volunteer area, check out with the program facilitator and ensure all closing volunteer tasks are completed.
- Sign out at Volunteer Central
- If you have a form that needs to be signed for school, work, or an organization – the program facilitator or the Community Engagement Coordinator will be the only ones able to sign your form. You can always email your form to communityengagement@tcmupstate.org to be signed electronically after your shift as well.
- Before you depart the museum, you need to check out at admissions (the same way you checked in) and sign the volunteer log.

Emergency Procedures

Medical Emergencies/Accidental Injuries ~ Museum Visitors

In case of a minor accident (scraped knee, bee sting, etc.) make sure the visitor is calm and with his/her group. Find the closest staff member to take the lead and if necessary, serve as a witness on the incident report the staff member will fill out. Incident reports are found at admissions and should be turned into the Manager on Duty (MOD).

In case of a severe medical problem (heart attack, broken bone, severe allergic reaction, etc.) make sure the visitor is not left alone. If necessary, send someone else to get the closest staff member. Remember to stay calm and collected. Again, staff will handle all decisions, but Volunteers may be asked to serve as witnesses on the incident report.

First aid kits are located on each floor as follows:

- 1st floor: Imagine It Birthday Party Room
 - Additional first aid kit carried by staff member in Bib's World
 - A medical emergency/Bleeding control Kit located on the first floor by admissions
- 2nd floor at the Admissions Desk
- 3rd floor in office, behind steamWORKS
 - An AED machine is located on the 2nd floor near the More to Explore Store for anyone to use in case of emergency.

If you have an emergency or injury during your shift, immediately notify the closest staff member. Have the staff members assist you in receiving the necessary care and make sure that they complete an incident report form. A copy of this form should be given to the Community Engagement Coordinator. You will not be covered by the museum's workman's compensation insurance while performing Volunteer duties. If you feel your duties, put you at risk and you are not covered by a private insurance policy, you have the right to refuse those duties.

Fire Alarm

In the event that the fire alarm is activated (sirens + flashing lights), please exit the museum using the nearest exit and move to the front of the building. Encourage visitors to follow you to the designated safe zone. Once outside, please find a staff member with a walkie talkie to check in. A staff member will notify you when it is safe to return inside.

Tornado Warning

In the event that downtown Greenville is under a tornado warning, museum administration may direct all staff to seek shelter in the basement, Be Anything Place, or any interior (windowless) bathrooms (Girls restroom, 2nd floor, Boys restroom, 3rd floor). Please move immediately to the nearest shelter area and encourage visitors to follow you. Once in a shelter area, please find a staff member with a walkie talkie to check in.

Lost Adults / Parents

In the event that a child is found by a Volunteer or staff member playing or exploring without the presence of an adult, we call this a "Lost Adult" situation. As a Volunteer you should immediately notify the closest staff member that there is an unaccompanied child. The staff member will take care of the child. Volunteers may be asked to take over the supervision of a project or exhibit while the staff member takes care of the child.

Lost Children

In the event that an adult cannot find the child he/she is responsible for, we have a lost child. If an adult comes to a Volunteer with this information, the Volunteer should remain calm and immediately bring the adult to the closest staff member for assistance. The staff member will take care of the adult and

begin the search for the child. Volunteers may be asked to take over the supervision of a project or exhibit while the staff member takes care of the child.

Staff Procedure for Lost Children

Staff asks the adult the following questions:

- Where was the child last seen?
- What is the child's name?
- How old is the child?
- What is the child wearing?
- Any other identifiers (ethnicity, height, weight)

Staff will call attention over the radios and share this information with ALL STAFF

Volunteer Benefits

As a Volunteer at The Children's Museum of the Upstate, you receive:

- After 3 consecutive months of volunteering, you will be eligible for a free TCMU Volunteer t-shirt as supplies last
- Other rewards and recognitions will be given for volunteer service that goes above and beyond expectations of TCMU and will be given at the discretion of museum staff

Dismissal Criteria

As one of the largest children's museums in the nation, and as a successful non-profit in the Upstate of South Carolina, ourselves on serving the local and tourism community through our mission and vision. Through this, we emphasize that volunteers are a large and integral part of our continued success, and we appreciate the generous donation of time each volunteer provides. Every volunteer's experience at TCMU is just as valued as the experience we pride ourselves on providing to every individual who walks through our doors and truly believes in the power of teamwork and growth.

To maintain a quality program that strives to break barriers and educate our youth through intentional and inclusive play, we expect volunteers to fulfill their volunteer shifts as confirmed by the volunteer, by upholding the Volunteer Code of Ethics, and abiding by the Volunteer's Rules, Policies, and Procedures listed above. If the volunteer establishes a consistent pattern of disregarding the aforementioned, the volunteer will be dismissed from The Children of the Museum's Volunteer Program. Once dismissed, the volunteer will be required to wait one year from their dismissal date to re-apply.

The dismissal criteria are as follows if patterns of concerns continue:

1. The volunteer will be directly communicated with about observed concerns, via in-person, phone, or email.
2. The volunteer's file will be updated regarding concerns previously addressed that have not improved.
3. The volunteer will receive a final direct warning that would encompass a three-month probation of improving the previously addressed concerns.
4. The volunteer will be dismissed from the program, with an expected hold on volunteering for the museum for no less than one year.

If there are any concerns or feedback throughout your volunteer experience, we encourage you to reach out to our Community Engagement Coordinator or Human Resources Department.

Human Resource Information for Volunteers

Privacy

We do not share your personal information. On occasion, if a staff member or person known to you has a valid, business related piece of information that you need to know, relevant information may be released.

Volunteer Training

Volunteers undergo orientation and training is provided by the program supervisor at their trial shift. The trial shift will consist of a tour with the Community Engagement Coordinator and meeting the program supervisor.

If at any time, a Volunteer feels as though he/she does not have adequate training to complete an assigned task, the Community Engagement Coordinator and/or supervising staff member should be notified immediately.

Substance Abuse

We are committed to maintaining a safe and pleasant working environment for our Volunteers. Because efficient job performance is essential to this goal, sale or use of alcohol or drugs by museum Volunteers is prohibited before or during their volunteer shift. Volunteers under the influence of drugs or alcohol on the job pose serious safety and health risks not only to themselves, but to their fellow Volunteers and visitors to the museum. Drug use is defined as the use of any narcotic, chemical or illegal drug in violation of State or Federal law or the use of any drugs or substances which interferes or is likely to interfere with one's performance, attendance, conduct or safety of himself or others. Nothing herein shall be deemed to prohibit the use of prescription drugs, provided such does not impair or adversely affect performance or judgment.

Sexual Harassment

No Volunteer, nor staff member, may harass any other Volunteer or staff person by:

Making unwelcome sexual advances, favors or other verbal or physical conduct of a sexual nature a condition of employment/Volunteering.

Using a Volunteer's or staff member's submission to or rejection of such conduct as the basis for or as a factor in any employment decision affecting the individual; or

Otherwise creating an intimidating, hostile, or offensive working environment by such conduct.

Should you feel that such a violation has occurred, you should report it to your supervisor or the CEO so that an immediate investigation may begin.

The Children's Museum of the Upstate will not condone sexual harassment of its staff or Volunteers. Any Volunteer or staff person determined guilty of this offense will be subject to severe discipline, up to and including discharge.

Grievance Procedure

In the event that a Volunteer ever has a problem while completing his/her service, the Volunteer should report the concern to the immediate supervisor. If the supervisor is unavailable or the Volunteer does not feel comfortable reporting to him/her, concerns may be taken to the Community Engagement

Coordinator. If the Community Engagement Coordinator is unavailable or the Volunteer does not feel the problem is resolved, concerns should be taken to the Community Engagement Specialist. All concerns will be treated seriously and efforts will be made to resolve or remedy the problem.