



Volunteer Manual

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Welcome!

Welcome to The Children's Museum of the Treasure Coast, or better known as - TCM!

You play an important role in our effort to help children of all ages discover, explore and learn. You are giving us a great gift - your time and talents.

We appreciate your involvement and hope you find your volunteer work here rewarding.

This manual will help to get you acquainted with The Children's Museum of the Treasure Coast. It's also a guide to the procedures of the Volunteer Program. This manual will help answer some of the frequently asked questions but it's not designed to cover everything.



A Short History of The Children's Museum of the Treasure Coast

The Children's Museum of the Treasure Coast opened its doors **August 2, 2008**. The Children's Museum originally opened with four exhibits, The Grocery Store, Florida House, Health/Wellness Center and Toddler Beach. In April 2009 the Firetruck was added to the museum. The Car Care Center/Garage opened in December 2009. In December 2010 we opened the explorer's gallery with our signature exhibit the Spanish Galleon "Pirate Ship" and shortly after, in February 2010, we opened our Vet Clinic. Our very popular Mail Stop exhibit was added in November 2011 by staff and volunteers like you! Our Squash Slide and Carrot Climb sprouted in our Children's Garden in 2013 and we were excited to add musical instruments to the museums outdoor experience in 2014. Our Town got its street themed flooring in August of 2016 and we are constantly making little improvements and additions. The museum will continue to grow as future expansions are in the works.

The Children's Museum of the Treasure Coast Quick Facts

- We are a nonprofit organization. This means that no one "owns" TCM. We have a board of directors and all money received goes right back into improving and growing the museum.
- Our Mission Statement: The mission of The Children's Museum of the Treasure Coast is to offer children and families a place to explore and learn through hands on activities, educational programs and cultural experiences.
- We offer camps, birthday parties, field trips, outreach programs, workshops, etc...

Conduct

Unacceptable Behaviors While Working

- Using cell phones on the floor. This includes texting, emailing etc. Please have your phones on silent. You may use your cell phone on break.
- Repetitive absences and/or tardiness
- Unfriendly or uncooperative attitude with other volunteers, visitors and staff
- Leaving assigned work area without good reason and/or disobeying or refusing work assignments or directions
- Public displays of affection
- Out of uniform
- **ZERO one on one contact with children unless you have been background checked**

Consequences

- 1st incident: Volunteer will be notified of the problem and the changes
- 2nd incident: Volunteer will be sent home for the remainder of the day and no hours will be issued for that day
- Last, the volunteer will be placed on probation. During that time, if any more offenses occur, the volunteer may be asked to leave the program and volunteer hours will not be released for credit.

Grounds for immediate termination & loss of hours

- Vandalism on museum property
- Use of drugs or alcohol
- Underage smoking/vaping in or around the museum
- Inappropriate language of any kind on the museum floor or within ear shot
- Theft. No matter how seemingly insignificant.
- Falsifying records or reports (Example: Telling parent you are here when you are not)

Appearance and Uniforms

The Children's museum of the Treasure Coast has uniform requirements for all volunteers. These requirements should be adhered to at all times. Please remember that you are the face of The Children's Museum and your appearance represents the museum.

The basic uniform consists of your Children's Museum Volunteer T-Shirt, pants or shorts to the knees. NO Flip Flops or sandals. You must wear closed toe shoes. (If you are assigned to work summer camp, attire for water days is different.)

Do's and Don'ts

Do:

The Children's Museum T-shirt
Plain black, blue, tan, khaki pants
Jeans, knee length shorts or knee length skirts
Closed toe shoes
Name tag prominently displayed (if you do not have a shirt)

Don't:

Ripped or torn clothing
Visible undergarments (boxers, bras etc.)
Short Shorts or Skirts
Flip Flops, Sandals or excessively high heels
Hats or baseball caps
Tank tops or cropped tops
Extreme, theatrical makeup
Chains, spikes or "scary" jewelry

Your Commitment to The Children's Museum of the Treasure Coast

In committing to being a volunteer at The Children's Museum, you are agreeing to work a shift with a minimum of 4 hours. You agree to be punctual and to notify the Volunteer Coordinator about your schedule, especially in case of an absence.

You must inform us in advance if you will or will not be volunteering. We have limited spaces available and cannot accommodate those who "Just show up".

Volunteer Schedules

Schedule options:

Monday – Saturday	Part time 9:00 am – 1:00 pm or 12:00 pm – 4:00 pm Full time 9:00 am – 5:00 pm (30 minute break)
Sunday	12:00 pm – 5:00 pm

Camp Volunteers: Monday – Friday 9am – 5pm

- Must be at least 15 years old
- Must be able to commit to FULL week/9am-5pm
- Must be willing to interact with children, follow Camp Counselors lead & communicate effectively and participate in all camp activities (i.e.: water day, field trips, special presentations, etc...)

To Get on the Schedule

- Volunteer is responsible for setting schedule. Parents/guardians will not have access to schedule book. All schedule communication MUST come from teen volunteer.

If you cannot work or will be late for your schedule shift

Please let us know as soon as you can. If we have advance notice, your absence will not have an adverse effect on your record and will allow us to fill your spot with someone who may be on standby.

If you are sick or something has come up, please call us as soon as possible. Absences without calling in are not acceptable.

Your Day @ The Children's Museum of the Treasure Coast

SIGN IN: Arrive at TCM, Sign In

FIND OUT: Check Schedule to see where you are assigned

PREP: When you get to your area, look around. Does it need supplies? Is the exhibit tidy and in order? This is the time to tidy up.

ASSIST: Keep your area tidy and stocked.

TAKE RESPONSIBILITY: Take pride in yourself and your work! Help us keep the museum safe and beautiful. Pick up stray items on the floor. Also, you may need to politely remind parents of our safety policies (no food in the exhibits, children should be supervised at all times, no running, no climbing or damaging the exhibits, etc..) If you need help speaking to a parent, always contact a paid staff member.

RESPECT TIME: If you work more than 4 hours, you must take a 15 minute break. If you work more than six hours, you must take a half hour break. We are generous with your breaks, *when time allows*, but please ask first if you think you will be gone longer than 15 minutes.

SIGN OUT: When it is time to go, check again to make sure the area looks clean and is reset. Sign out, and pat yourself on the back for another great day!

Important Things to Remember

- Please make sure to sign in and out every shift. **If you forget to sign in or out you will not get credit for that day.**
- Always keep a written record at home with the hours you've worked.
- Hours that need to be signed/verified must be dropped off and picked up at a later date. Alternatively, you can set an appointment.
- Communication is key! Questions? Problems? Running late or need a break? That's what your Volunteer Coordinator is here for! We rely on you, you can rely on us!
- All requests/questions/callouts/etc regarding volunteering should come from **you**. We encourage our volunteers to take responsibility and treat the experience like a job!
- You can put this experience on a resume or on your college application.
- Doing an amazing job? Great! Your Volunteer Coordinator can write a letter of recommendation or reference. If you request a letter from your Volunteer Coordinator, they will complete it according to your efforts during your time at TCM.

Camps

Objective: Our number one objective is to do everything possible
to ensure the well-being and safety of each camper.

Sign In up in the office!

Be aware of camp agenda for the day AND week ahead.

Introduce to anyone you meet.

Any doubt or hesitation – ask a counselor!

Injuries:

- Assess the situation
- For non-serious injuries: *ice and first aid*
(office kitchen & tan cabinet next to kitchen)
- For serious injuries: *let a staff member know so they can inform parents, make a written record of what the child was doing and the injury that occurred*

Dress Code:

- Pants at knee or longer
- Volunteer shirt EVERY DAY, name tags if you need it
- Closed-toe shoes
- Water days: Waterproof shoes, shirts, bathing suits & board shorts (girls and boys) half thigh or longer are required

Acknowledgment

By signing and dating below, you are stating that you have read and fully understand the information detailed in the Volunteer Manual for the Children's Museum of the Treasure Coast, commit to maintaining confidentiality of any information you have access to at TCM, and that you acknowledge our background check policy:

- Volunteers can be background checked at the Museum's discretion.
- Only volunteers who have been background checked through the Museum's partner are granted permission to have one on one contact with minors in the Museum without staff supervision.

Sign: _____

Print Name: _____

Date: _____