

## MBCM Volunteer Contract



The Miriam P. Brenner Children's Museum is an exciting and colorful place that inspired creativity, foster curiosity and engages the minds of children. Opportunities to be involved as a volunteer are numerous and will continue throughout the school year. We appreciate and value your willingness to be a part of the mission of the Miriam P. Brenner Children's Museum!

Volunteers are a driving force at the museum and the visitor experience is enhanced by outgoing, enthusiastic, and friendly volunteers in the exhibits. Playing such a key role in the visitor experience, volunteers are asked to meet certain expectations.

The Miriam P. Brenner Children's Museum Volunteer Program is an opportunity for high school students to experience volunteering under the guidance and supervision of MBCM staff. Volunteers will be required to check in with MBCM Floor Managers, sign in and out, sanitation management, keep a positive attitude, and engage with visitors and daily activities.

### Requirements

- 15 years of age or older
- Application – Including cell phone policy and agreement - completed by Volunteer **and caregivers!**
- Attendance at Volunteer Orientation (to be scheduled with Volunteer Coordinator)

### The Program

- MBCM Volunteers will gain experience and development of skills. These skills could include problem solving, critical thinking, time management, organization, communication, and teamwork.
- Volunteers are an extension of our staff. We ask all volunteers to conduct themselves in a mature and professional manner. The courteous enforcement of rules, service to and safety of guest is each staff members' primary job.
- Volunteers may not bring siblings or friends to volunteer with them.
- Volunteers show up to work as scheduled and be responsible for their jobs assigned. Cancellation must be made known 24 hours in advance to cover the vacant space.
- Volunteers receive 5 cancellations within one month and 3 no-shows for the entire program.
- Cancellations re-start each month, no-shows do not. Please give timely communication of cancellations to avoid removal from the program.
- Dress Code: plain T-shirts (No large logos), breathable shorts, or comfortable pants and closed toe shoes. *\*Staff will send volunteers home if dress code is not followed\**
- Snacks: Volunteers can bring a drink and a snack to be eaten on breaks; optional snacks are available.
- Finally, OUR GUEST ARE ALWAYS TOP PRIORITY. Please go out of your way to be polite, friendly, considerate, and helpful to our guests all day, every day.

### What Should Volunteers and Parents Know?

- **Drop off/Pick up:** Parents and pre-approved adults will pick up volunteers at the front desk. Staff will be there to make visual contact with adults to assure safety of the volunteer.
- **No Cell Phones:** Cell phones are **NOT** allowed while in museum exhibits but can be kept in purses, backpacks, or lockers. Dial 336-574-2898 if you need to reach your volunteer.
- **On Property:** Volunteers are not allowed to leave property without your prior consent. This includes before or after their shift.
- **Two Warning Rule:** Behavior issues will receive two warnings (one verbal to the Volunteers and one phone call to the parent) and the third time is immediate pick up and removal from the program for the duration of 6 months
- **Orientation Program-** All volunteers **must attend** orientation.

## MBCM Volunteer Contract

### PART V: Agreement (To be filled out and returned prior to your selected orientation date)

I \_\_\_\_\_ as a Volunteer at the Miriam P. Brenner Children's Museum agree to:

- Show up to work as scheduled and be responsible for their jobs assigned
- Not bring siblings or friends to volunteer with them.
- Stay on MBCM property during their shift, unless approved in writing by guardian.
- Keep my phone in lockers and not text, talk or check social media sites (unless on break in designated area)
- Always Follow Dress Code and wear a MBCM apron & nametag.
- Engage with guests and enrich their museum experience.
- Follow instructions given by staff and maintain assigned exhibit spaces.
- Recognize that is experience is in my responsibility to make it the best I can.
- Being photographed for marketing purposes, this can include being posted on our website, social media pages, and/or printed marketing tools around the museum.
- Have FUN!!!

***I have read over the information on the application and understand the purpose of the Volunteer Program, and my position as a MBCM Volunteer. I agree to follow the rules and expectations.***

*\*Print Clearly*

Name: \_\_\_\_\_ Signature \_\_\_\_\_

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

### CAREGIVER SIGNATURE

I \_\_\_\_\_ as a parent of a Volunteers, I understand that I will **help** my child:

- Meet all expectations listed above.
- Attend A Volunteer Program Orientation
- Show up for assigned shifts- or alert manager in advance of an absence.
- Bring a positive attitude and a willingness to help in all capacities.
- Follow the Dress Code.
- Obey the Zero Tolerance for Cell Phones
- Recognize the Two Warning Rule

***As a parent, I have read over the information on the application and understand the purpose of the Miriam P. Brenner Children's Museum Volunteer Program, the rules, and expectations, and am giving permission for my child to participate.***

Parent/Guardian Name \_\_\_\_\_ Signature \_\_\_\_\_

**MBCM Volunteer Contract**

**Miriam P. Brenner Children's Museum  
Cell Phone Policy for Floor Staff & Volunteers**

- A.** Personal cell phones will not be used on the Museum floor or in the Garden during your work hours. Your focus and attention are needed to assist in our daily operations. Using personal cell phones and taking personal calls/texts during work hours puts yourself, other volunteers and employees, and our guests at risk. Please refrain from taking any personal calls, text messages, or e-mails during working or volunteer hours. If you need an exception granted, you must first receive permission from your supervisor.
- B.** Volunteers will be asked to leave all cell phones in their cars, the Operations office, or their personal lockers. The Miriam P. Brenner Children's Museum is not liable for the loss of personal cell phones brought into the workplace.
- C.** All personal phone calls/texts will be made during break periods or lunch periods only.
- D.** Volunteers in violation of this policy may be subject to disciplinary action up to and including termination of volunteer responsibilities.

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

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