



**SHENANDOAH VALLEY
DISCOVERY
MUSEUM**



Volunteer Handbook

Apply at

discoverymuseum.net/getinvolved/volunteer

Or email grouppreservations@discoverymuseum.net

Updated 01/2024



The Shenandoah Valley Discovery Museum exists to spark curiosity and inspire learning through exploration and creative play. As a non-profit children focused organization, we strive to provide an environment where children and their caregivers can explore, play and learn in a safe and exciting place, and as a volunteer you can help us do that! The Discovery Museum began as a group of volunteers nearly 30 years ago and has continued to grow and thrive thanks to wonderful volunteers ever since.



Mission: To spark curiosity and inspire learning through explorations and creative play.

WHO CAN VOLUNTEER?

- **Junior Volunteers/CIT:** Students as young as 12 are welcome to volunteer as part of our Counselor in Training (CIT) summer camp program.
- **Adult Volunteers:** Volunteers 18 and up. Are you made for play or skilled and/or willing to help keep our museum running in tip top shape? See our two adult volunteer programs below!
- **Group Volunteers:** Is your group looking for a community service opportunity? We invite your community/school group, corporate, or business to volunteer for specific projects or events. All group members must be at least 15 years old.

Please note, we do not allow court-order service, and background checks are required for any volunteer 18+.

Adult Volunteers

Adult Volunteers at the Shenandoah Valley Discovery Museum tend to fall into one of the below categories:



Spark Club Volunteers

- These volunteers are made for play! While there are often other duties such as circulating through the museum when large amounts of visitors are expected and helping reset exhibits, the main goal of these volunteers is to help facilitate exploration and creative play while on the museum floor! Volunteers may also assist with projects or special events/programming.
- 6-month minimum commitment: Weekend and weekday options.
- Reports to: Sidney Conlon – Education and Reservation Specialist and/or Madelynn Whited – Education Site Manager

Fun Fabricator

- Are you a professional or retired professional looking to give back to your community? The Shenandoah Valley Discovery Museum is looking for skills-based volunteers to utilize their talents and make a difference in the lives of the children that we serve.
- Volunteer opportunities are available Monday-Friday, morning or afternoon.
- Reports to: Rory King – Facility and Exhibits Manager and/or Matthew Jackson Facility and Exhibit Assistant Manager

Teen Volunteers

Teen Volunteers may apply during the summer to be a CIT (Counselor in Training) for our summer camps



The Camp Counselor In Training (CIT) is responsible for assisting the camp counselor in leading, and implementing enriching programs and experiences for children in a small group setting. They will assist the camp counselor in looking out for the general safety and well-being of the campers in his/her group. The CIT will model the SVDM core values of curiosity, learning through play, and hands-on exploration in a safe and fun environment.

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Policy and Procedures

Safety & Security

- The safety and well-being of our guests, employees, and volunteers is of highest priority. Staff members have been trained to handle emergency situations including first aid and building evacuations. A briefing will be provided to volunteers as to their roles in various emergency situations.
- If a safety hazard such as wet floor, broken exhibit component, tripping hazards, etc. are observed please notify staff member and/or rectify the issue if within your means.
- If you are sick, please call/email to cancel your shift with as much notice as possible.
- LOST CHILD – Occasionally, children wander away from their caregivers. The Shenandoah Valley Discovery Museum has a procedure on how to handle lost/found children. Please notify staff immediately if you are made aware of a lost/found child.
- Lost and found – Please bring any found items such as cell phones, car keys, and credit cards immediately to the front desk. Items such as sweatshirts, stuffed animals, and water bottles can be placed in the lost and found basket in the coat closet.
- Smoking policy – Smoking in the building or on the rooftop at the Shenandoah Valley Discovery Museum is prohibited for both visitors and staff (this includes cigarettes, vapes, etc.).

Expectations

- Support and contribute to the museums mission spark curiosity and inspire learning through exploration and creative play.
- Participate in on-the-job training and/or training workshops
- Be dependable, arriving as scheduled
- Offer excellent customer service
- Drugs and alcohol are not permitted. If a volunteer is suspected of being under the influence of a drug or alcohol, he or she will be asked to leave immediately, and the volunteer placement will be terminated.
- Respect museum policies and procedures by
- Ensuring your volunteer time is devoted solely to the museum. No personal visitors or use of electronic devices including cell phones are permitted while volunteering
- Respecting museum property



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Policy and Procedures, Cont.

Identification and Attire

- All volunteers must wear a yellow museum apron during their shift
- Appropriate clothing must be worn whenever representing the museum.
- Examples of acceptable attire include jeans, dress pants, T-shirts, sweatshirts, blouses, dresses, etc.
- Examples of unacceptable attire include clothing with holes, leggings, crop tops, exposed undergarments, rude/inappropriate slogans/images of any kind

Tracking Hours

- Use the volunteer sign-in sheet provided by the museum to record your time spent volunteering. For every day that you volunteer, please note your time of arrival, departure, and total number of hours worked.

Resignation/ Termination of Position

- Volunteer placement at the Discovery Museum is not considered permanent. The Museum Director, Volunteer Coordinator or the volunteer may terminate the volunteer placement at any time.
- Please notify the Volunteer Coordinator as far in advance as possible if you would like to terminate the placement or require an extended leave of absence. Advanced notice allows the Volunteer Coordinator to search for replacements or shift duties around as needed.

Liability

- Volunteers should report any injuries that result from their work at the Museum, regardless of the severity, to the Volunteer Coordinator, at which time an incident report will be completed.

