

London Regional Children's Museum
PERSONNEL REGULATIONS
A Handbook for Employees and Volunteers

POLICIES AND PROCEDURES
VOLUNTEERS

November 2011

OVERVIEW

The Children's Museum recognizes the important and unique role volunteers play in developing and enhancing museum programs and services. The Children's Museum is committed to providing opportunities for volunteers to practice and develop their skills while contributing to the Children's Museum. The Children's Museum assures set standards for the recruitment, screening, hiring, placement, training, identification, evaluation and recognition of volunteers.

Definition

- A volunteer is defined as a person who performs a service willingly and without pay.
- At the Children's Museum, there are a number of different types of volunteers, including but not limited to:
 - Board of Directors members;
 - Committee members;
 - Interns;
 - Placement students;
 - Visitor Experience volunteers; and
 - Specialized position volunteers.

Recruitment and Hiring

- The Children's Museum actively recruits volunteers through personal contacts, community postings and volunteer agencies.
- Recruitment is targeted to meet specific needs for volunteers within the Children's Museum.
- All volunteers are required to complete an application (see Appendix 9 for Adults and Appendix 10 for Youth), and applicants who have resumes are encouraged to submit a resume with their application.
- A staff or board designate will set up an initial meeting with the applicant, during which time a Volunteer Screening Interview (see Appendix 11) will take place.
- If there is a potential match between the applicant and the Children's Museum as determined in the Volunteer Screening Interview, the staff or

board designate will invite the applicant to attend a Mandatory Information Session.

Screening for Non Board and Committee Volunteers

- In addition to the Volunteer Screening Interview and Mandatory Information Session, all applicants must provide the names and telephone numbers of at least three (3) personal references (see Appendix 12 for Volunteer Reference Form).
- At least two (2) references must provide positive recommendations prior to the applicant being hired as a volunteer.
- Telephone reference checks will be coordinated by the Staff Designate.
- The applicant will be subject to successfully completing a Police Records and Vulnerable Position screening check by the Police Department of their city of residence at their own cost.

Placement

- Following the successful completion of the Volunteer Screening Interview, Mandatory Information Session and the screening process, the Staff Designate will determine a suitable position for the new volunteer. If a suitable position is not available at the Children's Museum, the applicant will be referred to a volunteer placement agency.
- The Staff Designate will arrange a meeting between the volunteer and the employee who will supervise the volunteer, where the supervisor will confirm the suitability of the volunteer for the position.
- If the volunteer is suitable for the position, the supervisor will proceed with the placement and training of the volunteer; if the volunteer is not suitable for the position, the volunteer will be referred back to the Staff Designate for alternate placement.
- The supervisor will provide the volunteer with a Position Description (see Appendix 13) and a Volunteer Agreement (see Appendix 14) detailing the volunteer's duties, responsibilities and schedule. The Volunteer Agreement must be signed by the volunteer and the supervisor, with copies provided to the volunteer and the Staff Designate.
- All volunteers will be required to read the Personnel Regulations and sign a Confirmation of Understanding the Personnel Regulations form (see Appendix 1). As well, all volunteers must sign a Declaration of Innocence Form (see Appendix 4), and a Confidentiality Agreement (see Appendix 5) before they will be able to begin their placement at the Children's Museum.
- Volunteer files will be kept in a protected, centralized location managed by the Staff Designate. Each volunteer file will include, but is not limited to the volunteer's application, reference checks, criminal reference check, position description, signed Volunteer Agreement, Volunteer Personal Contact Information sheet (see Appendix 15), recognition letters,

evaluations and other relevant material. The supervisor is responsible for providing the Staff Designate with copies of all documentation for volunteer files.

- Supervisors are responsible for scheduling their volunteers. The Staff Designate will assist with scheduling as required, and will manage the scheduling of the volunteers for outreach events and March Break.
- Other staff can request volunteer assistance for regular or temporary assignments by completing a Request for a Volunteer Form (see Appendix 16) and submitting it to the Staff Designate at least two (2) weeks prior to the start date requested. If special skills are required for a volunteer placement, the request should be made at least one (1) month in advance to allow for adequate recruitment.

Training

- Supervisors will provide new volunteers with a Volunteer Orientation Manual (see Appendix 17), a tour and a general orientation to the Children's Museum. Orientations can be done individually or with a group of new volunteers.
- Supervisors are responsible for training volunteers for any specific duties outlined in their position descriptions.

Identification

- While volunteering at the Children's Museum, onsite or offsite, all volunteers must wear a blue volunteer vest and name tag, identifying themselves as a Children's Museum Volunteer.

Evaluation

- Volunteers are responsible for signing in and recording their time on volunteer time sheets at the Front Desk. The Staff Designate will maintain a record of the volunteer hours.
- Supervisors will meet regularly with their volunteers to share feedback and to evaluate the placement.
- Volunteers are expected to meet the terms of their Volunteer Agreement forms. If a volunteer fails to perform the duties agreed to in their agreement, the Staff Designate will meet with the volunteer and attempt to resolve the situation. If the volunteer's performance does not improve, the Volunteer Agreement will be terminated.
- Resigning volunteers are asked to complete a Volunteer Exit Survey (see Appendix 18).

Recognition

- Volunteers are recognized both formally and informally on a regular basis.
- Active volunteers are eligible to participate in the Attractions Ontario Reciprocal Admission Program.

- After 50 hours of consistent volunteer service, a volunteer is entitled to a complimentary one-year Family Membership. The Staff Designate is responsible for submitting the membership application to the Visitor Services & Member Relations Coordinator.
- The Staff Designate will coordinate the annual Shining Stars Volunteer Awards Program.
- Volunteers are welcome to apply for posted employment opportunities at the Children's Museum. Decisions to hire paid employees are based on experience, skills and academic credentials. Volunteering develops skills in a museum setting, but it does not guarantee paid employment at the Children's Museum. If a volunteer is hired for paid employment at the Museum, they will be removed from their volunteer duties for the term of employment.