



VOLUNTEER HANDBOOK

Updated: AUGUST 2019



Dear Volunteers,

Welcome to Pretend City Children’s Museum (“Pretend City” or “Company”)! As a nonprofit organization, Pretend City is dedicated to producing a fun, creative, and educational environment for young children in our community.

Volunteers are the heart and soul of Pretend City and play a vital role in helping to deliver our mission of healthy development and school readiness. When you volunteer for Pretend City you become part of a special community that values a love for life-long learning. Whether you are helping a child learn a life skill through exhibit exploration, supporting staff with a birthday party, or assisting with administrative tasks in our office-**you** are making a valuable contribution to helping us ensure every child in Orange County is ready for and successful in school.

To ensure your experience is meaningful and positive, this handbook has been prepared to keep you informed with a helpful, ready-reference about the volunteer program. Thank you in advance for taking the time to read the handbook. If you have any questions, just ask!

We welcome you as a Pretend City Citizen and thank you for choosing Pretend City to volunteer and share your time.

Warm Regards,

Volunteer Program Coordinator
949-428-3900, ext. 217



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Section 1 – Pretend City Children’s Museum

1-1 Mission and Vision Statement

Mission: Pretend City Builds Better Brains!

Vision: To ensure that each child is ready for school success by providing real-world learning experiences that children need to develop essential foundational learning skills.

Please visit our website at www.pretendcity.org for more information on our history and for a virtual tour of our exhibits.

1-2 Quick Facts

Who We Serve:

Pretend City Children’s Museum has the mission of supporting our surrounding community, its children and their grown-ups. The museum is recommended for children ages 0-8.

What We Do at Pretend City:

- Museum Exploration
- Early childhood development education and screening
- Birthday parties and facility rentals
- Field Trips
- Special Events
 - Members
 - Fundraising
 - Autism Night
 - Baby Steps
 - When I Grow Up Day
 - School Readiness Fair
 - Good To Go



Parking:

Volunteer parking is located to the left of or behind the building behind Pretend City. Main parking located in the front of the Pretend City building is designated for our guests.

Section 2 – Volunteer Experience

2-1 Volunteer Benefits

Volunteers are granted active status when they donate at least three (3) or more hours of their time to Pretend City per month. Once a volunteer has completed three (3) hours of their time, the volunteer will be able to obtain Pretend City Volunteer benefits. All **active status volunteers** will receive the following benefits:

- 10% off Membership Packages
- 20% off Admission Tickets

Pretend City Children’s Museum: Volunteer Handbook

- Can bring up to 4 guests (One must be a child, and another must be the volunteer)
- Must let Volunteer Coordinator know 2 days prior to visit
- Available once a quarter (January-March, April-June, July-September, October-December)
- Available after first month has been completed
- 25% off any items from the Mini-Mall

2-2 Volunteer Scheduling

Pretend City
CHILDREN'S MUSEUM

Volunteer Newsletter

Exhibit Support

Open Shifts:
For the week of 6/13 - 6/19
Requests due Thursday 5/19 at 4:00pm
Shifts can also be shorter than the times listed

Monday - 10:00 - 1:00 PM
Baby Steps: 2:00 - 4:00 PM
Tuesday - 10:00 - 5:30 PM
Wednesday - 10:00 - 5:30 PM
Thursday - 10:00 - 5:30 PM
Friday - 10:00 - 3:30 PM
Saturday - No Availability
Sunday - By Request

Special Events Shifts

Superhero Member's Event
Monday, June 20th
10 Shifts available from 4:15-7:30pm
Help us celebrate our Pretend City Members by throwing them a Superhero Member's event. Volunteers will get to dress up as superheroes and help with assisting members in obstacle courses (zip lines, rock climbing walls, etc), help handling out food and other tasks. This event is on-site at Pretend City.

Hours of Operation

Sun 11 AM - 5 PM
Mon 10 AM - 1 PM
Tue - Sat 10 AM - 5 PM

Volunteer Newsletter

All volunteers will be asked to sign-up for the Volunteer Newsletter after completing training. The Volunteer Newsletter is emailed **every Tuesday morning** and lists the various open volunteer shifts (Special Event shifts, Exhibit Support shifts, Administrative Support shifts, and Field Trip Support shifts) and volunteer information for the following week.

Volunteer Impact – Scheduling your Volunteer Shifts

Volunteer Impact is the volunteer management software that offers an efficient way of tracking volunteer hours, posting available volunteer shifts, and reporting hours. You will sign up for your volunteer shifts through this program.

Through this software, each **active volunteer** will be given a personal profile page you can customize, search and sign-up for available shifts, and print out volunteer schedules. Since this is a web-based system, you may access your profile and Volunteer Impact from any device with Internet capabilities (i.e. laptops, desktops, and phone). Volunteer

Impact eliminates the extra step of having to email the Volunteer Coordinator to request shifts. All active volunteers also receive a custom login and password, which you may use to sign-in on the laptop located in the staff workroom. Volunteers will clock in and out before and after every shift to accurately track volunteer hours.

You will receive access to Volunteer Impact after your first shift and after you have confirmed your active status. While the Volunteer Coordinator will still send out the Volunteer Newsletter weekly, volunteers will only be able to access open shifts through Volunteer Impact. If you work less than three (3) hours per month, please email the Volunteer Coordinator to schedule your shifts.



Welcome
Mary Grace Sanchez
[Edit](#)

Upcoming Shifts

Exhibits - Saturday Exhibit Support
📅 Saturday, October 01, 2016 12:00 PM - 1:00 PM
[Edit](#)

VOLUNTEER HOURS

This Week	This Month	This Year
0.0	3.1	11.6

Snapshot of Volunteer Impact

2-3 Volunteer Conduct and Expectation

What You Can Expect from Pretend City:

- Work in a position that is worthwhile and challenging, with freedom to use existing skills and develop new skills
- Have the position defined through a volunteer job description
- Receive sufficient, ongoing training with clear and specific directions from your supervisor
- Receive periodic feedback
- Be involved or represented in decisions that affect you
- Receive support and representation from your Volunteer Coordinator
- Have opportunities to explore a variety of volunteer positions
- Have opportunities for social enrichment
- Meet and work with a variety of people
- Work in a friendly, open, trusting, and creative environment

What Pretend City Expects from You:

- Complete a Volunteer Orientation and, depending on your role, complete an in-person training
- Donate at least 3 hours per month to Pretend City Children's Museum
- Consider your work is in a professional environment
- Represent Pretend City in an appropriate and responsible manner by showing courtesy and respect at all times
- Be aware of and abide by Pretend City Children's Museum policies
- Follow your assignments and accept supervision
- Be prompt and reliable in reporting for your shift and honor your commitments to Pretend City
- Perform your assigned duties to the best of your abilities
- Provide at least 24 hours' notice to the appropriate staff member if unable to fulfill your responsibilities due to travel plans or a change in personal schedule
- Communicate questions or concerns with the Volunteer Coordinator

2-4 Attendance

We depend on you to complete your scheduled shifts because as with any group effort, effective and efficient operating takes cooperation and commitment from everyone. Therefore, attendance is very important. In the event of an unscheduled absence (i.e. illness or emergency), please contact the Volunteer Coordinator via email or phone call, as soon as possible, but preferably 24 hours before your scheduled shift begins. On weekends, please also email the Brain Builders; brainbuilders@pretendcity.org.

If you have accumulated two (2) unexcused absences and/or your absenteeism becomes excessive, we will reevaluate your volunteer relationship with Pretend City.

2-5 Holiday Schedule

You are not expected to volunteer on Pretend City observed holidays. However, if you wish to come on those days, please inform the Volunteer Coordinator. Holidays observed by Pretend City include:



- New Year's Day, Museum closed
- Memorial Day, Museum open
- Independence Day, Museum closed
- Labor Day, Museum open
- Thanksgiving Day, Museum closed
- Christmas Day (December 25th), Museum closed

2-6 Safety and Emergency

The safety and health of our volunteers is important to us. Please adhere to the safety guidelines and procedures detailed in the Pretend City Children's Museum Safety Handbook. A copy of the Safety and Emergency Manual is located at the Volunteer Station.

If in your work you should encounter an unsafe situation and/or observe others working in an unsafe manner, please inform a Brain Builder (Stage Supervisor) and the Volunteer Coordinator with details of the incident.

We encourage your ideas and suggestions about how we can create a safer workplace.

2-7 Guest Services

Everything we do at Pretend City is intended to meet one goal, which is to provide a safe environment where all our guests can have a fun unique learning experience. Professional, friendly, courteous and helpful guest service and guest safety are our top priorities. Guest services is everyone's job at Pretend City no matter your role. Delivering superior guest service is aligned with Pretend City's mission and core values.



Guest Services: Best Practices

There are several things that you can do as a volunteer to leave our guests with a good impression and improve the public perception of the professionalism of the Pretend City team. The following are some of the most important points when communicating with museum guests:

Pretend City Children's Museum: Volunteer Handbook

- a. First Impressions: Building rapport begins with the first impression. Therefore, a calm relaxed smile creates a great first impression when our guest enters the City. That kind of smile says that you enjoy meeting people and helps put everyone at ease.
- b. “It’s the little Things”: Great guest service is knowing and doing the “little things” right. The following are some basic things that can make a big difference to our guests:
 - Welcome our guests with a smile – “Hi, welcome to Pretend City!”
 - Acknowledge your guests
 - Articulate your voice when talking to guests– sometimes it’s not what you say, but how you say it
 - Respect the Museum’s environment by ensuring it’s clean and organized for our guests
 - Say “Thank You for coming and we hope to see you again.”
 - Do not be afraid to say, “I’m new here” and assure guests you will do your best to find the answer...and do it
 - Listen to our guests (let them do 75% talking and you do 25%)

2-8 Dress Code

It is essential that you exhibit a professional appearance which communicates respect, competence, personal pride, and efficiency. In addition, dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the image Pretend City Children’s Museum presents to the community.

1. Clothing

- a. Wear clean and appropriate fitting clothing (no torn, excessively worn, stained or clothes that are too tight or too baggy)
- b. Wear Pretend City volunteer logo shirt
- c. Wear black pants, capris or Bermuda shorts. Bermuda shorts should be worn at or just above, the knee (i.e. no shorter than 2 inches above the knee)
- d. No provocative clothing
- e. No sweats, work-out or athletic pants or shorts
- f. No low-rise pants
- g. No clothing allowed with inappropriate writing and/or graphics
- h. Undergarments should not be visible, especially when you bend down or over
- i. No metal or chain-like belts. Buckles shall be reasonable in size and shall not bear messages, artwork or images
- j. No hats
- k. No gloves except as part of an approved stage costume





2. Footwear

- a. Shoes shall be clean and in good repair
- b. No slippers, flip flops, Ugg boots and similar shoes

3. Facial and Body Appearance

- a. Hairstyles should be neat and business like. Hair shall not be unkempt in appearance
- b. Nails should be kept at a reasonable length and shall not interfere with performance of duties. Nail polish shall be professional in appearance and in good repair
- c. Body piercings, tattoos, or body art shall not be displayed while on duty or while representing Pretend City
- d. Heavy makeup or strong odors should be avoided
- e. Facial hair shall be neatly and evenly trimmed

4. Jewelry

- a. Jewelry shall be reasonable and shall not distract from a professional appearance
- b. Nose rings and/or other facial piercings are not permitted

If you need a reasonable accommodation because of medical and/or religious beliefs, observances or practices, please contact the Human Resources Department to discuss the need for the accommodation.



2-9 Lost Grown-Up Procedure

1. If you are approached by the caregiver of a missing child, escort the caregiver to the nearest team member on the stage with a radio. This might be a floor staff member, front desk, manager, or director.
2. The team member with the radio will ask the caregiver for a description of the child (name, age, sex, hair color, eye color, approximate height and weight, shoe color and style, clothing, other distinguishing features) and then report the missing child and description to the rest of the team.
3. All staff will clear their exhibits until the child and caregiver are reunited.

2-10 If You Find a Lost Child Alone

1. If you see a parentless child matching the description of the lost child, introduce yourself as a person who works for the museum and ask the child if his/her name is _____ (the missing child's name) and if he/she has lost his/her grownup.
2. If the child confirms his/her identity, tell the child their caregiver is looking for them. Make sure to stay with the child until they are with a staff member.
3. Find the nearest staff and inform them that the child is looking for their caregiver. At this point, the staff member will take over until the child is reunited with their caregiver.

2-11 Cell Phones and Other Personal Items:

The safety of our guests and outstanding guest service are our top priorities. Engaging with guests, giving the children play prompts, paying attention to re-stocking needs, and being aware of what's going on around you are actions that make a visit meaningful for our guests and you as a volunteer. Therefore, you may not use your cell phone and other personal electronic devices while volunteering. Please leave your cell phone and/or other personal belongings in the volunteer lockers provided. If special circumstances arise that require you to have access to your cell phone during your volunteer hours, please speak to the Volunteer Coordinator or a Brain Builder.

Section 3 – Policies and Procedures

3-1 Confidentiality

During the course of your volunteer service, you may become aware of confidential information about Pretend City Children's Museum's business, including but not limited to information regarding Company finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. You also may become aware of similar confidential information belonging to the Company's guests. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. If you improperly copy, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Company may be subject to disciplinary action up to and including termination. You may be required to sign an agreement reiterating these obligations.

3-2 Policy Against Harassment

Pretend City is committed to a workplace free of discrimination, harassment, and retaliation. It is Pretend City's policy that harassment, including but not limited to sexual harassment and offensive behavior of volunteers or any individual on the basis of race, religious creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, medical condition as defined by state law (cancer or genetic characteristics), disability, military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state or local laws and ordinances is prohibited. Offensive behavior prohibited by this policy also includes objectionable physical closeness or contact, unwelcome suggestions, discrimination, retaliation or requests to engage in illegal or unethical conduct.

If you feel that you're being subjected to offensive behavior, immediately ask that the person engaging in the offensive behavior to stop at once. You should report such offensive behavior to the Volunteer Coordinator.

3-3 Conflict of Interest

It is Pretend City Children's Museum's policy that all volunteers avoid any conflict between their personal interests and those of the Company. The fundamental principle guiding this policy is that no volunteer should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Company. Any potential conflict of interest should be disclosed. It will not preclude volunteer service if it is declared appropriately.

3-4 Smoke Free Environment

Pretend City intends to provide a safe and healthy work environment. Smoking in the workplace is prohibited except in outside locations specifically designated as smoking areas. For information regarding the location of smoking areas, consult with the Volunteer Coordinator.

3-5 Drug-Free Environment

Pretend City provides a drug-free, healthy, and safe environment. While on Pretend City premises and while conducting Pretend City-related activities off Pretend City's premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. You must advise the Volunteer Coordinator if you are taking any prescription or over-the-counter drug which could adversely affect safety or performance.

3-6 Non-Fraternization

Pretend City is committed to fostering a positive learning and working environment for all staff and volunteers. While Pretend City encourages amicable relationships between staff and volunteers; the Company desires to avoid misunderstandings, actual or potential conflicts of interest, complaints of favoritism, possible claims of sexual harassment, and employee and volunteer morale and dissension problems that can result from romantic or personal relationships among employees and volunteers. Accordingly, you are discouraged from fraternizing or becoming romantically involved with other employees, when their personal relationships may create a conflict of interest, cause disruption, create a negative or unprofessional work environment, or present concerns regarding supervision, safety, security, or morale. You are required to keep relationships with employees professional and not let personal affairs affect their service at Pretend City.

3-7 Social Media:

Pretend City Children's Museum respects the right of any volunteers to maintain a blog or web page or to participate in a social media platforms (SMP) such as Instagram, Snapchat, Facebook, LinkedIn, Twitter, personal blogs and/or similar sites. However, when participating in any activities on SMP; we ask that you follow these guidelines:



- Avoid taking picture with visitor(s) and posting it on any SMP
- Be responsible and do not violate Pretend City's code of conduct
- Do not disclose Pretend City's confidential and proprietary business information

3-8 Separation of Volunteer Service

You may resign your volunteer service with Pretend City at any time. We request that you submit a written notification to the Volunteer Coordinator ideally two weeks prior to your departure. We will ask you to complete an exit survey upon your departure. You are welcome to ask for an exit interview with the Volunteer Coordinator or Director of Human Resources as an opportunity to communicate your views about any relevant information you feel it is important for us to know. Upon the volunteer's resignation, the Volunteer Coordinator will confirm the service hours and close the volunteer's file.

*A heartfelt
thank
you!
to our
volunteers!*



Volunteer Acknowledgement Form

I, _____ (**Volunteer's Name**) understand that the work I am performing for Pretend City Children's Museum is being provided in a volunteer capacity. I understand that I will not receive any compensation or any other benefits in connection with my volunteer position.

The Volunteer Handbook describes important information about Pretend City Children's Museum, and I understand that I should consult my supervisor or Human Resources regarding any questions not answered in the Handbook.

The information, codes of conduct, and policies and procedures outlined here are subject to change, with the exception of the policy of at-will volunteering.

I have received the Volunteer Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it. This policy guide supersedes all previously published policy guides.

Volunteer's Signature

Date

Volunteer's Name (printed)

Date



Volunteer Waiver of Liability

Thank you for volunteering your time and sharing your expertise with Pretend City. This is an annual form that outlines your responsibilities as a volunteer where you agree to release Pretend City of all liability while working with us.

This form is in effect for one year from the signing date.

This Release and Waiver of Liability (the "Release") executed on _____ (Date) by _____ (Volunteer's Name) in favor of Pretend City Children's Museum, a non-profit corporation, its directors, officers, employees, & agents.

The Volunteer desires to work as a volunteer for Pretend City and engage in those activities related to being a volunteer at Pretend City. The Volunteer understands that the associated actions would include a variety of activities to include but not limited to engaging families on the exhibit floor by assisting in learning with the child/children in the same exhibit space that the grown-up is in or within visible space of the grown-up, providing general support by giving information about the Museum, administrative tasks such as filing, completing forms or working on the computer, and other tasks that you may be requested to perform.

The Volunteer hereby freely, voluntarily, & without duress executes this Release under the following terms:

Release and Waiver: Volunteer does hereby release and forever discharge and hold harmless Pretend City and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with Pretend City.

Volunteer understands that this Release discharges Pretend City from any liability or claim that the Volunteer may have against Pretend City with respect to any bodily injury, personal injury, illness, death, or property damage that may result from the Volunteer's Activities with Pretend City, whether caused by the negligence of Pretend City or its officers, directors, employees, or agents or otherwise.

Volunteer also understands that Pretend City does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

Medical Treatment: Volunteer does hereby release and forever discharge Pretend City from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Pretend City.

Assumption of the Risk: The Volunteer understands that the risk of injury is inherent in any activity physical in nature. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases Pretend City from all liability for injury, illness, death, or property damage resulting from the Activities.

Insurance: The Volunteer understands that, except as otherwise agreed to by Pretend City in writing, Pretend City does not carry or maintain health, medical, or disability insurance for any Volunteer.

Volunteer Accident Insurance is provided and is a medical insurance policy which covers accidents involving volunteers on the work site or in other supervised events. Volunteer Accident Insurance pays after the Volunteer's insurance pays. If the Volunteer has no insurance, the policy pays up to the limits of coverage.

Photographic Release: Volunteer does hereby grant and convey unto Pretend City all rights, title, and interest in any and all photographic images and video or audio recordings made by Pretend City during the Volunteer's Activities with Pretend City.

Other: Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of California and that this Release shall be governed by and interpreted in accordance with the laws of the State of California. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

IN WITNESS WHEREOF, Volunteer has executed this Release as of the day and year first above written.

Volunteer Name (Please Print): _____

Volunteer Signature: _____

Today's Date: _____

Volunteer Address: _____

Phone number where you are most easy to reach: _____

Email: _____

Group/Organization: (if applicable): _____

******* If volunteer is under the age of 18, a parent or legal guardian must sign. *******

Parent Name (Please Print): _____

Parent Signature: _____

Today's Date: _____

In case of emergency, please contact:

Name: _____

Relation: _____

Phone: _____

Address: _____



Volunteer Confidentiality Agreement

This agreement applies to all volunteers associated with and/or involved in the activities or affairs of Pretend City Children's Museum. This includes all activity associated with Pretend City Children's Museum at its main location and all outreach site locations.

All data, materials, knowledge and information generated through, originating from, or having to do with Pretend City Children's Museum or persons associated with our activities, including contractors, is to be considered privileged and confidential and is not to be disclosed to any third party. All pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, client, staff or public information is confidential and the sole property of Pretend City Children's Museum.

This also includes, but is not limited to, any information of, or relating to, our staff, clients, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.

Client information, including all file information, is not be disclosed to any third party, under any circumstances, without the consent of the Pretend City Children's Museum Volunteer Coordinator and the Director of Human Resources.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject you to disciplinary action and/or termination, according to the procedures set by Pretend City Children's Museum and any applicable laws. In the event that a dispute arises concerning this agreement and a lawsuit is filed, the prevailing party shall be entitled to reasonable attorney's fees and costs.

My signature signifies I agree to these terms and will abide by, adhere to and honor all of the above.

Print Name

Date

Signature

Date