



# **Volunteer Handbook**

# **About the BFK**

## **Our Mission**

The Building for Kids Children's Museum's (BFK) mission is to empower children, engage parents and energize communities.

We accomplish our mission by providing specially designed exhibits, programs and events. Our goal is to inspire, teach and reinforce curiosity.

## **Goals**

1. Challenge children to learn in new ways while exploring interactive exhibits at their own pace in a safe environment
2. Providing science, art, and cultural programs that are accessible to all children in our community
3. Engage parents and caregivers as a child's first teacher

## **About the Handbook**

This handbook is designed to introduce you to the BFK and to provide a basic overview of the policies and procedures which provide all of us – paid and volunteer team members – with guidance and direction. Much of the information contained here is also in our Employee Handbook. As a volunteer team member, we extend to you the same rights as paid team members with regards to the work environment, necessary job training, supervision, evaluation, and recognition.

In return, we expect you to honor your commitments to the BFK, respect other team members – both paid and volunteer – and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices, and other information described in this handbook. When such changes occur, you will be notified by an announcement or update. It is then your responsibility to keep current with the policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Coordinator.

## **Building for Kids Facts**

### **Museum Hours**

Monday: closed

Tuesday - Saturday: 9 am – 5 pm

Sunday: 12 pm – 5 pm



### **Holidays**

The BFK follows the Appleton Area School District calendar for bad weather. If AASD is closed, so are we. We are also sometimes opened on Mondays for Appleton Area School District School holidays (Winter Break, Spring Break). We are closed for the following holidays: New Year's Day, Easter, Memorial Day, Labor Day, Octoberfest, Thanksgiving, Christmas Eve and Christmas.

### **Contact Information**

If you have any questions, comments or concerns regarding this handbook, or about volunteering, please contact our Reservation & Volunteer Coordinator, LoriAnn Trelka, at: 920-734-3226 x10 or [volunteer@buildingforkids.org](mailto:volunteer@buildingforkids.org)

### **BFK Team Members:**

BFK team members are identified by green BFK t-shirts, a blue apron and nametags or by professional dress with nametags.

### **Volunteers:**

BFK volunteers are identified by blue BFK aprons or volunteer nametags.

### **Restrooms:**

The restrooms are located on the second floor across from the Pierce Fire Truck. Family restrooms are located on the 1st floor behind the BFK Jet and on the 2nd floor by the Mielke Family Theater.

### **Cell phones:**

**Phones are not permitted on the museum floor by team members or volunteers.** Taking pictures of BFK guests or team members are not permitted and this action will be taken seriously by the Volunteer Coordinator and/or direct supervisor.

### **Food and Beverage:**

Eating food on the museum floor is not permitted. If you have a longer shift, you will be instructed when your break is and will be able to eat in the break room. If you have food that needs to be stored in a refrigerator, please label it with your name and date and place in the staff fridge in the kitchen.

Drinking water while volunteering is permitted. Volunteers can fill water bottles at the water fountain or at a sink in the kitchen or back office.

### **Address/Phone:**

Building for Kids Children's Museum  
100 W. College Ave., Appleton, WI 54911  
920-734-3226

## **Your Service**

### **Attendance and Absenteeism**

As a volunteer team member, we depend on you to complete your scheduled shifts. We do understand that from time to time, certain situations may arise that prevent you from doing so. Please alert the Volunteer Coordinator, and/or your direct supervisor, of any scheduled absences – such as a vacation – as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence – illness or emergency – please alert the Volunteer Coordinator, and/or your direct supervisor, as soon as possible, preferably before your scheduled shift begins. If absenteeism becomes excessive, your volunteer relationship with the BFK will be reevaluated.

### **Dress Code**

It's easy – clean and comfortable!

There are a few things we ask that you don't wear:

- No shirts with low necklines, bare midriffs or tank tops.
- No clothes with inappropriate language
- No open toed shoes

### **Parking**

Red Ramp is located on Appleton Street, half a block south of BFK. All ramps pay upon departure with cash or credit/debit card. Metered parking is available on College Avenue for \$1 per hour, change only, (maximum two hours at a time), which is enforced 9 am – 6 pm, Monday through Saturday.

### **Progress Reports**

The Volunteer Coordinator will provide an opportunity to go over the handbook with the volunteer and answer any questions at that time. If the volunteer has a reoccurring role a review meeting will be made at the discretion of the Volunteer Coordinator and management, to provide an opportunity for the volunteer to ask questions and provide feedback. Please contact the Volunteer Coordinator at any time to ask questions, discuss the volunteer program or to look into other museum opportunities. Yearly progress reports will be completed as needed or requested by the participating volunteer.

### **Representing the Organization**

Volunteers are representatives of the BFK. Please consult with, and receive permission from, the Volunteer Coordinator, and/or your immediate supervisor before engaging in any actions which may affect or hold the organization liable including but not limited to posting on social media sources- Facebook, Instagram, Snapchat, etc.

### **Ending Your Volunteer Service**

You may resign from your volunteer service with the BFK at any time. We request that you notify the Volunteer Coordinator, and/or your immediate supervisor, ideally two weeks prior to your departure.

## **Customer Service**

Everything we do at the BFK is intended to meet one goal: provide an environment where all our guests (families, field trips, parties etc.) can have an engaging, unique learning experience –

We want the parents/caregivers to be engaged with them, not detached. This means we have to “set the stage” for their visit. This is a service-driven business, so the service we provide will set the mood for the adults and will in turn encourage them to get involved with their kids and want to come back again and again.

## **Safety**

Before your first shift as a volunteer, the volunteer coordinator will lead you in a tour of all the safety exits, where to find first aid kits and how to communicate with staff when an emergency arises.

Please notify a staff member if basic first aid needs to be administered.

## **Harassment**

The Building for Kids Children’s Museum is committed to being a welcoming environment to all families and strictly maintain a work environment free of harassment. BFK policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. The BFK’s policy applies to all persons involved in the operation of the BFK (both paid and volunteer team members) and prohibits unlawful harassment by any volunteer/employee of the BFK, including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching;
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors;
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual;
- Retaliation for having reported or threatened to report sexual harassment.

This behavior is unacceptable in the workplace itself and in other work-related settings such as off- site activities and BFK-related social events.

## **Smoking**

In response to state and local laws and building code, smoking is not permitted in or around our building. This includes private offices and other common areas.

## **Substance Abuse**

The possession, use or sale of illegal drugs and/or alcohol is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your performance and conduct. Volunteers who arrive at the BFK under the influence will be told to leave and the Volunteer Coordinator and/or supervisors will meet with the volunteer and decide on a disciplinary action.

## Disciplinary Actions

If an instance of inappropriate behavior is seen committed by the volunteer, the Volunteer Coordinator and the direct supervisor will communicate with the volunteer involved and take the appropriate action steps needed at that time.

## Acknowledgement of Receipt of Handbook

I acknowledge that I have been given a copy, or access to a copy, of the Building for Kids Children's Museum's (BFK) Volunteer Handbook. I understand that this Handbook summarizes the BFK's volunteer guidelines, and that it is furnished to me solely for my information.

I understand that volunteering with the BFK is not for a specified term and is at the mutual consent of me and the BFK. Accordingly, the BFK or I can terminate the volunteer relationship at will, with or without cause, at any time.

I understand that the statements contained in the Handbook are not intended to create any contractual or other legal obligations. I also understand that the BFK may modify or rescind any of its policies, or practices described in the Handbook at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.

Volunteer Name (Printed) \_\_\_\_\_

Volunteer Signature \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_\_

If volunteer is under the age of 18:

Parent/Guardian Name (Printed) \_\_\_\_\_

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

Date \_\_\_\_/\_\_\_\_/\_\_\_\_\_

Revised: July 2019