



## Give A Day Get A Disney Volunteer Description

**Volunteers must be 14 years of age and older. Volunteers are asked to complete a minimum of 4 hours of volunteer service to the Museum for the Give A Day, Get A Disney Program.**

### **The primary objectives of our Volunteer Program are:**

- To give volunteers the experience of working in a museum environment.
- To teach long skills of leadership, responsibility, and communication.
- To show the self-fulfillment that comes from performing community service.
- To provide an opportunity to meet peers from and throughout the Houston metropolitan area.

### **Volunteers MUST:**

- Adhere to the Museum's Policies and Procedures.
- Willingness to learn new things and to help children learn.
- Represent the museum in a thoughtful, friendly, and positive manner.
- Arrive on time and complete required shift.
- Notify museum as early as possible if unable to work.
- Maintain a record of your volunteer time in the Volunteer Sign in Book. (located at the Information Booth)
- Maintain a neat appearance and adhere to the establish Dress Code.

### **Volunteer Duties:**

Volunteers will be asked to perform any of the following tasks in the course of their shift giving them a wide range of skills and experiences at the Museum.

- Assist visitors with exhibit exploration and answering questions. Keep the exhibit neat, safe and restock exhibit activities.
- Assist museum gallery staff with craft activities. Set-up and take down of activity materials.
- Provide a 5-15 minute special presentation of special information to visitors. Wear costumes and use props to help provide a more in depth exploration of exhibit information. (Optional)
- Assist Gallery Supervisors and Managers by delivering messages, supplies, and special assistance where it is needed.
- At the discretion of Gallery Supervisors and Managers, volunteers may be asked to work the Information Booth, Café, or our Fiddle Sticks Gift Shop. If volunteering in the information booth volunteers greets visitors, provides information on daily activities, directions, entrance and membership information.



## Give A Day Get A Disney Volunteer Program Policies and Procedure Contract

**Code of Conduct** - All Volunteers are expected to uphold the following standards:

- Greet visitors with a smile and treat them with warmth and dignity. In their eyes, *you are* the museum and everything about you will be interpreted as representing the museum.
- Be pro-active and friendly. Always make an attempt to interact with and assist the visitors.
- Be sure to offer your help or provide information. If you are unsure of a question or what to do, or if you have difficulty of any kind seek assistance from your Supervisor or a museum staff person.
- Maintain a professional demeanor at all times. Personal conversations, complaints, and differences of opinion should not take place in the exhibit areas of the museum in front of museum visitors.
- Refrain from using any type of profanity, vulgarity (curse words) or name calling.
- Never leave your assigned area or the building.
- **Do not bring friends or family to the museum during your shift.** Our visitors need your undivided attention.
- Treat fellow volunteers and staff with courtesy and respect.

**Unacceptable behavior includes, but is not limited to:**

- Gum chewing while on duty
- Smoking or Alcohol and Drug/Substance Abuse
- Possession of firearms or other lethal weapons
- Physical violence (includes pushing & shoving), Lying or Stealing
- Cursing, verbal abuse/intimidation of co-workers or visitors and inappropriate hand gestures
- Lack of attention to job duties, wasting time, and/or hindering others in the performance of their jobs.
- Not remaining in your scheduled area or eating in exhibit spaces.
- **Using cell phones or other electronic devices while on duty.**

**Arrival & Departure Procedures:**

- Arrive at least 15 minutes before shift begins and sign name in Volunteer Log Book located at the Information Booth.
- Wear a nametag at all times.
- Store purse or other personal items in your assigned locker.
- Make sure work area is clean and in order for the next shift.
- Notify the Gallery Manager or your designated Supervisor that you are leaving and sign-out at the Information Booth and return nametag.
- You are expected to leave the building at the end of your work assignment.

**Dress Code:** All Volunteers are expected to have a neat and clean appearance is expected at all times.

- You are able to wear jeans or khaki pants or shorts. You will be sent home if you wear baggy pants or shorts that are more than 2 inches above the knee.
- Only ear piercings are acceptable.
- Flat shoes such as tennis shoes are recommended. For your safety, you will be sent home if you wear sandals, flip flops or open-toed shoes.
- Wear a watch, a visible nametag and a volunteer apron.

**Schedule Changes:** If you are unable to fulfill your volunteer commitment at anytime please notify the Volunteer Manager at 713-535-7209 or a Gallery Supervisor at 713-535-7222.

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# 2010 Give A Day Get A Disney Volunteer Application Form

Date \_\_\_\_\_

## VOLUNTEER INFORMATION

First Name	Last Name	Middle Name
Home Address		
City	State	Zip Code
Home Phone		Cell Phone
Email		
Date of Birth	Age	Gender
Employer		Phone Number

## EDUCATION

High School Graduate	YES	NO	College Graduate	YES	NO
Name of Institution			Name of Institution		
Years Attended			Years Attended		

## VOLUNTEER AVAILABILITY

Please select days/times available to volunteer.

Sunday 12-4pm

Saturday 10-2pm OR 2-6pm

## IN CASE OF EMERGENCY

Name  
Address  
Cell Phone

Do you have previous volunteer experience? If YES, where and when?	YES	NO
Have you ever been convicted of a crime?	YES	NO
Can you speak a second language? If YES, what language?	YES	NO

*I have read and understand the policies and procedures for serving as a Volunteer at the Children's Museum of Houston.*

\_\_\_\_\_  
Name of Volunteer

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

\_\_\_\_\_  
Date