



Lewisburg Children's Museum Volunteer Handbook

Guidelines and Expectations for Serving as a Volunteer

Updated February 9, 2017

Lewisburg Children's Museum Volunteer Application Process

Lewisburg Children's Museum thanks you for your interest in volunteering. We hold many programs and activities each year that require the assistance of volunteers. Participation as a volunteer in our Museum helps us provide meaningful experiences that we could not accomplish with the limitations of our staff. As we strive to meet the needs of our community, volunteers are a necessity.

Volunteers of Lewisburg Children's Museum are required to attain clearances and meet certain state and local laws and applicable Museum policies in order to be in direct contact with children. While we understand the process may be lengthy and costly to the many people that give of their time to help us, we want to be sure that our children are protected to the greatest extent possible and ask for patience with these procedures.

What are the Differences between a Volunteer and a Visitor?

A **volunteer** is any individual that has direct contact with children and has the possibility of care, supervision, guidance **AND** routine interaction with children. Routine interaction is defined as regular, repeated, and continual contact that is integral to a person's employment or volunteer responsibilities. A **visitor** is any individual that has limited contact with children and does not have routine interaction with children.

Examples of Volunteers:

- Reporting to work at a regularly scheduled time within the museum
- Leading a regularly scheduled activity with children and/or families
- Other as determined by the Board of Directors

Examples of Visitors:

- Helping during a single event
- Leading a one-time activity for children and/or families
- Providing a one-time service while supervised by museum staff or volunteer
- Reading to children one time while supervised by museum staff or volunteer
- Serving as a guest speaker to a group of children accompanied by their parents or museum staff
- Attending activities at the Museum during which participant help is requested
- Other as determined by the Board of Directors

If an individual is interested in helping with a Museum activity, and they are not sure if the service would be classified as a volunteer or visitor, please contact the Executive Director.

How to Become Volunteer

Volunteers are community members who voluntarily offer a service to the Museum without compensation. The following steps must be completed prior to starting actual volunteer services as a result of changes in the Pennsylvania Child Protective Services Laws:

1. Complete the Volunteer Application Form and return it to the LCM.
2. After initial approval from the LCM staff, a potential volunteer will need to obtain clearances, which include the Pennsylvania State Police Criminal Records Check (which is free to volunteers), the Child Abuse History Clearance, and completing an affidavit or the Federal Criminal History Background Check. Instructions are included below. (*Note: If the potential volunteer has been a resident of Pennsylvania for the past 10 years, they may sign an affidavit*

attesting that no crimes have been committed that would prevent them from being a volunteer in lieu of attaining the Federal Criminal Clearance.)

3. Once approved, the volunteer will be contacted by the LCM staff to begin service.

Clearances

As a volunteer, state law requires that new clearances be attained every five years. The Museum will endeavor to send a reminder regarding updating the clearances prior to the five-year anniversary. However, it is the volunteer's responsibility to keep their clearances updated. Please see additional information regarding clearances.

You Are Part of Our Community

Volunteers who are committed to helping children and families are an important members of the museum team. These individuals are essential to bringing the outside world to the museum. Children need contact with individuals who can share experiences and bring other perspectives.

Goals:

- Enrich our programmatic offerings
- Enrich children's learning opportunities
- Provide help for individual children
- Provide opportunities for meaningful service
- Assist staff
- Establish a museum and community partnership

Working under the direction of the Executive Director and museum staff includes:

- Accept and follow the direction of the staff member
- Respect the privacy of individuals
- Commit to working in an informal learning setting to support and improve learning for all children
- Seek help from museum staff when you need additional information or instruction
- Share ideas and constructive comments with museum staff
- Acknowledge that museum staff are responsible for museum management
- Refer to the Executive Director or museum staff for final solution of any visitor problem which arises, whether of an instructional, medical, or operational nature

Enjoy working with children:

- Find ways to establish a good rapport with children and their families
- Provide help and assistance for visitors
- Show a genuine interest in each visitor
- Use patience and kindness

Sometimes a service placement may not be a fit for the volunteer, the supervising staff, or the museum. If the volunteer placement does not work for the volunteer, supervising staff, or museum for whatever reason, the volunteer assignment may be ended, modified or changed to a new assignment.

Volunteers are expected to:

- Sign in and wear an ID badge within the Museum while in a volunteering role

- Wear appropriate attire
- Show respect for all staff and visitors

If the volunteer cannot make their scheduled volunteer time, please call the museum so that the staff is notified. Please do not bring children to the Museum during volunteer hours unless arrangements have been made with the Executive Director. All volunteers will also be asked to turn off their cell phone while they are volunteering in the Museum and are discouraged from making personal calls while in the Museum.

Prohibitions for All Volunteers

- No smoking or tobacco allowed
- No weapons allowed
- No drugs or alcohol allowed
- Do not use museum equipment for personal purposes

Respect Privacy

Volunteers are expected and required to keep all child/family information that they obtain while working as a volunteer for the museum confidential. Volunteers cannot take photos of children during their volunteer activities and post them publicly without authorization from the museum. Do not make references to a child's abilities in front of other children.

Safe Interaction with Children

The Museum expects that all staff and volunteers will strive to set the kind of example for children that will serve them well in their own conduct and behavior and contribute toward a welcoming and safe atmosphere.

General Guidelines for Safe Interaction with Children:

All interactions with children must be courteous, respectful, and focused on teaching and learning. These guidelines protect both the child and the volunteer.

Do Not:

- Take a child or children on private outings or to secluded areas in the museum
- Initiate social activities with children outside of the museum
- Have a prolonged verbal exchange alone with a child whom you know from being a volunteer in the museum, if you have an impromptu encounter at a public place
- Ask a child to baby-sit for your family while volunteering
- Engage in Social Networking with children via Facebook, Instagram, Snapchat, Vine, Twitter or any other social networking website to initiate or maintain relationship(s) with any child that is not consistent with appropriate professional behavior and/or boundaries

Communication

Volunteers should not say or write things to children that they would be uncomfortable sharing with the children's parents or museum staff. If a guest approaches you with a question to which you do not know the answer, advise the guest that you are unsure, but will find out for them.

Do Not:

- Make any comments that are based on gender or could be construed as sexist
- Make any comments and/or innuendos that are sexual in nature or could be construed as sexual
- Make jokes that belittle or diminish another person
- Give children compliments that focus on physical attributes
- Initiate conversations or correspondence of a private and/or personal nature with children

Working Alone or One-on-One with Children at the Museum

Always keep the door open and lights on

Gifts

In general, giving gifts to children is not encouraged. If gifts are provided they should be:

- Of nominal value
- Identical for all children with whom you are working
- Approved by the Executive Director or museum staff in charge of the program

Physical Contact with Children

It is the Museum's expectation that all physical contact between volunteers and children must be professional and appropriate.

Guidelines for Interacting with Guests

When interacting with guests be sure to provide great customer service. Smile to guests as they come into the museum and as you walk around on the floor. We want children and adults to feel welcomed.

- Don't point when you can walk.
- Greet all adults and children.
- Interacting/playing with children and finding special things to show them are good ways to make them feel welcome.
- Be available by paying attention to our guests and their needs.
- Pick up around the museum when you are not busy and tidy things, such as picking up trash and sweeping up the floor. It's important to show our guests that we care about our museum.
- It is always ok to say "I'm not sure, let me get back to you".

If it becomes necessary to intervene between quarreling guests, do so with courtesy and firmness. To resolve conflict between children encourage sharing and inclusive play; discourage play fighting (physical type punching, kicking etc.); try to mediate by asking them to share or create another solution, such as changing the game; give them options that are all acceptable and allow them to choose their own solution; involve the parents (sometimes this may mean walking the child back to the parents). When trying to resolve conflict between adults, you, and/or a guest, be sure to listen and try to understand the problem (being understanding helps to diffuse anger). If you cannot handle the situation, offer to get a manager. If you feel unsafe or very uncomfortable call the Police at the non-emergency phone number. If someone thinks something has been stolen from them while at the museum, that person must call the police, not you. The LCM is not responsible for lost or stolen items.

Dispute Resolution/Termination of Volunteer Service

Failure to meet the expectations outlined in the Volunteer Handbook may result in the termination of the volunteer arrangement. In the event of disputes that may arise between volunteers and children/families, or museum staff, the volunteer should bring the matter forward to the Executive Director.

Museum Logistics

The LCM hours of operation are weekdays open from 10:00 am to 4:00 pm, every weekday except Tuesdays, which are reserved for field trips only. On Saturday, the LCM is open from 10:00 am to 5:00 pm and on Sunday it is open from 12:00 pm-5:00 pm. The museum is closed for major holidays.

For inclement weather, the LCM will follow the delay/closure schedule of the Lewisburg Area School District. In cases of a delay/closure, the LCM will open at 12:00 pm, weather permitting. If you have questions about a delay or closure, contact the Museum Manager.

Parking is available for volunteers and guests in the Dale Ally lot and along St. Louis Street.

A family bathroom is located behind the orange door across the hall from the Gift Shop. The family bathroom includes a changing table. A second set of bathrooms is located next to Creation Station.

We ask that museum guests leave strollers located in the designated area to avoid congestion and provide maximum playing space. This designated location is typically in the programming room. If the programming room is in use, it is appropriate to leave strollers near the coat racks.

FREQUENTLY ASKED QUESTIONS

The Lewisburg Children's Museum

- *What do I do at the start of my shift?*
 - When you arrive, be sure to check in with the LCM staff member on duty. Be sure to sign in on the volunteer log and keep accurate account of your hours. We ask that all representatives of the LCM wear an apron as well as a badge designating their role at the LCM.
- *Where can volunteers keep their valuables?*
 - The LCM does not provide a locked location to store valuables, nor is the Museum responsible for lost or stolen items. Volunteers and staff are able to keep items in the LCM office, which is off limits to visitors.
- *Where can volunteers keep food/drink?*
 - Volunteers may use the refrigerator in the Party Room. During events, we cannot always guarantee availability.
- *Where is the fire extinguisher?*
 - A fire extinguisher is located at the top of the ramp near the Weis exhibit. In the case of an emergency, never place yourself in harms way. If able, direct guests to the nearest emergency exit.
- *Who do I call in the event of an emergency?*
 - A list of contact numbers for staff and community emergency services is located by the front desk. In the case of an emergency, call 911.
- *Where can guests consume food and drink?*
 - To better maintain the museum, we ask that guests refrain from eating or drinking in the museum; This eliminates potential injury and allergy reactions for guests and protects the museum exhibits. We ask that guests do not have snacks in the museum, even in the Party Room, unless renting room for an event. If a snack is absolutely necessary for dietary reasons, there is a courtyard or a bench at the top of the stairs. Guests may utilize the fact that admission is valid the entire day, and they may leave and return at their convenience with proof of their receipt. A water fountain is located in the lobby next to the elevator.
- *What should I do if a guest approaches me regarding an injury?*
 - Evaluate the extent of the injury. Notify a staff member immediately and follow their directives.



VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

VOLUNTEER NAME: _____

I understand that the information contained in the The Children's Museum Volunteer Handbook represents guidelines only. The Museum reserves the right to modify this Handbook or amend or terminate any policies or procedures at any time.

Volunteer Signature: _____

Date: _____

Please return this form to LCM.

Lewisburg Children's Museum Volunteer Background Check Instructions

Under PA Act 153, LCM requires the completion of the following three background screenings:

1. The Pennsylvania Access to Criminal History check through the Pennsylvania State Police (PAtCH);
2. The Fingerprint-based Federal Criminal History through the FBI*; and
3. The Child Abuse History Clearance from the PA Department of Human Services (formerly the Department of Human Services).

The law requires that these checks be completed every 60 months. Original background check results must be presented to the Managing Director.

*Please note, FBI fingerprinting is ***Only required for individuals who have lived outside of the state of Pennsylvania within the last 10 years**

To complete the required Act 153 background checks:

1. The Pennsylvania Access to Criminal History check through the Pennsylvania State Police (AKA the PAtCH screen)
 - a. Go to <https://ePATCH.state.pa.us/>
 - b. Select Submit a new record check
 - c. Read the terms and conditions for the use of PAtCH, and click Accept
 - d. Complete the Personal Information Form. Please select Volunteer as the reason for request.
 - e. Review your Personal Information (personal address, telephone, etc.) to ensure that it is correct. Click Proceed
 - f. Complete the Record Check Request Form on the second screen, scroll to the bottom to verify that your request is queued, and select Finished.
 - g. The system will display the request queue. Select submit.
 - h. The fee has been waived effective July 25, 2015. Review your check request. If correct, click Submit.
 - i. Review the record check results. Click on the control # to view more details
 - j. Review record check details.
 - k. Click on Certification Form , and *****print it out***** as your record of a completed PATCH check.*NOTE: Depending on information available in your background check, the Certification Form may not be immediately available.*
2. The Fingerprint-based Federal Criminal History through the FBI (IDEMIA).The FBI fingerprint check is done in two steps: online registration, and fingerprinting at an approved IdentoGO site. You have 90 days from the date of registration to take the completed registration to an approved fingerprint location. You must present an acceptable photo ID when you report to the fingerprinting site.
 - a. For FBI Online Registration go to <https://www.identogo.com>
 - i. Select Get Fingerprinted
 - ii. Select Pennsylvania from the drop down listing
 - iii. Select Digital Fingerprinting
 - iv. Enter code: 1KG756
 - v. Select Schedule or Manage Appointment

- vi. Complete the registration and payment information. The fee is \$22.60.
 - vii. You should get a Registration Complete message to present at an approved IdentoGO fingerprinting site. *****Print it out.*****
 - b. Fingerprinting at an approved IdentoGO site.
3. Pennsylvania Department of Human Services Child Abuse History Clearance (formerly the Department of Public Welfare) Online Instructions.*****PLEASE NOTE: Steps a-i are for first time users only***:**
- a. To begin the process, create a new Child Welfare Portal Account via
<https://www.compass.state.pa.us/CWIS/Public/Home>
 - b. Select Create a New Account
 - c. Read the disclaimer, select Next
 - d. Create your Keystone ID: Profile Information, Select Finish
 - e. A temporary password will be sent to the email address you provided
 - f. Retrieve your temporary password from the email address you provided
 - g. Go back to: <https://www.compass.state.pa.us/CWIS/Public/Home>, select Login
 - h. Select Access My Clearances
 - i. Login via your username and temporary password. You will be directed to a new screen to set your permanent password.
 - j. Return to <https://www.compass.state.pa.us/CWIS/Public/Home> and login with your username and permanent password. k. Select Access my clearances , and click Continue.
 - k. At My PA Child Abuse History Clearance, select Create Clearance Application .
 - l. Read the instructions and select Begin.
 - m. After reading and agreeing to the My Child Welfare Account Terms and Conditions, select Next to begin entering your information.
 - n. Under Purpose of Clearance, select Volunteer.
 - o. Please note that you will be asked to provide the following information:
 - i. Aliases & or Maiden Name since 1975
 - ii. Previous addresses since 1975
 - iii. Household Members: List everyone who lived with you at any time since 1975 to the present. Name (Last, First, Middle), Relationship, Present Age, Sex
 - p. On the eSignature page, check the box and type in your full first and last name only, exactly as it appears on the application form. (Do not include your middle name.)
 - q. At the screen, Did an organization provide a payment code for your application? Check No. The fee has been waived effective July 25, 2015..
 - r. At the end of the process, you should receive a Submission Confirmation page.
*****Print it out.*****

Important: All three original background check results forms are to be presented to Human Resources to ensure that they are appropriately reviewed and documented as required by law.

PENNSYLVANIA CHILD ABUSE HISTORY CLEARANCE INSTRUCTIONS
www.compass.state.pa.us/CWIS

PENNSYLVANIA STATE POLICE CRIMINAL RECORD CHECK INSTRUCTIONS
<https://epatch.state.pa.us/Home.jsp>

FEDERAL BUREAU OF INVESTIGATION (FBI) CRIMINAL BACKGROUND CHECK INSTRUCTIONS
<https://www.identogo.com/locations/pennsylvania>