



Team Leo Volunteer Handbook

Team Leo Volunteer Program Information

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Sacramento Children's Museum features various exhibit areas to encourage children's imaginations and prompt them to test, tinker, laugh, and wonder. The Museum appeals to visitors of all ages but it is designed primarily for children from infancy to age eight and their families.

Mission: To spark a passion for life-long learning!

General Information

Location: 2701 Prospect Park Drive

Rancho Cordova, CA (in the same parking lot as City Hall)

Website: www.sackids.org

Phone: 916.638.7225

Fax: 916.638.7245

E-mail: info@sackids.org

Admission:

\$7 per person (ages 1-59)

\$6 for seniors (ages 60+) and military families with a valid military ID

Children under the age of one are free.

Hours: Tuesday- Saturday 9:00 a.m. – 5:00 p.m.

Sunday: 12:00 pm – 5:00 pm

Members Only Hours: Sunday 11 am- 12 pm, and Thursdays 5 pm – 7 pm

Closed Mondays, except major holidays

About Us

History of the Museum:

Sacramento Children's Museum (SCM) was founded in 2005. It is the vision of a local volunteer, Kathleen Palley, who saw the need for inspired learning through interactivity. SCM seeks to build an environment that makes learning exciting and enriching for children and their families through exploration and hands-on activities. The desire in Sacramento to build a children's museum was so great, that the organization quickly grew to include local business-people, children's advocates, educators, physicians, attorneys, librarians, and others. As a group, we embarked on a journey to determine how we could best meet the needs of the children 0-8 years of age in our community, and Sacramento Children's Museum is the result. There are currently 10 members on SCM's Board of Directors. Sacramento Children's Museum is a 501(c)3 non-profit organization.

Sacramento Children’s Museum strongly believes that play is an essential part of a child’s “work.” Imaginative, hands-on environments provide children with a gateway for opening up their minds to developing new abilities, building confidence, and making connections between their dreams and their real world experiences.

Tour of the Museum:



Exhibits

The Museum's exhibits are carefully designed to nurture children's imaginations, build their confidence and competence, and encourage them to explore, play and learn! All of our exhibits and programs are aligned to meet the California state curriculum standards, and are accessible for individuals with developmental, hearing, physical, social/emotional and visual challenges.

- **Waterways:** Water is an essential ingredient for life - We clean with it, we drink it, and even throw balloons filled with it at friends! In this exhibit, children can experiment with the flow of water, helping them to gain a better understanding of fluid dynamics and just how fun it can be! You will get wet!

- **My Neighborhood:** My Neighborhood creates a different experience for every visitor. Breaking down cultural walls, this exhibit uses role playing and storytelling as the basis for building cultural awareness and celebrating families and traditions as it relates to each individual family and child.

Leo's Market and Farmer's Market: Sort fruits and vegetables, stock shelves, help others checkout at the cash register while playing in this child sized market. This exhibit offers children a fun, role-playing experience, as well as, helps them develop knowledge about nutrition, sorting, measuring, counting, and cooperation. Items in the super market will include foods grown locally, as well as, foods from around the world.

- **Airways:** By controlling the direction of air flow throughout two different points in the exhibit, kids can see some of the basic principles behind motion, movement, and aerodynamics. This is by far one of our more popular exhibits due to the visual and mechanical stimulation. Watch out for flying objects (don't worry, they're soft)!

- **Cityways:** Cityways is comprised of a large activity table that features the cityscape of Sacramento. Our young visitors can build buildings, navigate boats, and use their creativity to build and expand upon California's capital city!

- **Studio of the Arts:** Prepare to get messy! The art studio provides opportunities for self-expression and creativity. Join us for three activities each month! Become part of SCM community by adding color to the glass paint wall, create something from recycled, reusable, donated materials at ReCreation Station or participate in our monthly Art Studio Activity. Children are allowed and encouraged to express themselves, leaving them with a feeling of satisfaction and accomplishment that supports the notion that art can be anything you want it to be.

- **Baby Bloomers:** This space is separated from the rest of the exhibits and is specially designed for babies and toddlers to enjoy safe exploration. Young children can walk up carefully sized steps, play peek-a-boo, dress-up like a farm animal, plant a flower or even explore the realm of physical knowledge by rolling and kicking.

- **Gear Up! Presented by the Sacramento Junior League:** Explore the mechanics of math and engineering with this interactive gear table. Children can assemble gears together to form a system of moving parts that illustrate principles of mechanics and mathematics.

• **Solar Car Racers Presented by SMUD:** Visitors will experience the thrill of a race and be introduced to the amazing science behind solar energy.

• **Party Room:** Rent this space for birthday parties, group meetings, and holiday celebrations. Parents are also welcome to have a lunch/snack break with their children in this room, assuming it has not been reserved for an event.

Membership Information:

All Memberships receive:

- One year admission- unlimited use
- Invitations to exclusive exhibit previews
- 10% discount on SCM on items in Museum store, classes, camps and workshops
- Invitations to members only events
- Receive all SCM emails and publications

Play Date Membership: \$75

Free admission for 1 named adult and 1 named child

Family Membership: \$100

Free admission for up to 4 named family members

Family PLUS Membership: \$125

Free admission for up to 6 family members.

Membership Add-On:

Caregiver Pass: \$25 per adult

Child Add-On: \$25 per child

Museum Learning

Cognitive Development:

- Enhances children's readiness for learning
- Increases a child's problem solving skills
- Increases creativity
- Children will be able to learn to represent objects symbolically
- Heightens language skills through the interaction with other children and adults
- Will learn how to pursue curiosity and discovery new things

Social-Emotional Development:

- Increases confidence
- Learns how to share and cooperate with other children
- Ability to engage in pretend play with others helps them learn social rules
- Discovers areas of interest

- Peer to peer interactions helps children adjust to school settings
- Learns to trust and interact with adult other than their primary caregiver
- Ability for child to express emotions through play, learns to express and identify emotions
- Creates relationships with others

Motor Development:

- The ability to run, jump, push, pull, etc. helps kids engage and develop their large motor skills
- Manipulating small objects like those during a craft activity helps children with their fine motor skills
- Builds healthy, active bodies
- Improves hand-eye coordination

When parents engage in play with children:

- Helps parents understand their children's world and enables them to better communicate with their child.

Team Leo Volunteer Opportunities

Exhibit/Program Volunteer: Are you interested in seeing how the daily operations of the Museum work? This is a great opportunity to work alongside staff! This volunteer service includes interacting with Museum guests, maintaining Museum exhibits and ensuring a safe and fun environment for all visitors. Any volunteers interested in doing anything and everything having to do with the Museum, this is the opportunity for you!

Family Volunteering: Families with children under the age of 15 are encouraged volunteer together. This is not only great bonding time; it will teach your child the gift of service. From prep work to special events and projects, we welcome children six and over with their parent or guardian to help out at the Museum.

Special Events: Volunteers who would like to be contacted when SCM is hosting a special event at the Museum, such as a fundraiser, or a public event like Free Museum Day are encouraged to apply for this role. Special Event Volunteers have had the opportunity to work with a range of community members including Museum Members, Founding Families, families with special needs and low income families.

Material Prep: Are you interested in working behind the scenes? With over 80,000 visitors in less than 10 months, we have A LOT to prepare in order to keep children in the community participating in programs at the Museum. This opportunity will allow you to prepare materials for arts and crafts, activities or other events going on at SCM!

Corporate Group Projects: If your business has a matching volunteer program, a group of five or more employees, or has a day to take off work for volunteer services, we would love to have you here! Corporate Groups are encouraged to schedule a time, preferably a Monday when the Museum is closed, or come in after hours to help us out with projects we do not have the opportunity to complete during open hours. Examples of past Corporate Group Projects include exhibit repairs, exhibit builds, painting and other large projects.

Other Group Projects: Groups or clubs (fraternal organizations, charity groups, school groups, scouts, etc.) consisting of 5 or more members have the opportunity to organize special activities for the Museum. Past Group Projects have accomplished activities such as holiday crafts, additional activities for busy days and activities for healthy living. The activity is up to the group or club to decide. Supplies typically are provided by the group. Please contact the Museum at info@sackids.org or at 916.638.7225 for more information.

Team Leo Volunteer Requirements

The requirements for volunteering at SCM are as follows:

- You must be at least 15 years of age or entering into your sophomore year of high school. Volunteers from the ages of 10 to 14 years old must volunteer with parent.
- Must enjoy working with children and in a team environment
- Must be friendly, courteous, energetic and engaging.

How do I apply?

1. Submit an application located on SCM's website
2. Attend a volunteer orientation, scheduled on the Second Tuesday of each month from 6pm to 7pm at the Museum.

As a Team Leo Volunteer your duties may include:

- Help with exhibits and programmed activities
- Assist Museum staff as needed
- May perform demonstrations, plays, musical performances or read to children
- Guide Museum visitors with tasks as needed
- Join Museum staff at Special Events either at the museum or another location.

Before coming in the Museum to volunteer:

- Using your VicNet username and password, log into VicNet and sign up for volunteer opportunities. The link to VicNet can be found on www.sackids.org under the "Support" and "Internship/Volunteers" tabs. You MUST sign up through VicNet for a volunteer opportunity before coming into the Museum to volunteer.

VicNet is a module of Volgistics, the volunteer management database Sacramento Children's Museum uses to organize and coordinate volunteers. VicNet is the online portal allowing volunteers to manage their service hours and sign up for volunteer opportunities. It is important to use VicNet and sign up online before coming in to volunteer so SCM staff members can be prepared for your visit and assistance. Failing to sign up on VicNet before coming in to volunteer will result in you not being able to volunteer with SCM and being turned away at the Front Desk.

Upon arrival:

- Please sign into the Volunteer Binder at the Front Desk
- Store personal belongings in designated cabinet located in the Kitchen
- Put on a Volunteer apron and button, located in the Kitchen
- Check in with Museum staff and see where your assistance is needed

After your shift:

- Return your apron and button to the Kitchen
- Sign out of the Volunteer Binder & check out with Museum staff

Team Leo Volunteer Guidelines

You are you the face of the Museum: As a volunteer you represent Sacramento Children's Museum. Your ability to truly relate with our guests will provide them with a very meaningful visit to the Museum. We trust that you will be on time and call in advance with changes in your schedule. We hope that you will use the knowledge and skills you bring to the position in order to characterize the interactions you have with others while serving at the Museum.

Make sure to be:

Reliable

Punctual

Cheerful

Knowledgeable

Willing to share your expertise

The Sacramento Children's Museum Code of Conduct:

- Maintain a respectful and professional attitude with all Museum visitors and staff
- Avoid inappropriate language and behavior, especially around children
- Do not pick up children or allow them to sit in your lap. If a child gets hurt, please do not touch them; notify an SCM staff member.
- Try to keep a smile on your face and have a positive interaction when dealing with children

Dress Code: You must wear a Museum apron and volunteer button at all times. Your Museum apron is important, because it tells visitors that you are a part of our team. Please do not wear ripped clothing, skirts or shorts higher than the knee, overly tight or revealing clothing, or hats. Please wear closed toed shoes while volunteering and be sure that any writing or graphics on your clothing are appropriate for children.

Cell Phones: Please refrain from talking on your cell phone or texting while volunteering. Phones should be kept in the Kitchen or in your pocket. Cell phones can be used in the Kitchen or outside of the Museum.

Breaks: You are welcome to take breaks in the Kitchen or outside of the Museum. Please notify the Floor Manager when you want to go on a break and when you return from your break. Please try and limit the amount of breaks that you take and the time you spend on them.

Food: You are welcome to bring food and store it in the refrigerator. Please do not eat food on the Museum Floor.

Shift Changes: We ask that you provide 24-hours notice if you can no longer perform your shift. We understand that emergencies arise, but we do ask that you call or e-mail as soon as possible.

Parking: Please park in the side parking lot, as far from the Museum entrance as possible. We like try and keep close parking spots open for guests.

Museum Rules:

- Please do not chew gum on the Museum floor.
- Food and drink are only allowed in certain designated areas of the Museum. Please do not bring any food and drink with you while you are in an exhibit space.
- Volunteers should not engage in conversations with other volunteers or staff members that hinder them from being able to interact with guests and children.

Team Leo Volunteer Role

- Team Leo volunteers work to support staff in creating the best experience possible for our guests, including providing excellent customer service, being informative and knowledgeable about the Museum and interacting with visitors in child-directed play.
- Providing excellent customer service means smiling, being kind and friendly, offering to take the family photo, etc.
- Being informative and knowledgeable about the Museum includes knowing about the Museum spaces, their locations, and how they help a child learn and grow.
- Interacting with youth in child-directed play means that you are interacting with children by playing with them and alongside them versus telling them how to do something.

Goals of the Team Leo Volunteer Program:

1. To actively connect children and adults with a meaningful, engaging and exciting volunteer service.
2. To instill a sense of pride and fulfillment in giving back to a community.
3. To build the leadership and professional skills of volunteers through the various roles they play throughout the Museum.
4. To provide children and their families with experiences that promotes developmental benefits of engaging in play.

Museum Safety

Safety tips that all children must follow while in the Museum:

1. All visitors must use their “walking feet.” We’ve found that an overwhelming majority of incidents are a direct result from children running, so the more we can discourage it, the better everyone’s experience will be.
2. Children should not leave the Museum unless accompanied by an adult.
3. Children can touch and play with anything inside the Museum EXCEPT for the fire alarms. This...is fairly obvious, and a very rare occurrence, but if you see a child near one, encourage them to check out something else that’s fun and much more entertaining.

4. Lost children should look for someone with a Museum apron or t-shirt and nametag. If you see a child who looks rather disoriented, confused, or scared, ask the child who they came to the museum with today, and have the child help you find them. Be sure to calmly make a staff member aware of the situation.

Exits:

The Museum has one entrance and two exits - The primary entrance/exit is in the front of the Museum by the front desk, and a side door that is typically to remain closed, with the only exception being an emergency, or an outdoor event happening in the side lot. Both exits are monitored by staff to make sure that children do not go outside without an adult.

Separated Children:

It is very scary for a child to lose their adult and vice-versa. In all cases, you should remain calm and let the guest know you can take them to someone who can help them. Here are some common lost children scenarios and what you should do:

A child has lost their parent and . . .

They are old enough to tell you: In this scenario you want to kneel so you are at eye level with them. Ask them their name, then tell them your name and ask if you can take them to someone who can help them find their adult. If they agree, take them to the nearest staff person.

They are not old enough to talk: In this scenario, they might be crying, too young to talk or they can talk but they are too scared to talk to you. Tell them your name and let them know that you will help them find someone who can help them find their adult. Find the closest staff person and let them know the child is lost.

They have no idea they are lost: In this scenario, maybe you see a little one without shoes, or they are wandering around aimlessly. Check to see if an adult is watching them. You can approach the child and ask them where their adult is; if they do not know or do not answer, find the closest staff person and let them know that you think a child might be lost.

A parent has lost their child and . . .

They are calm and collected: Calmly say “Let me take you to someone who can help you find your child.” Take them to the nearest staff person.

They are panicked and scared: Calmly say “Let me take you to someone who can help you find your child.” Take them to the nearest staff person. If they walk away from you to look for their child, please find a staff person and take them to the parent.

Please approach both scenarios in the same manner because it is your role to remain calm and let both parents and children know that you are going to take them to someone who can help them right away.

First Aid Kits: First Aid Kits are located at the front desk. If you ever run into a first aid situation, please immediately notify the closest staff person. Let the guest know that you are going to get someone who can help them. Please do not try and handle the situation yourself.

Fire Alarms/Extinguishers: Both are located in the staff kitchen and at the front desk

The Fire Alarm: We have several fire alarms throughout the Museum. If the fire alarm goes off, you will hear a very loud alarm and you will see white flashing lights near the door entries. In the event of a fire alarm your role as a volunteer is to remain calm and exit the Museum with the other guests. Volunteers can assist staff outside the Museum by answering guest questions.

Answers to Frequently Asked Questions

What is the price of a membership at SCM? Can I use my admission towards the cost of the membership?

•A daily admission can be put towards a membership at the end of a visit, as long as it is purchased in the same day. A brochure with membership prices can be found at the Front Desk.

Who works at SCM?

•People in pink shirts that say “Staff” on the back are Museum staff members that can help answer more complex questions if a volunteer is unable to answer a guest’s question.

Do you sell gift certificates?

•Gift certificates are available for purchase at the front desk.

How often is the Museum cleaned?

•Museum equipment and exhibits are sanitized every morning before the Museum opens and every night after it closes. We encourage parents and caregivers to use the sanitizing baskets if their child puts an object in their mouth. Staff members check these baskets to sanitize throughout the day.

Where can I give you my thoughts on my visit to SCM?

•A suggestion box is located at the front desk but we encourage visitors to speak with a staff member prior to writing a suggestion as we may have an answer for the visitor right away.

Am I allowed to eat while inside the Museum? Do you sell food?

•Food is allowed on non-carpeted areas and the party room is open to the public when it is not occupied or reserved. Light snacks and drinks are available for purchase in the Museum store.

Can you tell me about your programs?

•Each month a special events calendar is released that is available at the front desk as well as on SCM’s website.

Do you do birthday parties or field trips?

•Yes! Please see the Front Desk to get more information about our birthday parties and field trips, as well as the contact information for our Sales Coordinator.

IF UNDER THE AGE OF 18, PLEASE COMPLETE THIS FORM!

Sacramento Children's Museum
Minor Volunteer Release/Parent Waiver Form

Image and Performance Release

I hereby grant to Sacramento Children's Museum the rights to use my image, and the image of my Minor Child Participant, interview/performance(s) or music for Museum exhibit displays, associated educational programs, and/or marketing and public relations.

Release from Liability

By signing this release, you waive your right, and the right of any Minor Child Participant you represent, to hold Sacramento Children's Museum (the "Museum") and its trustees, officers, employees, volunteers, independent contractors, representatives, and agents (the "Museum People"), liable for any injury or loss suffered by you or the Minor Child Participant during volunteer work with the Museum. This means that by signing this Release of Liability, you, and the Minor Child Participant you represent, give up the right to make demand upon the Museum and the Museum People for payment of any damages suffered by you or the Minor Child Participant during volunteer work with the Museum, whether such damages are caused by physical injury, loss of property, acts of a third party, or any other case whatsoever.

By signing this release, you agree to allow the Minor Child Participant you represent to volunteer inside of the Museum without a parent guardian present. You understand that the Museum is not responsible for the Minor Child Participant when they are volunteering alone at the Museum, but that their parent or guardian remains responsible for the Minor despite their on-site absence.

By signing this form, you agree to release the Museum from all liability pursuant to the paragraph above. If you also are the legal guardian of a Minor Child Participant, you represent that you and the parent or legal guardian of the Minor Child Participant and that you are acting in that capacity when you release the Museum and the Museum People, as set forth in this agreement, from any liability for any damage or injury suffered by the Minor Child Participant while participating in the Museum's volunteer program.

Printed name of Parent/Legal Guardian: _____

Signature of Parent/Legal Guardian: _____

Minor Child Participant's Name: _____

Date: _____

Sacramento Children's Museum is a 501C-3 non-profit.
2701 Prospect Park Drive, Rancho Cordova, CA 95670
(916) 638-7225 www.sackids.org

IF OVER THE AGE OF 18, PLEASE COMPLETE THIS FORM!

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Image and Performance Release

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Release from Liability

By signing this release, you waive your right, to hold Sacramento Children's Museum (the "Museum") and its trustees, officers, employees, volunteers, independent contractors, representatives, and agents (the "Museum People"), liable for any injury or loss suffered by you or during volunteer work with the Museum. This means that by signing this Release of Liability, you give up the right to make demand upon the Museum and the Museum People for payment of any damages suffered by you during volunteer work with the Museum, whether such damages are caused by physical injury, loss of property, acts of a third party, or any other case whatsoever.

By signing this form, you agree to release the Museum from all liability pursuant to the paragraph above.

Printed name of Adult Volunteer: _____

Signature of Adult Volunteer: _____

Date: _____

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