Our Mission: To **inspire** children of all ages to **imagine**, **discover**, and **connect** with their world to **make a difference**.
Dear Volunteer,

Congratulations on being selected to be a volunteer for Discovery Gateway! We are excited that you are here, and we know that you will gain a lot of meaningful experiences during your time with us. As a volunteer, you are instrumental to the success of the entire organization. It is our mission to inspire children of all ages to imagine, discover, and connect with their world to make a difference. Some volunteers may accept positions working behind the scenes to perform much needed clerical and maintenance functions. However, most volunteers will assist on the museum floor to inspire, promote, and model imagination and discovery, while encouraging connections between families. In whatever niche you fill, you are a critical part of the Discovery Gateway (DG) Team!

Additionally, volunteers will gain:
- Practical knowledge of child development principles
- Basic customer service skills and techniques
- Hands-on experience working in a children’s museum
- Valuable experience for college applications, resumes and subsequent employment pursuits

We need people who are interested in teaching children and having fun with them. We need people who are interested in nature, art, animals, theatre, building, reading, getting involved, organizing, and planning. We need people who are creative and love learning.

No matter who you are or where you come from, you have learned certain things throughout your life that can build and enhance the quality of the experiences you obtain from the museum. We encourage you to use those things in your involvement here.

Above all, we are excited to have you! If you have any questions or concerns, please see the Volunteer Coordinator. Thank you for your time.

Sincerely,

Tammy M. Spicer
Director of Operations
(801) 456-5437 ext. 112
tspicer@discoverygateway.org
Volunteer Rights & Responsibilities

We hope that volunteers will envision their service with Discovery Gateway as a mutually beneficial opportunity, and treat their position as a non-paid employee with the same respect that they would give to a paid position.

Volunteers should animate the guest experience and engage each guest in meaningful and exploratory play. We want you to be creative and empowered while you are here. We welcome your suggestions and ideas regarding ways of initiating play. Please submit your suggestions to the Team Leader. Most likely, we would love to have you implement your ideas!

Volunteer Procedure

- All volunteers must attend a mandatory orientation before starting.
- All community service volunteers must bring written documentation stating their court ordered service and the offense. Crimes that involve violence or crimes against women or children will not be accepted.
- Volunteers should arrive about five minutes before their shift.
- Check in with the Team Leader upon arrival. Discuss with the Team Leader where you will be placed on the floor.
- Put personal items in the break room lockers. Make sure to lock up all cell phones and portable electronic devices! DG is not responsible for lost or stolen items. We recommend leaving all valuables at home whenever possible.
- Put on name tag located in the break room.
- Sign and date the Volunteer sign-in sheet.
- Communicate needs to the Team Leader or educator that you are working with.
- When you are ready to leave, please stop by the Information desk and ask for the Team Leader, who will let you into the break room.
- Sign out at the end of your shift. If you don’t sign in or out, your hours for the day will not be counted.
Helpful Information

Parking
Gateway parking is available for all volunteers. The nearest parking to Discovery Gateway is in the Winter Parking lot. Discovery Gateway Team Leaders have validations available for all volunteers who volunteer for more than two hours at a time. Free parking is also available on the streets west of The Gateway. The Trax “Planetarium” station is one block east of Discovery Gateway. Parking passes are good for three hours of free parking; any additional time will be the responsibility of the volunteer.

Scheduling
A volunteer’s schedule will be determined by the number of hours they wish/need to work and will depend upon the needs of the museum. These schedules will be created on an individual basis.

DG understands that personal commitments may arise for volunteers which may conflict with their established volunteer schedule. We do ask that you treat your time volunteering for Discovery Gateway like any other job, and therefore we ask that you inform the Team Leader of absences before they occur. If you are sick, please call and let us know you will not be coming.

If a volunteer does not show up for their assigned shift three times without calling, they may be asked to no longer volunteer at Discovery Gateway. After 60 days of no contact, volunteers will be removed from the rotation and it will be assumed that the volunteer no longer wishes to continue their service.

Prohibitions
Discovery Gateway provides its staff, guests, and volunteers with the safest, healthiest, and most family-friendly environment possible. DG maintains this environment by banning drugs, tobacco, alcohol, and harmful weapons from its premises and discouraging their use among the aforementioned persons. Violators will be asked to leave, and their volunteer service will be discontinued. Thus, all volunteers must report to their assigned shifts in the appropriate mental and physical condition.

Dress Code
All volunteers are expected to dress appropriately for the jobs they will be performing. Always use good judgment in your appearance as you will be representing the museum while you interact with our visitors. If you aren’t in proper dress code, you will be asked to leave and change.
Acceptable Dress for Discovery Gateway

Closed-toed shoes must be worn at all times.
Shorts and skirts must reach below mid thigh.
Tops must cover navel and midsection while standing, sitting, or reaching.
Shirts must have sleeves. (No off the shoulder or spaghetti strap tops.)
Name tags (and aprons if the volunteer would like one) must be worn appropriately at all times and taken care of by the volunteer.

Not Allowed

Hats, visors, and bandannas may not be worn inside the building unless a religious or medical waiver has been received by the museum in writing.
Apparel that poses safety concerns, such as spiked clothing and chains, are not allowed. Piercings must be moderate.
Items that might prove offensive to visitors or other members may not be worn. This includes shirts or jackets with racist, sexist, or obscene slogans or pictures, clothing advertising firearms, tobacco, or alcoholic beverages or similar apparel.
Spandex and tight fitting clothing or clothing that has been deliberately cut or mutilated may not be worn.

Breaks

Volunteers are permitted to take:
(1) 15 minute break for every 3 hours of service.
(1) 30 minute break for every 5 hours of service.
Please inform the Team Leader when you are going on a break. Volunteers are encouraged to bring their own snacks, drinks, and meals. Discovery Gateway is not responsible for feeding volunteers. Many restaurants are located on the Gateway premises. If you bring food into the museum, please go directly to the break room with it.

The Break Room

The break room is a benefit for volunteers. It is understood that volunteers will use the space productively and appropriately and will be responsible for its contents and for its upkeep. Any misuse of the space may result in a volunteer losing his or her break room privileges. Volunteers must share this area with other floor staff and should be considerate and courteous to others.
Media

No volunteer may represent Discovery Gateway to the media (television, radio, newspaper, online services, etc.) and must refer all inquiries from such media to the Director of Development and External Relations.

Lost Child

If a child approaches you and says that they are lost, ask them their name, take them by the hand, and walk them around the immediate area in an attempt to find their caregiver. Ask the child for a description of the caregiver so that you know who to look for. If the adult cannot be found within a reasonable amount of time, and if the child can tell you his name and the name of the caregiver, please take the child to the information desk and notify staff that the child is lost.

If a parent approaches you saying that they cannot find their child, get a description of the child and find a staff member with a radio. The description will be announced over the radio.

Injuries and Accidents

Alert a staff person immediately. If possible, take the injured person to first aid room.

General Operations for Visitors

Museum Admission and Parking: The Information Desk staff will handle all concerns about museum admission and parking, but volunteers may find this information helpful:

- We are open 7 days a week
- Monday - Thursday: 10 am – 6 pm
- Friday & Saturday: 10 am – 8 pm
- Sunday: 12 pm – 6 pm
- Prices are $9.50 per person, 2 & under: FREE
- Three-hour Gateway parking validations are available in the gift shop for $1.

Food

There are a number of restaurants in The Gateway shopping center, including a food court that has McDonald’s, Panda Express, Subway, and more. Familiarize yourself with Gateway restaurants to help answer questions our guests may have. We also have vending machines on the second floor. Food and drink is not allowed inside the museum. Guests may enjoy their snacks in the atrium or outside on the helicopter terrace.
Facility Rental
Discovery Gateway has a one-of-a-kind venue with more than 60,000 sq. feet for corporate receptions, business meetings, family and corporate holiday parties, and cocktail receptions. If you find a guest that is interested in more information about facility rental reservations, give them a facility rental brochure located at the Information Desk.

Membership
Discovery Gateway memberships have many benefits! In conversation with guests, ask them if they are members of the museum. If they are not, and you feel comfortable, please suggest that they become a member. Membership brochures are located at the Information Desk. Every member receives these basic benefits:

- FREE admission to Discovery Gateway
- Exclusive members-only invitations to special events and exhibit openings
- 10% discount on Birthday Parties
- Depending on the membership package purchased, additional benefits are included. Please see the membership brochure for detailed information.
While on the Floor

Responsibilities:
- Greet visitors so they feel comfortable and confident during their stay.
- Conduct thorough rounds as necessary (or maintain a post as directed).
- Ensure the museum exhibits are safe and operating correctly; report any problems or potential problems to the Team Leader.
- Initiate interaction with visitors to educate them, answer questions, and solve potential problems as they arise.
- Keep all areas of the museum neat, tidy, and clean at all times. This means picking up trash as you see it!
- Emphasize safety and personal responsibility, such as “clean up is an important part of play.”
- Be responsive to the needs of the museum and staff. We are all part of a team! Look for ways to help out others.
- Understand the museum exhibits and actively engage in play, resetting props as necessary. Notify a staff member if an exhibit is lacking necessary props and supplies. Assist staff members (and other volunteers) with projects and activities.

As you are working on the floor, try to see the exhibits as a child would and initiate play in a way that the guests will get excited about. Ask the children what they are doing and give them a chance to explain, pretend, and think. Ask open-ended questions like “What do you think would happen if we do this?” We want you to encourage children to take the next step, go beyond what they see, and make connections. Try to facilitate & initiate interaction questions such as:
- What do you see?
- How is that working?
- How can you do that differently?
- What does this make you think about?

The Exhibits

There are seven galleries with many different exhibits in our museum. The following are some ideas of how to engage the guests in each of the different areas.

The Garden: Beehive

1. Get the kids thinking about what will happen if they pull a certain lever or drop a ball in a certain place.
2. Have kids sort the balls or try to get certain color patterns up the tubes.

Kids Eye View

Construction Zone

1. Help to build houses with the blocks using the patterns along the back wall.
2. Talk about the different roles found on a construction site.
3. Encourage cooperation! Demonstrate that more than one person is needed to load and lift the blocks with the crane.

House

1. Encourage someone to be the mailman, pick up, and deliver the mail.
2. If all the food from the market has migrated to the house, pick up a gray bin found in the market and ask children to help you re-stock the store.

Farm

1. Help the children gather eggs and feed the chickens.
2. Plant the food.
3. Play a game of The Farmer in the Dell.
4. Help the children to feed and ride the horse; ask them what their cowboy name is.
community service handbook

Market
1. Have children ring up food.
2. Restock the shelves.
3. Make sandwiches and deliver them to the house.
4. Help children identify which food is healthy and encourage them to shop for those food items.

Hatch Waddle and Fly
1. Many facilitated activities (stories, blocks, parachute games) could be done. Speak with the Team Leader to get the props.

Car
1. Ask children where they are going.
2. Have them act as the gas station attendant and fill up the car for the passengers.

Story Factory
Theater
1. Act out scenarios.
2. Play with the lights and costumes.
3. Create a puppet show, ask the Team Leader for puppets.
4. Keep costumes picked up and off the floor.

Comic Station
1. Pick up discarded paper and put in recycling bins.
2. Put pencils back in holders. Notify a staff person if paper and pencils are out.
3. Encourage children to make up a story to go along with their drawings.

Studio
Main Gallery
1. Makes parachutes or whirligigs for the wind tunnel.
2. Make buildings and see if they will stand up to the earthquake simulator. Try using the tinker toys as rebar to see what difference that makes.
3. Try to make a track on the magnet board that will carry the ball all the way across the track and ask about the child’s creation.
4. Create a Derby car to race down the track, demonstrate how to set up a race.
5. Encourage children to use the stairs to access the starting point of the track and to keep their feet on the ground at all times.
6. Keep props picked up, throw away any paper left on the floor or counters.

Communication Station
1. Communicate with other children across the gallery through the tubes.
2. Help to send messages across the message line.
3. Send messages with the flags.
4. Keep flags picked up and looking nice.

Helicopter Terrace: Saving Lives
1. Play roles (Doctor, Nurse, Pilot etc.).
2. Keep props picked up.
3. Rules – the gurney is not to be climbed on or ridden.
4. Help the command center receive patients.
5. Help children to use the i-pads.
6. If the iPads go down, alert a staff member.

Special Exhibits Gallery
The special exhibits gallery changes throughout the year, take time to learn about the current exhibit. Ask questions and read the text panels to ensure you understand the message. Engage in active play with children; ask open-ended questions and alert staff if you notice any broken or damaged components.
Community Service Volunteer Schedule*
Please write the times on the corresponding day(s) that you would like to volunteer below.

* Only select types of court ordered community service hours will be accepted. Court order community service applicants must have official court documentation stating the offense prior to applying to volunteer.

Monday __________________________________________

Tuesday __________________________________________

Wednesday _______________________________________

Thursday _________________________________________

Friday ____________________________________________

Saturday _________________________________________

Sunday ___________________________________________

Areas of interest that I would like to participate in:

________________________________________________

Signed acknowledgment of procedures.