



- This Volunteer manual is designed to provide useful and accurate information to our volunteers concerning museum policies and volunteer duties, as well as to document Museum history, processes of the volunteer program and relevant museum policies

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WELCOME

Dear Volunteer,

Welcome! Volunteers are an integral part of the Museum of Science and History and we're happy you've chosen to donate your time to MOSH. We hope your experience here will be both beneficial and enjoyable. Thanks to your interest and involvement in our activities, we are able to provide programs and services which would not be possible otherwise.

The gift of your time and talents is one we do not take lightly, and we're grateful for your involvement. We will work to help tailor your volunteer experience to your interests and talents. The enthusiasm and dedication of our volunteers helps create the lifelong learning environment we strive for in our mission.

This handbook has been designed to acquaint you with the MOSH Volunteer program, Volunteer roles and responsibilities, and relevant museum policies. This handbook is meant to be a guide to the process of becoming a volunteer and during your experience. The Volunteer Manager along with MOSH staff will supplement this guide with additional information and serve as an ongoing resource for you.

We are very proud of our current, dedicated volunteers. We welcome you into this special group and look forward to working with you. Please do not hesitate to contact me with any questions, suggestions or concerns.

Sincerely,

Eduardo Santos
Community Engagement Manager
1025 Museum Circle
Jacksonville, FL 32207
904-396-6674, ext. 229
nrenstrom@themosh.org

Mission Statement

The Museum of Science & History (MOSH) inspires the joy of lifelong learning by bringing to life the sciences and regional history.

Five- Year Vision

MOSH is an ideas lab that nurtures innovation in the sciences, arts, and humanities. We create a dynamic platform for learning, helping to connect and build a global community. MOSH provides an interactive and engaging experience that ignites and fuels natural curiosity across all walks of life and generations. MOSH champions a culture of environmental and fiscal stewardship coupled with social responsibility.

Values

- We are committed to our community through inspirational and purposeful action and thoughts.
- We take pride in our museum and are responsible, individually and collectively, for its success.
- We believe in creating an atmosphere where excellence is infused in everything we do.
- We believe that every role has value and that working together creates the highest quality work.
- We believe that innovation and creativity bring learning to life.
- We believe that integrity and honesty guide our actions and decisions and are the foundation to building trust and strong relationships.

Volunteer Program Purpose

The purpose of MOSH's volunteer program is to engage auxiliary staffing to support the museum and to provide an unparalleled level of engagement for MOSH supporters. Volunteers assist in the operations and programming of the museum in support of MOSH Mission.

MOSH History

MOSH has been serving the educational needs of the community since its inception in 1941. Founded on the motto, "Curiosity is the beginning of wisdom," education is at the heart of MOSH's mission.

MOSH Milestones

- 1941 -The Association for Childhood Education charters The Jacksonville Children's Museum.
- 1948 -The Jacksonville Children's Museum moves in a Victorian mansion in Riverside.
- 1969 -Opened 33,000-square-foot building in a more centralized downtown location along the Southbank.
- 1977 -The Jacksonville Children's Museum becomes the Jacksonville Museum of Arts and Sciences.
- 1983 -The Museum earns its first accreditation from the American Alliance of Museums.
- 1988 -The Jacksonville Museum of Arts and Sciences becomes the Museum of Science and History (MOSH).
37,500 square feet of space is added including the Alexander Brest Planetarium.
- 1993 -MOSH is designated a Florida Major Cultural institution by the Department of State.
- 1994 -The current building is renovated to expand the core exhibition galleries, add program and classroom space, increase collection storage spaces, and upgrade all of the support systems.
- 1996 -Opened core exhibit *Atlantic Tails: Whales, Dolphins & Manatees of Northeast Florida*
-MOSH receives the Mimi and Lee Adams Environmental Award for the exhibit *Atlantic Tails: Whales, Dolphins & Manatees of Northeast Florida*.
- 1997 -Completed renovations increasing square footage to 82,200 square feet.
-Earned subsequent accreditation from the American Alliance of Museums.
-Opened core exhibit *Currents of Time: A History of Northeast Florida*.
-Received Jacksonville Environmental Protection Agency Institution's Award for *Atlantic Tails: Whales, Dolphins & Manatees of Northeast Florida*.
-Named Smithsonian Affiliate.
- 1998 -Received National Award of Commendation from the American Association for State and Local History for the interpretation of regional history through the exhibit *Currents of Time: A History of Northeast Florida*.
- 1999 -Received City of Jacksonville Historic Preservation Award for *Currents of Time: A History of Northeast Florida*.
-Named International Star Station One partner.
- 2002 -Opened renovated JEA Science Theater.
-Opened core exhibit *Aqua Expo*.
- 2004 -Opened core science exhibit *Universe of Science*.
- 2005 -Opened core exhibit *Florida Naturalist's Center*.
- 2008 -Opened core aquarium exhibit *Water Worlds*.
- 2009 -Commemorated 60th anniversary of continuous contract with Duval County Public Schools.
-Opened core health science exhibit *The Body Within* in partnership with Baptist Health.
-Opened new 2,400 square foot classroom suite on the Museum's first floor.
- 2010 -Unveiled the new Bryan-Gooding Planetarium in the fully renovated Alexander Brest Science Theater.
-Opened the *Space Science Gallery*.
- 2011 -Complete Phase I of the *Hixon Native Plant Courtyard* renovation
-Earned subsequent reaccreditation from the American Alliance of Museums
- 2012 -Completed Phase II of the *Hixon Native Plant Courtyard* renovation.
-Opened *Interpreting Northeast Florida: A Historic Mural by Elmer Grey* in partnership with Naval Air Station Jacksonville.
- 2013 -Opened core exhibit *JEA PowerPlay: Understanding Our Energy Choices* and the newly renovated JEA Science Theater.
-Received City of Jacksonville Historic Preservation Award for signature exhibit *Jacksonville by Design: AIA Celebrates 100 Years of Architecture*.
-Named *2013 Best Museum* and *2013 Best Educational Camp* by Jax4Kids.
- 2014 -Received Nonprofit Center of Northeast Florida's Change Agent Award for the community-wide *RACE* initiative.

Volunteer Program Basics

Volunteer Requirements

1. Complete and submit the volunteer application through MOSH's website. The application may be obtained from our website at <http://www.themosh.org/support-us/volunteer/>
2. Successfully complete the appropriate background check (see below)
3. Attend orientation that will be scheduled by the Volunteer Manager.
4. Complete all training required for the volunteer position selected.
5. Commit to a minimum of 96 hours per year for active volunteer benefits.
6. The Minimum age for all volunteers is 14.

Volunteer Positions

Teen Intern

Teen Interns are an integral part of the MOSH's programs and serve in a variety of roles in the museum. Interns will assist with summer and winter camps, museum special events, educational presentations/ programming and with the preparation for these programs. Teen Interns will be assigned to assist with Camps, Science Demonstrations, the Florida Naturalist Center or the Planetarium. Open to local students enrolled in grades 9th-12th.

College Intern

This specialized group of volunteers spends a semester working on specific projects in various departments. Students receive a chance to work alongside museum professionals and gain valuable work experience for course credit or degree enrichment. Positions offered can vary, but typically include History and Natural History Collections, Education and Curriculum, Exhibit Design, Special Events and Communications (Please visit the MOSH website for the most up to date list of positions). Open to students currently enrolled in college or vocational school.

Adult Volunteer

This dedicated group serves the museum in a variety of roles, and assists with the general operations of the museum. Volunteers of all ages typically dedicate 4-8 hours per week to an assigned job at MOSH and duties can include assisting in the Planetarium or Florida Naturalist center, providing direction or guidance to guests in the museum, serving as an exhibit monitor in the museum or assisting with special events. (Please visit the MOSH website for the most up to date list of positions) This group is open to all adults 18+.

Group / Corporate Volunteers

On occasion the museum works with corporate groups of volunteers, who all come from the same organization or business. These groups typically work with a large project or special event at the museum. These partnerships offer a chance for community groups to give back to the community in a fun and often educational way. Volunteer groups are *exempt* from background check, as they are usually one-time volunteers.

Background check information

According to MOSH Background check policy, all museum volunteers are subject to a background check (Level 1 or Level 2) to determine the suitability for a volunteer position the candidate is being considered for, and to ensure the safety of our staff, volunteers and visitors. *Background checks must be completed (and MOSH have received the results) before your first schedule shift.*

MOSH has the right to require a satisfactory completion of volunteer screening, including criminal record, DMV record and drug screen, for every applicant to the volunteer program. When a background investigation reveals a discrepancy between information on a volunteer application and the information obtained during the background check process, they may work with the applicant to resolve the inconsistency. The results of a background check are confidential and are to be discussed with appropriate MOSH employees on a strict “need to know” basis.

The Museum uses two different levels of background checks for its volunteers and staff.

- Level 1- This is a name based background check that is completed for all volunteers in the museum who have limited contact time with minors. Level 1 screenings are re-checked every two years.
Forms required: Acknowledgement and Authorization for Criminal Background Check Form
- Level 2- This is a fingerprint based background check and is completed for all staff members and for volunteers that have more than *10 hours per week* working with minors. Anyone volunteering for a summer camp program more than *10 hours per month* is also subject to a Level 2 screening. Level 2 screenings are rechecked every year.
Forms required: VECHS Waiver Agreement, Parental Approval Form (minors), Affidavit of Good Moral Character (minors)

If you have questions about the background check policy or are concerned with the results of your background check, please contact the volunteer manager. MOSH maintains a list of ‘disqualifiers’ and the volunteer manager can share these with you.

Work Schedules and time commitments:

Regular work schedules will be made between the volunteer and their assigned supervisor. This could be the Volunteer Manager or another staff member. Schedules will be based on your availability, and we understand this can change from time to time. Volunteer opportunities are available almost 7 days a week and sometimes in the evenings, so we try to accommodate even the most challenging schedules.

We do ask that each of our volunteer commit a minimum number of hours to the program. Many of our volunteers exceed these guidelines.

- Teen Interns – 100 hours / year (75 over the summer and 25 during the school year)
- College Interns- 100 hours / semester- This is just a minimum, and changes per course requirements
- Adult Volunteers- 96 hours / year (this works out to 2, 4 hours shifts per month)
- Corporate / group Volunteers- Minimum 4 hours shifts per day of volunteering

We treat our museum volunteers like part of the MOSH staff, and request that if you are unable to make a scheduled assignment, *please let your supervisor or the Volunteer Manager know as soon as possible* (preferably 48 hours in advance) so a replacement can be found.

Please note that you may not bring your children or other family members to MOSH during your volunteer shift, unless special arrangements have been made in advance with the Volunteer Manager.

Orientation

All Volunteers will need to attend a volunteer orientation. This session is designed to orient you to the building, the MOSH staff and pertinent information regarding your duties at MOSH. The Volunteer Manager (or designee) will host the session and make sure all of your questions are answered. Specific position may require additional trainings.

All Orientation sessions will include:

- Tour of facility and MOSH overview
- Review of MOSH policies and rules
- Customer service guidelines
- Q&A

Benefits for Active Volunteers:

- Volunteers receive a name badge and other materials necessary for their job
- Volunteers have break room privileges, including water, coffee, and access to a microwave and refrigerator
- Volunteers are invited to an Annual Volunteer Recognition Event (typically in April)
- Upon request, volunteers may receive letters of recommendations, hour verification, or course evaluations
- 10% discount at The MOSH Store
- MOSH volunteer t-shirt

***An active volunteer is one who is regularly scheduled and has completed at least 96 hours per year.**

Recognition of Lifetime hours (adult volunteers) :

| | |
|-------|---|
| 25 | Family Membership |
| 100 | Official MOSH Name tag / 'Add on' name tag for pins |
| 250 | Service Pin |
| 500 | Recognition pin and plaque |
| 750 | MOSH vest |
| 1000 | Recognition pin and plaque |
| 5000 | Recognition pin and plaque |
| 10000 | Lifetime Service Award, Photo Plaque on wall |

Volunteer Expectations

- Maintain a positive attitude and reflect the museum's mission
- Arrive in a timely manner and communicate with your supervisor if you cannot
- Display neat and professional appearance
- Be conscious of your interactions with minors (no one-on-one, maintain appropriate touch)
- Consistently sign in and out as a volunteer for accurate recordkeeping

Volunteer Information

Parking

Volunteers should park in the MOSH parking lot, between the building and the Main St Bridge. Please avoid using the parking in front of the building when possible (River City Lot) so guests can use it, as these spaces are limited. Volunteers should enter through the front door only.

Signing in

Please remember to sign-in when you first arrive at the museum, as this is how we keep track of your hours as well as who is currently in the building.

- ALL Volunteers sign in using Volgistics in the south Stairwell
- There is a backup clipboard for times when the software is not functional

Depending on the assigned duty, you will need to wear a volunteer vest (located in North stairwell) a nametag, or your volunteer shirt. Check with the volunteer manager or your immediate supervisor for your specific position.

Personal Possessions

You may bring a lock and use the lockers in the South Tower to store your valuables. Be careful not to leave purses and valuables in the public areas, classrooms, or in a visible location in your car. The museum is not responsible for any losses or thefts.

Cell Phones

Cell phones should only be used if absolutely necessary and kept on silent mode while volunteering. Phones should be stored securely in a locker or in a pocket during your shift. In an emergency, if you are unavailable by phone- family and friends can call the museum at 904-396-6674, and a staff member will locate you.

Rest and Meal periods

Volunteers will be given a 30 minute rest / meal period when they are serving in the museum longer than 4 hours. Feel free to make use of the staff break room or the volunteer services room on your breaks. There is a microwave, toaster, coffee, water cooler, and a refrigerator. There are also picnic tables outside, near friendship fountain when the weather is nice. Please no food or drinks (except water) outside of the break room.

Dress Code (Business Casual Attire)

The image of the museum is influenced by the appearance of our staff and volunteers. Please keep a neat, clean, professional appearance, and dress in appropriate attire, suitable for your duties. T-shirts (except volunteer t-shirts), tank tops, ripped or frayed jeans, and flip-flops are not allowed. The following dress code is appropriate for most job areas:

Women

- Slacks, capris, jeans, or skirts (no ripped or frayed jeans, shorts above finger tip length or mini-skirts)
- Blouse or sweater (no t-shirts, bare midriffs or tank tops)
- Dress shoes or nice sneakers (no flip flops)
- Volunteer vest or t-shirt and name tag
- Some special events may require a specific dress code

Men

- Khakis, jeans, or dress slacks (no ripped or frayed jeans)
- Collared shirt (no t-shirts)
- Dress shoes or nice sneakers (no flip flops)
- Volunteer vest or t-shirt and name tag
- Some special events may require a specific dress code

Volunteer Reviews and Discipline

All volunteers will receive an initial review after their first 16 hours of volunteering to help ensure proper placement, understanding of position and mutual benefit to both MOSH and the volunteer. These reviews will be conducted by the volunteer manager, and should include the volunteer's direct supervisor when possible.

After the initial 16 hour review, volunteers will be reviewed annually by the Volunteer Manager and their immediate supervisor. This ensures that we are continually assessing the placement of a volunteer within the museum. It is also a time to collect valuable feedback and suggestions from our volunteers to improve our programs.

When a volunteer's performance is below the standards required by MOSH, the Volunteer Manager or area supervisor may issue a verbal warning outlining the problem. If the problem persists a written warning and meeting with Volunteer Manager could occur to discuss appropriateness of continuing volunteer work at MOSH.

Visitor Rules

These rules are presented as a reference to our Volunteers, who are enabled to assist staff in enforcing these rules when necessary to ensure safety and protect museum resources.

As a representative of MOSH, please help us ensure that these rules are followed. If you do not feel comfortable confronting a visitor who is in violation of these rules, please immediately alert an available staff person.

Inappropriate Visitor Behavior is Considered:

- Smoking inside the building, in the courtyard, or in close proximity to the doors
- Visiting without shirt or shoes
- Engaging in overly rowdy activities which disturb the reasonable peace and comfort of MOSH visitors and staff
- Running, pushing, shoving, climbing on exhibits, or other activities that could endanger oneself or others
- Vandalizing any MOSH exhibit or property
- Using obscene or abusive language or gestures
- Blocking or in any way interfering with the free movement of any person or persons
- Bringing animals other than lead dogs into the building
- Soliciting or selling of any kind
- Distributing leaflets or posting notices not specifically authorized by the Executive Director
- Harassing behavior that constitutes a disruption or disturbance for MOSH staff or visitors
- Leaving young children unattended

Safety and Emergency Plans

At MOSH we take the safety of our guests, staff and volunteers very seriously, and sometimes call on our volunteers to assist in specific situations. MOSH maintains a complete *Safety and Emergency Action Plan*, and a copy can be obtained from the Volunteer Manager. We have included excerpts from the most relevant sections here.

Fire and Building Evacuations

Museum staff and volunteers should do everything possible to eliminate fire hazards. If a fire does ignite, it has the potential to spread quickly and cause loss of life or property. If the fire alarm goes off, make your way to the nearest exit, using stairs, not the elevator. Instruct any visitors around you to exit the building via the stairway, but do not consider it your responsibility to clear the building. **The safe gathering zone is the west parking lot (River City Brewing).** Once gathered outside, remain with staff and guest, and do not reenter the museum unless instructed to.

Hurricanes and Museum Closures

MOSH Follows the Duval County School Board's decisions for closing schools. When schools have been closed, the museum will be closed. The Executive Director may also close the museum for major impending storms. The Volunteer manager (or immediate supervisor) will contact any volunteers scheduled during the closure.

Medical Incidents / Emergencies

Many of the museum staff are trained in First Aid and CPR. For minor injuries, please see the front desk and a trained staff member can assist you in the first aid room. An incident form must be filled out by a staff member for ANY accident or injury, no matter how small. These are available at the front desk and in the first aid room. Please report any injuries (yours or a patrons) to the front desk staff immediately.

For a medical emergency, call 911 and notify a staff member as soon as possible. An Incident form must be filled out for any medical related issues.

Policies and Procedures

The Museum develops written policies and distributes copies to all employees and volunteers to assure that everyone understands the information and how these policies affect their work at MOSH. Museum policies may change from time to time, and updates will be made to the Volunteer Handbook as appropriate.

Equal Employment Opportunity

MOSH provides equal volunteer opportunities for all applicants and employees. We do not unlawfully discriminate on the basis of race, color, creed, ancestry, medical condition, religion, sex, national origin, age, disability, veteran status, marital status, sexual preference or any other basis prohibited by federal or state law or local ordinance applicable to our work locations. We also make reasonable accommodations for disabled volunteers if we are aware of the need for accommodation and if the requested accommodation does not cause undue hardship as interpreted from the ADA/ADAAA.

This policy applies to all areas of volunteering, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. Finally, we prohibit the harassment of any individual, as defined in the policy below.

Prohibition against harassment

MOSH is committed to providing an experience free of harassment, which includes harassment based on race, color, religion, sex, including same sex, pregnancy, national origin, citizenship, age, family obligations, disability, marital and veteran's status, sexual orientation and any other basis of discrimination covered by applicable federal, state or local law. The Museum strongly disapproves of and will not tolerate harassment of volunteers or patrons by employees, managers, or supervisors. Similarly, MOSH will not tolerate harassment of its employees by non-employees with whom MOSH employees have a business, service or professional relationship. The Museum's policy is that any form of harassment is completely unacceptable and will not be tolerated. It is the obligation of all managers, supervisors and employees of MOSH to provide a work environment free of harassment.

Definition of Harassment

Harassment for purposes of this policy is verbal or physical conduct that is derogatory or that shows hostility toward an individual because of his or her race, color, religion, sex, sexual orientation, pregnancy, national origin, citizenship, age, family obligations, disability, marital and veteran's status and any other basis of discrimination covered by applicable federal, state or local law, and that creates an intimidating, hostile, or offensive working environment. Harassment may include, but is not limited to, epithets, abusive language, slurs, jokes, or other verbal or physical conduct relating to an individual's race, color, religion, sex, sexual orientation, pregnancy, national origin, citizenship, age, family obligations, disability, marital and veteran's status, sexual orientation and any other basis of discrimination covered by applicable federal, state or local law. Examples of sexual harassment include, but are not limited to unwanted sexual advances or touching, graphic sexual depictions, displays in the workplace of sexually suggestive objects or pictures, and/or humiliating or offensive comments, jokes, or innuendoes. Sexual harassment may also consist of unwelcome sexual advances, requests for sexual favors or other verbal or physical conduct of a sexual nature that creates an offensive or hostile working environment. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior that is not welcome, which is personally offensive, and which, therefore, interferes with our work effectiveness.

Scope of Non-harassment Policy

This policy is intended to cover all MOSH volunteers and other individuals with whom volunteers have business, service, or professional contact through their tenure at MOSH, including teen interns, employees and students participating in programs at the Museum.

Further, no supervisor has the authority to suggest to any volunteer that their continued involvement, future advancement or other terms of their participation will be affected in any way by any volunteer's acceptance of a hostile or offensive work environment, or by an individual's entering into (or refusing to enter into) any form of personal relationship with the supervisor.

Complaint Procedure

In regard to harassment, any individual who believes that they are being harassed by a supervisor, MOSH employee, other volunteer, or believes that their involvement with MOSH is being adversely affected by such conduct, should immediately report such concerns to the volunteer manager. If you feel uncomfortable discussing the issue with your own manager, you should promptly notify the HR Department. All complaints of harassment should be made in writing and signed by the reporting individual.

After a complaint of harassment is received, a prompt and impartial investigation will be conducted and appropriate disciplinary action calculated to end the problem and prevent its recurrence. All complaints of harassment will be handled in a discreet manner and information will be limited to those personnel with a need to know.

Drug-Free Workplace

The Museum prohibits any illegal use, possession, sale, manufacture, or distribution, of drugs, alcohol, or other controlled substances on its property. It is also against Museum policy to report to work, or to work, while under the influence of drugs or alcohol.

Alcohol

MOSH volunteers are prohibited from consuming alcohol if they have been assigned job duties at an event which alcohol may be available. If not working an event, MOSH volunteers may drink in moderation; however, you still represent MOSH and good judgment and responsible behavior is expected.

Tobacco

The entire museum is a NON-SMOKING facility. Smoking is not permitted in the restrooms, the courtyard, or in any part of the building. Please make visitors aware of the rule if you see anyone in violation, or notify a staff member immediately.

Communications Policy

The purpose of this policy is to establish and maintain a consistent message and public image that supports our mission statement and core messages. All media contacts should be directed to a designated Museum representative. *Do not offer your insight or answer questions on behalf of the museum.*

Please direct any media requests to the front desk staff when possible, who will contact the appropriate museum staff member. The museum points of contact are listed below:

-Director of Operations ext 249, 923-6250
-Executive Director ext 218, 210-7122

Code of Ethics

Volunteers are responsible for reading, understanding, and following the Museum of Science & History's *Code of Ethics*. Any breach of a policy laid out in the *Code of Ethics* will result in termination from the volunteer program. You may obtain a copy of the *Code of Ethics* from the Volunteer Manager or at the Front Desk. If you have any questions regarding it, please contact the Volunteer Manager immediately.

In Closing

We hope you will enjoy your experience as a MOSH volunteer. As you learn your duties, feel free to ask questions. We trust your volunteer experience will be engaging, challenging, and rewarding. It is your commitment and that of volunteers like you that allow MOSH to most effectively serve our visitors and community. We are sincerely grateful for your support. Thank you!