

Young At Art Museum Volunteer Manual

Welcome to Young At Art Museum! By helping children of all ages discover, create and learn, you are essential agents of **IMAGINATION ACTIVATION**. You are giving us a great gift — your time and talents. We appreciate your involvement. We are committed to provide you with enriching training opportunities which will help you in a museum setting and beyond!

This manual will help acquaint you with Young At Art. It's also a guide to the procedures of the Volunteer Program. This manual will help answer some of the frequently asked questions.

“Art is a way of recognizing oneself...”

Louise Bourgeois

Thank you so much!!

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GET TO KNOW YAA

A Short History of YAA

Young at Art Museum was created in 1987 to provide every child the opportunity to enjoy the arts. After two years of traveling the region as a “museum without walls”, Young At Art opened in 1989 in 3,200 sq. ft. of donated space at the Shoppes of Plantation, Fl. On opening day, over 1,000 people waited in line for hours just to get in! As you can imagine, we quickly outgrew that space. So, in 1998, YAA moved to our next location in Davie — a space eight times the size of the old one. In 2012 we opened our 55,000 square-foot Museum to the public until 2020. Most recently, we moved back to Plantation at the Broward Mall. The future of Young At Art is an exciting one! Young at Art has summer camps, after school programs, classroom outreaches, visiting artists, and lots of permanent and traveling exhibits.

The museum features interactive exhibits with an array of art installations and workstations. At the same time, YAA offers classes on a variety of art techniques and themes related to our ongoing exhibitions or special events.

Young At Art Museum Quick Facts

- We are a not-for-profit organization. This means that no one “owns” YAA. We have a board of directors and all money received goes right back into improving and growing the services supplied by the museum.
- Our Mission Statement: To provide inspiring, interactive experiences in which art is central to shaping young minds and our community.
- We offer early childhood, elementary, teen and adult classes, camps, birthday parties, field trips, school presentations, and outreaches.

Museum Values

Young At Art Museum has developed the following set of values that are based on its Mission and goals.

- We honor and respect children.
- We are committed to diversity.
- We believe in offering an enjoyable and creative working environment where there is a high regard for mutual trust, empathy and respect for all.

- We believe in providing a supportive environment where everyone feels responsible for the museum's performance and reputation.
- We are committed to helping develop YAA's Volunteers' skills, capabilities and motivation.
- Open, honest, and high quality communication is very important. We must listen to each other and encourage a two-way feedback.
- We see the glass half full, enjoy being creative and have fun!

Expectations for All Volunteers

- Volunteers must act as ambassadors and deliver our mission and future vision with passion.
- Volunteers play a big role in making sure materials are prepared for projects.
- Providing amazing customer service. Using phrases like: "How may I help you?", "I will find that out and let you know", "Let me show you where that is".
- Interacting with visitors & campers. Tell them: "That's cool!", "What did you make?", "Let me help you".
- Taking initiative when you see something needs to be done, ie: brushes washed, counter tops cleared, paper off the floor, among other things.
- Keeping your assigned area clean.
- Professionalism:
 - Only use cell phones on your break in non-public areas of the museum or in an emergency.
 - Teamwork with your fellow volunteers and staff.
 - Flexibility - you will have a lot of fun responsibilities but will be asked to do things out of your comfort zone like moving around and get your hands into art materials.
 - Positive Attitude – be helpful and available.

Volunteering at YAA basics:

1. Fill out the on-line application form (High School Volunteer Application or Adult Volunteer Application).
2. Fill the background screening form (only for adults).
3. Read the Volunteer Manual with Parent sign and send Acknowledgment form and send to yaavolunteers@gmail.com and wait for your application to be cleared.
4. Adults will be required to fill a background check application.
5. Wait for clearance to begin volunteering.
6. Use the links sent by the Volunteer Manager.
7. Sign up for volunteer shifts.

Volunteer Orientation

High School Volunteers

- Individuals interested in volunteering will fill out the Volunteer Application on the YAA website.
- Read and sign the Volunteer Manual which may be seen and signed by both the candidate and a parent/guardian (in case of minors) and email to yaavolunteers@gmail.com.
- Camp Volunteers must go through Background screening process*
- Once you are cleared , you will get a link to Sign-Up for the shifts you are interested in.
- You pick up your shirt on the first day you volunteer. Shirts cost \$15 and are available to purchase. Please wear a black T-shirt until you are able to purchase our volunteer shirts.

Adult Volunteers

- The approved adult volunteers will receive documents to sign up for fingerprinting and background screening.
- The adult applicants will go get fingerprinted and background checked. Once the results are ready we receive a notification expressing that you are clear or need to go get fingerprinted again. This process tends to take a week or two. If you are clear, we will send an email congratulating you on becoming a volunteer and explain how to sign up for shifts and include the links. If you did not receive clearance, we will send you an email letting know the reason you were not cleared and ask you to go get fingerprinted again (this does happen often).

Background Checks

IMPORTANT. Please be advised that you cannot get your fingerprints done prior to the Volunteer Orientation, this is because we provide a Live Scan form. If they do not have this form they will be wasting money because we will not receive the results and they will have to pay again for fingerprinting and background check. The reason is that each institution communicates with each other using special codes only known between them.

All adult volunteers must go through a background screening and fingerprinting before volunteering in our museum. Wait until you receive your Fieldprint code from the volunteer manager to make your appointment. As soon as you are cleared, you will receive an email and can start signing up for shifts. This takes about a week to process. Occasionally the prints are deemed illegible, and may be retaken. More information about Fieldprint locations and procedures may be found at www.fieldprintbrowardschools.com .

Additionally, you may need to fill out a screening request form (we have a Jotform digital version available). With the information in the form you will receive instructions on how to initiate a screening. The screening request has to be done by the Museum using the Department of Children and Families portal. This will generate a Live Scan request form, this form along with the fingerprinting instructions are given to the volunteer. That process has a cost of \$70 that goes directly to the agency.

Adult volunteering

The steps are very similar to High School Volunteers. Please note the differences described below:

- Fill the Adult Volunteer Application Form.
- Sign and return the Volunteer Manual.
- Go Background Check and fingerprinting (the same described before).
- Citation for an interview (in person or in Zoom).
- Fill paperwork if considered.

Sign up for Hours

YOUR SCHEDULE

Your schedule must be established in advance through the volunteer portal. **We cannot accept volunteers on a walk-in basis.**

Please note any volunteer opportunity you sign up for. We do not send confirmation emails for every program but will expect you to be there for shifts you sign up for. We suggest keeping your schedule in a place that you will see it often and remember it! If you have any questions regarding your schedule, please contact the volunteer manager.

Check your email!

We will send additional shift information on an as-needed basis throughout the semester.

Requirements

You agree to be punctual and to notify staff about changes to your schedule, especially in case of an absence.

Attendance Policy

If you are unable to make your shift or will be late please let us know as soon as you can. If we have advance notice, your absence will not have an adverse effect on your record and will allow us to fill your spot with someone who may be on stand-by.

Use the following methods to contact us: yaavolunteers@gmail.com and 954-424-0085. If a same day absence is necessary, phoning in is absolutely mandatory. Absences without calling in are not acceptable. **After 3 no shows, you will be taken off the email list and will not be able to sign up for hours.**

Punctuality is important to delivering the best programs. We rely on our volunteers to be prompt for their assigned shifts and to stay until their shift is over. Late arrivals and leaving before your shift ends without supervisor approval will result in disciplinary actions.

Appearance and Uniforms

Young At Art has uniform requirements for all volunteers that should be adhered to at all times. Please remember that you are the face of Young At Art and your appearance represents the museum. If you are not dressed appropriately you will be asked to get appropriate clothing or you will be asked to go home. You will not be able to log hours for that time. Have in mind that you are going to be on a dynamic environment, so please dress accordingly.

The basic uniform consists of your **YAA Volunteer T-shirt**, pants or shorts to the knees. If you do not have a YAA Volunteers shirt you must wear a **BLACK TSHIRT**.

You must wear comfy closed toed shoes.

DO:

YAA Volunteer T-shirt

Black T-shirt

Plain black, blue, tan, or khaki bottoms

Closed toed shoes

Name tag

DON'T:

Ripped, torn or distressed clothing

Visible undergarments (boxers, bras, etc.)

Shorts, dresses, skirts shorter than finger-tip length

Crop Tops

Flip flops, excessively high heels, or open toed shoes

Hanging earrings or anything that can be pulled

Hats, unless for outside activity or for religious reasons.

Closed jackets or anything that will hide your YAA uniform

Your Day at YAA

SIGN IN:

The volunteer will receive instructions on how to Clock In/Out when arrival using our online platform or a printed sheet. Clocking In or Out is as easy as to write a short email or to write your name on a list.

Let your Museum Educator/Teacher (ME) know that you have arrived. Inform them if you have arranged a schedule change in advance with the Volunteer & Staff (ie leaving early). Exhibit volunteers should let MEs know where they have been assigned. Remember that you will be called where needed and the scheduled areas may change the same day without previous advice.

Museum Exhibit volunteers:

Report to the Volunteer Manager, Coordinator or Assistant for your assignment. You will be assigned to an exhibit, area within the exhibit, and break time.

Class Volunteers:

Report directly to your classroom.

PREP UP:

At the start of your shift, be sure to ask your lead Museum Educator what supplies are needed for the projects or art stations. Keep an eye on these supplies throughout the day, check if anything is low and keep the areas around you clean. Be proactive in the space like: if you see something on the floor, pick it up; if the trash bin is full, take it out and so on.

More supplies should be ready to gather up when needed, but remember to keep only a reasonable amount at each work station. Also be sure to read any information texts about your exhibit area, and ask your ME about the project for the day.

ENGAGE:

Reach out to kids in your exhibit/class. Explain the hands-on activity you are assisting with, or the rules of your area. Tell children how you like to use/play in that exhibit area. Ask about their artistic choices! Talk to their families while the kids work. Be friendly and have fun! Stay off your phone and/or headphones. Remember that we are always making **ART**.

TAKE RESPONSIBILITY:

Help us keep the museum safe and beautiful. Pick up stray items off the floor. Clean spills off the floor and let a staff member know of possible hazards. Also, you may need to politely remind parents of our safety policies (e.g., no food or drink in Museum exhibit areas, children should be supervised at all times, no climbing on or damaging the exhibits, shoes on children's feet etc.) **If you need help speaking to a parent, always contact a YAA staff member.** We are here to support you!

BEFORE YOU LEAVE AT THE END OF THE DAY:

Let the Museum Educator know when you are leaving. Make sure you leave your area/classroom even neater than you found it. If you are leaving an exhibit in the middle of the day, help to train the volunteer who is replacing you. Let them know what worked best for you and about any challenges you encountered.

SIGN OUT:

Follow the same Sign In instructions displayed above. Pat yourself on the back for another great day!

Notes about volunteering in CAMP

REMEMBER

Only Volunteers who **sign up for an entire week** of Summer Camp (Monday- Friday) for full days can work as teacher assistants. Stay off your phone while on duty.

EXPECTATIONS:

A. You are responsible for keeping the campers safe.

1. Fill out incident reports for accidents. You May NOT take a camper to call their parents just because they ask you to because we need to make sure everyone knows where they are and where they need to go at all times.
2. Properly supervise campers during bathroom breaks. Stay outside of the door and do not go inside the bathroom with them.

B. Interact with and engage campers.

1. Do not congregate with other volunteers in the classroom.
2. Assist campers with art projects, but remember this is their art and not yours. You may consider suggest to add more color or to help with scissors and to apply glue for example. However, working on their art is not acceptable.
3. Play with the campers at the appropriate times, not while instruction is being given. Model good behavior for the campers by listening when the

teacher is speaking and, when the teacher has finished, you can help them understand the material with examples.

4. Do not encourage or engage campers in running games like tag, hide-n-seek, zombie, etc.

C. Take the initiative and be attentive to the needs of the teacher and the campers.

1. Keep the sinks, countertops and floor of the classroom clean and free of art supplies and snack crumbs!
2. Help students who need assistance.
3. Listen to the directions given by your teacher for the project.
4. Stay off your phone while on duty.
5. Speak with the teacher about their disciplinary policies and rules in the classroom so you can implement them and be consistent.

D. Do not show favoritism towards certain campers, you are their mentor.

1. Avoid physical contact. If a camper hugs you, you can pat them in the back a little.
2. **Do not share unauthorized food, candies or beverages with campers.**
3. NO peanut products! Some campers can be highly allergic.

E. Breaks

1. The Florida Child Labor Law says: Minors may work no more than 4 hours consecutive hours without a 30 minute uninterrupted break (at least).
2. The breaks will be assigned by the staff leader to keep a balance of on-duty volunteers on the floor.
3. Is very possible that volunteers will have to go on break at different times.

F. Use appropriate and neutral language.

1. Positive feedback.
2. Call them by their name.
3. Use non-binary pronouns like “they”, “them”, “camper”, “kid” and “child” instead of binary pronouns like “she”, “hers”, “he”, “his”, “boy” or “girl”.
4. “All art is good art!”

Most importantly.....HAVE FUN!!!!

Special Events, Outreaches, & Private Parties

Special Events

Special events are held at the museum and include extra activities apart from our general admission activities. Special events happen during regular business hours, in the evenings or mornings. Some examples are:

- Traveling Exhibit Preview Parties
- COMIC CON
- Annual Recycled Fashion Show
- Student Showcases

Outreaches

Outreaches are held outside YAA. You will need to provide your own transportation to and from these events. Some examples are:

- YAA On The Go Mobile Museum Bus
- Broward Family Fun Series and Sensory Inclusive Shows at the Broward Center for the Performing Arts
- Miramar Cultural Center
- Artspark
- Parker Playhouse
- Aventura Arts & Cultural Center
- Miniaci Performing Arts Center
- Mall Madness
- Weston Art Festival
- Others

Private Parties

These occur when the museum is closed (either mornings or evenings). Shifts for private parties will be sent out via email with special event information.

Safety and Security

Supervising and Assisting Children

You should NEVER take a child to the bathroom or to any exhibit or area inside or outside of the Museum without their parent/guardian. You are here to engage, guide, help and interact with children. Always tell a staff member and parent/guardian, when available, if you intend to escort a child anywhere off site. When assisting in classes and camps, you may escort children to the bathroom but CANNOT take them inside. You can stand outside of the public bathroom (at the front door) and call in to check in if needed. This is for the safety of our campers, guests and volunteers! Please do not have children sit on your lap or be physically affectionate with guests or campers.

Personal Safety

It is imperative that you adhere to our dress code and wear closed toed shoes at all times. Please do not lift items you feel are too heavy. If you do incur an injury, let a staff member know ASAP. You will have to fill out an incident report; this is for your information and ours in the event you need medical attention. First aid kits are available at the front desk, each workshop/birthday room, and office. Please let staff know of any allergies or medical conditions you may have and/or reasonable accommodations so that in the event of an emergency we can know how to attend your needs.

We use a *Buddy System*, which means that every time you go on a break, someone else from the staff or the volunteers will be close to you (when available). We are in a shopping mall environment and we can't control what happens outside the museum's space with other persons. For your safety, please remember to take out your name tag when leaving the YAA premises and to tell others where you are going.

Personal Property

Please do not bring valuables to the museum. Purses and other personal property should be stored in the Office 2 (or in other instructed area) and never brought into the museum exhibits.

Zero Tolerance Policy

The museum has a Zero Tolerance Policy towards harassment of any kind: verbal, physical, sexual, threats, violence, or acts of intimidation are not tolerated in the museum. If you witness or have been the recipient of harassment please report it immediately to your supervisor. All acts will be investigated. An emergency, perceived emergency, or suspected criminal conduct shall be immediately reported to the Plantation Police Department. Any volunteer found to be in violation of this policy shall be subject to disciplinary action up to and including dismissal, and if appropriate, shall be prosecuted to the full extent of the law.

Drug Policy

The use, sale or possession of illegal narcotics, drugs or controlled substances, including but not limited to alcohol, marijuana, cocaine, PCP, heroin, LSD, amphetamines and barbiturates, by YAA Volunteers while on YAA premises, in front of children or on YAA outreaches is strictly prohibited. The misuse of legal or prescription drugs or controlled substances also constitutes a violation of this policy.

Emergency Situations

Ask your supervisor where the nearest emergency exit is located in your area. At the beginning of class or field trip, take note of how many children are in your care. If there is an emergency that requires evacuation please follow staff lead to the nearest emergency exit. Make sure that you count and double check that you have all the children assigned in your group. Don't forget to check in small places (under tables, behind doors, in bathrooms). If you are volunteering in a camp/class, please make sure that you help teachers to assist children to safety. **Make sure that you are not taking kids without the teacher present.** Visitors are free to leave through the front entrance of the museum. Please do not leave without telling your supervisor, we will need to take a headcount of all volunteers for safety. If there is a power outage, calmly ask visitors to walk to the front of the museum and wait outside to see if the power turns back on. If a child has lost their parent, bring them to the front desk, where we can communicate via Radio to find them.

Unacceptable Behaviors While Working

- Using cell phones or other personal electronic devices on the floor. This includes texting, emailing, listening to music/video players etc. Take off your audio devices (headphones, pods, earphones and such) unless for health reasons. Please notify in advance if you use earphones for health reasons to the Volunteer Manager. Please have your phone turned off or on silent ring. You may make calls in nonpublic areas (break room), or listen to your music player in storage while working, as long as it doesn't interfere with your work. Volunteers who receive more than two warnings to stay off the phone will be asked to leave for the day and will not be able to receive the hours for their shift.
- Clustering, congregating or disappearing.
- Lounging around or sitting when not required by your assignment reflects poorly on you and the museum.
- Eating or drinking in public areas of the museum
- Repetitive absences and/or tardiness
- Unfriendly or an uncooperative attitude with visitors and staff
- Public displays of affection
- Leaving assigned work area without approval of your supervisor
- Defying you supervisor.

Grounds for Immediate Dismissal

- Vandalism of museum property

- Use of drugs or alcohol
- Smoking/vaping in or around the museum and children
- Inappropriate language of any kind on the museum floor
- Theft. Every resource lost is money lost to YAA - no matter how seemingly insignificant.
- Harassment (physical, verbal, sexual, threats, acts of intimidation, violence)
- Falsifying records or reports (i.e. logging volunteer hours that were not completed, volunteers telling parents you are volunteering when you are not)
- Defiling YAA's reputation while wearing your YAA Volunteer Shirt or volunteering
- Using social media to defame the museum.

Consequences

- **1st incident:** Volunteer will be verbally notified of the problem and the changes that must be made.
- **2nd incident:** Volunteer will receive a written warning and their parent or guardian will be notified. The volunteer may be sent home depending on the severity of the incident.
- **Probation Period:** Volunteer is placed on "break" from the program for a specified time period. Supervisor has authority to dismiss volunteer at the end of probation period. It is up to the discretion of the Volunteer Manager if hours will be released.
- **Dismissal:** The Volunteer Manager reserves the right to dismiss a volunteer from the program due to unacceptable behavior.

First-time VOLUNTEERS FAQs

How do I become a YAA Volunteer?

You must visit www.youngatartmuseum.org/volunteer and fill the application.

I can only volunteer for 2 hours but only 4 hour shifts are available. Can I still sign up but leave early?

No. Shift times are made around special programming and staff schedules. Leaving early can leave a program, exhibit, etc. understaffed. Please only sign up for shifts that you can complete.

Is there a maximum amount of hours I can volunteer?

Volunteers cannot volunteer over 40 hours in a week or 8 hours in a day (not including break).

I've graduated from high school but I need community service hours for a traffic ticket/ court order/ scholarship. Can I sign up to volunteer?

No. Our volunteer program is designed for high school and college students who need community-service hours. Please visit our website at www.youngatartmuseum.org for internships, adult volunteering, especial events and job opportunities if you would like to stay involved.

Do I have to be an artist to be a YAA volunteer?

No. There are different opportunities to volunteer at the museum. As long as you are willing to help, we are willing to accept it!

When is the next Volunteer Orientation?

Orientations are accessible after filling up the application using a video on a link you will receive. Recruit your friends or classmates to sign up!

Do I have to pay to be a volunteer at Young At Art?

Below are the fees to the Volunteer Program.

Agency	Type	Amount
Clearinghouse	Background screening (only for Adults)	Est. \$70
YAA	Processing fee, t-shirt +	\$50
TOTAL		Est. \$120

Recurring VOLUNTEERS FAQs

SERVICE HOURS

How do I get my hours signed?

When you are ready to collect your hours, please email yaavolunteers@gmail.com to make an appointment to get your hours signed. Please wait for a confirmation before you come to the museum as our managers can be off site for programming.

I volunteered over a year ago and forgot to get my hours signed. Can I still collect them?

Please save all the Sing-In/Sign-Out evidence you have and share it to the Volunteer manager to prepare a letterhead. Please contact yaavolunteers@gmail.com for more information.

What forms do I need to send to request a Verification Letter Request?

Confirm which documents you need with your guidance counselor beforehand. Some schools or scholarships require specialized documents.

My school requires a Letterhead. How can I get one from YAA?

If your school requires a letterhead, you will not need to physically come to the museum. You can request a letterhead by emailing yaavolunteers@gmail.com . The Volunteer Manager will email you a copy.

Is there a deadline for collecting my hours?

Yes. All hours should be collected no later than December 31st each year.

Is there a deadline to request a verification letter?

Yes. Please request a verification letter no later than January 30th each year.

VOLUNTEERING

I forgot to sign up online, can I still come in to volunteer?

No. You must sign up at least 24 hours before the event. We make daily schedules for our volunteer shifts and are unable to accommodate walk-in volunteers.

I signed up to volunteer but something came up. How do I cancel my shift?

Please let the Volunteer Manager know via email or phone call if you need to modify

or cancel your shift entirely. We expect the volunteers to give at least 24 hour notice.

I have not volunteered in 1+ years. How can I start volunteering again?

Once you complete the application, background check (for adults), and orientation. You are eligible to volunteer. Feel free to contact us anytime you wish to sign up for volunteer opportunities.

I'm not sure what to do when I get to Young At Art Museum to volunteer.

If you need a refresher, please visit the Volunteer Manual FAQs; ask the Volunteer Manager, ask a YAA staff member or check your email communications.

Can I have another volunteer shirt?

Additional volunteer shirts can be purchased for \$15 at the front desk during regular museum hours.

RELEASE*

* Must be signed and returned to the Volunteer Manager.

I _____ including my spouse, child/children/other members of my family, do hereby release and hold harmless Young At Art Museum, its employees, volunteers, board members and related parties from all liability for lost and stolen personal items, injuries or losses as a result of attending and/or participating in any class/camp, program, tour or other function of the museum and hereby consent to the volunteer rules, guidelines and agreement.

Received and understood by: _____
(Volunteer's Print Name) (Volunteer's Signature)

(Volunteer's parent/guardian's Print Name) (Volunteer's Parent/Guardian's Signature)

Date received: _____

Young At Art Museum is an equal opportunity employer.