


Knock Knock Children's Museum Volunteer Guidelines

Overview of Policy and
Procedure





Thank you for your interest in volunteering at Knock Knock!

As an individual, a school, community group, or a corporate work-place team, **we need your help!** Whether your interests include the arts and culture, childhood literacy, early childhood development, tinkering, gardening, nature, health and wellness, or YOU JUST WANT TO DO GOOD, you can bring Knock Knock Children's Museum to life for our visitors.

What is Knock Knock Children's Museum?

- Knock Knock opened in 2017 after more than a decade of planning and fundraising
- Every inch of the museum was intentionally designed to facilitate learning in young children.
- We have 18 Learning Zones that mirror everyday experiences that children can identify with that provide hands on learning opportunities that build early literacy, spark interest in STEM disciplines, and allow them to see themselves playing a role in the world. Each is linked to state educational standards.
- We expand access to children with special needs and disabilities and their families through our quarterly Play 4 All inclusive and sensory friendly hours

What is Knock Knock Children's Museum? (cont.)

- Knock Knock opens doors to opportunity and possibility for more than 120,000 visitors each year.
- We host more than 10,000 school children each year on field trips from all over Louisiana and southern Mississippi
- We have a number of annual events Knock Knock Boo's There, Holly Jolly PJ Party, Noon Year's Eve, I Have. Dream Day and Mardi Gras at the Museum, as well as monthly programs and special "pop-up" activities.

Knock Knock Children's Museum Departments and Staff

EXECUTIVE STAFF

Christina Melton

Executive Director

Kristian Beatty

Deputy Director

DEVELOPMENT

Megan Exnicios

Director of Development

Caty Steward LeJeune

Development Director & Events Coordinator

Vera Fonteneaux

Volunteer Coordinator & Development Assistant

OPERATIONS

Nicole LeBlanc-Smith

HR Coordinator & Administrative Assistant

Mary Stevens

Business Manager

Dyvar Anderson-Wright

Database Manager & IT Manager

Knock Knock Children's Museum Departments and Staff

MARKETING AND VISITOR SERVICES

Susie Lynch

Marketing & Communications Manager

Cat Clement

Content Creator & Marketing Coordinator

Leilani Drake

Marketing Intern

Becky Porter

Birthday Coordinator

LEARNING INNOVATIONS

Candy Jones

Director of Learning Innovation

Alexandra Pearson

*Associate Director of Training, STEAM,
Innovation & Culture*

Dr. Mary Louise Jones

Associate Director of Education

Amy Pickenheim

*Associate Director of Early Learning &
Programming*

Nancy Stuart

Visitor Services Coordinator

What can I expect to do as a volunteer at Knock Knock?

Some examples of volunteer duties include...

- Monitoring and maintaining cleanliness of Learning Zones
- Interact and engage with children and families in a positive and friendly manner
- Setting up, working, and breaking down special events
- Backyard maintenance
- Help run birthday parties (weekends only)
- Organizing and prepping program supplies
- Assist during field trips (weekdays only)
- Replenish Learning Zone supplies and materials





Policy and Procedure

Code of Conduct

Volunteers must abide by Knock Knock's code of conduct while on duty and museum property:

- Profanity, inappropriate jokes, discussing inappropriate topics and any kind of harassment are prohibited.
- Always interact with children and families in a positive way. If you encounter an upset guest, please direct their concerns to the onsite manager or nearest KKCM staff member.
- No eating, drinking, or chewing gum while on duty.
- Volunteers must arrive in the appropriate attire for their shift.
- Volunteers must arrive at their shifts on time. If you are running late, please notify the Volunteer Coordinator or call the front desk.
- Volunteers are not permitted to use cell phones while on duty.
- No smoking on museum grounds; this includes outdoors.
- No illicit drugs, alcohol or weapons should be in your possession when you are on museum grounds. Only legally prescribed medications are allowed to be in your possession.

Dress Code

Volunteers must dress appropriately for the conditions and performance of their duties. While on duty, volunteers must wear a Knock Knock volunteer badge. You may also wear a Knock Knock apron, smock, or any other appropriate Knock Knock uniform.

If you arrive to your shift in inappropriate attire, you will be asked leave for the day. Continually disregarding dress code policies will result in your volunteer status being re-evaluated at the museum.

Shirts:

- Shirts must be of an appropriate length and cover your entire torso.
- No tank tops, tube tops or halter style tops
- If you are given a Knock Knock shirt, please do not make any modifications to the shirt



Dress Code (cont.)

Pants, shorts, or skirts:

- Pants or shorts may not be ripped or torn. Pants or shorts must fit appropriately
- Yoga pants, leggings, and workout pants are not allowed
- Basketball shorts and workout shorts are not permitted
- Shorts must be no shorter than mid-thigh length
- Skirts must be at or longer than knee-length



DO



DON'T



Dress Code (cont.)

- No inappropriate slogans on any type of clothing
- Closed-toe shoes or tennis shoes are recommended. No flip flops or sandals.
- No caps, hats, or beanies. If you are working a volunteer shift that involves outdoor work, you may wear a cap or hat to protect yourself from the sun.

 **DO**



 **DON'T**





Safety

Safety is a top priority at the museum, always be aware of what is going on in your assigned area. If you encounter any safety concerns, immediately notify the onsite manager or the nearest KKCM staff member. In the event of an emergency (fire, natural disaster, etc.), follow the instructions of the onsite manager, floor lead, or the nearest KKCM staff member.

Cell Phone and Social Media Policy

Cell Phone Policy

Volunteers are not permitted to use cell phones while on duty.

Please store your cell phone with your personal belongings in the Get Ready Room or one of the lockers before you begin your shift.

If you need to make a phone call or send a text message, you must get approval from the volunteer coordinator, lead playworker, or staff member you are working with before leaving your post.

Social Media

Do not take or post pictures with or of any of the children while on the floor, of yourself inside the museum or around museum signage, or while you are volunteering at the museum. If you want to post something related to volunteering at KKCM online, it must be approved by our Marketing department before posting.

Occasionally, there may be media onsite, if the media approaches you, feel free to say, *"I'm not authorized to speak about that, but I will find someone who is"* and refer them to the onsite manager.



Protection

To protect Knock Knock Children's Museum staff, volunteers, and program participants, at no time during a KKCM program may a KKCM representative be alone with a single child where others cannot observe them (this includes the restroom). As KKCM representatives supervise children, they should space themselves in a way that other staff can see them. Never pick up children or allow them to sit on your lap.

Check In/Out

Please sign in and out on the Volunteer log located at the front desk in the lobby. **You must sign in and out on the paper log and for your hours to be accounted for.**

After signing in please grab a volunteer ID badge. You are **required** to wear this badge while serving in the museum.

If you have a volunteer log that needs to be signed for your organization, please ask the volunteer coordinator or onsite manager for a signature.

Personal Belongings

You may store your personal items in the designated cabinet on the first floor "Get Ready Room" or the museum guest lockers located on the first floor near the restrooms. We encourage you to leave valuables at home and bring only essential items with you to the museum.

Attendance

Absences

- Please alert the Volunteer Coordinator of any scheduled absences (ex. vacation or appointments) as far in advance as possible so an appropriate substitute may be found.
- In the case of illness or an emergency, contact the museum as soon as possible. If you cannot make it, do not send a substitute.

Sick Policy

If you are sick, please call and cancel your shift. If you become sick during your shift, please let the onsite manager know.

Leave of Absence

If you need an extended leave of absence, please contact the Volunteer Coordinator as soon as possible and give an expected date of return. Prior to your return, contact the Volunteer Coordinator to confirm your schedule.

AFTER THE FIRST TIME OF NO CALLS OR EMAILS TO NOTIFY US THAT YOU WON'T BE IN ATTENDANCE, YOUR VOLUNTEER SERVICE WILL BE REEVALUATED.

Photo Release

By signing, you are agreeing to the following photo release: *I grant Knock Knock Children's Museum to use photos taken of me while volunteering in newsletters, brochures, social media outlets and websites without notifying me. KKCM can show, lend to other institutions, release to the media, or post photos/slides/videotapes of museum activities, which may include me.*



Background Checks

In order to ensure a safe environment volunteer over age 18 who serve on an ongoing basis must have a background screening once they become a regular volunteer in order to continue service. **A regular volunteer is defined as someone who has served 20 or more hours.*

By signing, you are agreeing to a background check if you plan to or have served 20 or more hours at Knock Knock Children's Museum.



Thank you for
volunteering
with Knock
Knock
Children's
Museum!

