

VIPAWA CHILDREN'S ART MUSEUM VOLUNTEER HANDBOOK



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VIPAWA
CHILDREN'S
ART
MUSEUM

Art in Motion

ABOUT VIPAWA CHILDREN'S ART MUSEUM

Vipawa Children's Art Museum exists to ignite kid's creative learning and cognitive development. Vipawakids believes in the potential of all children and provide an interactive learning experience that nurtures the power of imagination and the spirit of self - discovery.

For over 9 years, we have been the place for families to play, laugh, learn, explore and grow.

VISION

Bringing children's Art to Life, securing a rich heritage for African Cultures.



MISSION

To offer interactive learning experiences through arts that ignite curiosity, exploration and play.

GOAL

To bridge the gap on untapped talents in children's art through cultural creativity and diversity, connecting families and communities we serve.

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WELCOME

Welcome to Vipawa Children's Art Museum. You are now part of a team that is over 15 volunteers strong, and we're so pleased that you decided to join us. Volunteers strengthen our organization and help make us shine and activate our mission!

Vipawakids is well-respected and appreciated by our community. We pride ourselves in delivering exemplary customer services and in offering a creative and educational location for children and caregivers to interact. Vipawakids is committed to providing a supportive environment in which our volunteers can learn and grow.

We are confident you will meet our high standards of guest services and help us provide fun, creativity and safe experiences for our visitors. This volunteer handbook is one of our resources that will help you do so and support our mission.

The experiences that we offer can be described with such words as creative, curious, dynamic, educational, engaging, exciting, fun, hands-on, interactive and unique. Many of our volunteers are modeling creating memories for our children and experiences for their childhood; and shaping the journey with us in modeling creative development, innovation and services.

On behalf of the Museum Board and Staff. Thank you for sharing your time, talents, resources to advance our mission through the arts.

Daniel Atwenda
Museum CEO

GENERAL INFORMATION

BENEFITS OF BEING A VIPAWAKIDS VOLUNTEER:

Free Museum Membership for Volunteer (after 50 hours worked in a calendar year).

Free Volunteer Shirt (for volunteers exceeding 6 months).

Free Admission to the Museum during May Museum Week.

The opportunity to meet others that share like interests.

Gain experience, learning on Museum operations and community contribution.

Volunteer name added to the Museum's Donor Wall after 20 years of volunteering.

To receive these benefits, you must be considered an active volunteer.

This means that you have volunteered within the past year for the museum.

Our commitment to a world class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable. We seek to involve volunteers to.

Ensure that our services meet the needs of our visitors.

Provide new skills and perspectives.

Increase our contact with the local communities we serve.

The museum defines volunteers as those who are under no obligation to perform duties and who have no expectation of and do not receive any, remuneration for the time they spend volunteering at the Museum.



MUSEUM COMMUNICATIONS

Vipawakids uses several different tools to communicate regularly with our volunteers. The Office Information Board, Social media handles(LinkedIn, Instagram, X, Facebook and Youtube), the website, newsletters subscribed too, direct emails and notices from Museum staff/departments.

INDUCTION AND TRAINING

Volunteers are provided with an induction and training appropriate to the volunteer role, either by the volunteer office or the department supervising the role. This will always include a summery of the role and the likely period of role, details of any space or equipment provision.

CONFIDENTIALITY

Volunteers should uphold the name of Vipawa Children's Art Museum and maintain the confidentiality of all confidential information to which they are exposed while volunteering.

INSURANCE

VCAM does not provide insurance to volunteers.



FACILITY & POLICIES

PRINCIPLES

Our volunteering policy is underpinned by the following principles:

VCAM will ensure that volunteers are properly intergrated in the organization.

VCAM does not aim to introduce volunteers to replace paid staff.

VCAM expects that staff at all levels will work positively with volunteers

CHILD PROTECTION AND WELFARE POLICY

The museum Child Protection and Welfare Policy is a document that every volunteer has to read carefully and sign to enable serve with the museum, a guide on how to serve children.

A copy of the policy is available on the website volunteer page.

INFORMATION BOARD

Volunteers should endeavour to read from the Museum Policy shared at the Museum Information Board, that should be observed, including the Code of Conduct available online.

Volunteers are not a subsitutes for employees and the museum does not recruit volunteers to dispalce them. Individuals who gain employment at the museum must step down their volunteer roles, staff may not be VCAM volunteers whilst also working for the Museum, although they may occasionally assist in other roles as part of their personal development.

WORK OUTLINES

Each volunteer will accept/ agree to the written outline of the specific task they will be undertaking.

LOST AND FOUND ITEMS

The Administrator handles lost and found items.

Found items should be immediately brought to the offices.

MEDIA CONTACTS

There will be many times throughout the year when media will be interested in Vipawa Children's Art Museum. Only designated individuals may speak with the media as our communications must be accurate, consistent, and professional.

If you are approached by the media, the important thing is to refer them to your supervisor. You should feel free to say, "I'm not authorized to speak about that, but I will find someone who is."

PUBLIC IMAGE

Vipawa Children's Art Museum is building at its public image daily. As you volunteer you will be interacting with the public and will be required to present yourself in a professional, appropriate manner. Volunteers' name badges demonstrate the professionalism of our volunteer team and should not be altered.

Volunteers are required to have a clean, neat appearance at all times. Comfortable clean clothing is appropriate.

Shorts and Skirts should be no more than three inches above the knees; sheer clothing is not acceptable, as are low-cut tops, or tops that do not reach the waist, neither tight or sagging.

All clothing are to be void of slogans or images. While volunteering you may be required to conceal tattoos and body piercings or change hair styles deemed to be inconsistent with our public image.

Another part of our public image has to do with readiness to serve the public. In that this can happen any time during your shift, eating drinking, chewing gum.

CELL PHONE POLICY

Volunteers are welcome to carry cell phones with them during their volunteer shift. All cell phones must be silent or vibrate while serving the public. Volunteers should not text or make phone calls on the floor. Please note: cell phones should be used only for emergencies or when not attending to the public.

DISCRIMINATION AND HARASSMENT

VCAM volunteers must not harass or discriminate against their colleagues or members of the public on the grounds of sex, marital status, age, race, color, ethnic or national origin, physical or intellectual impairment. Such harassment or discrimination may constitute an offence, neither on grounds of political or religious conviction.

It happens when someone is treated unfairly because they belong to a particular group or have a particular characteristic.

VOLUNTEER AGREEMENT

I understand that I am entitled to free admission to the Museum throughout the period of my volunteering.

I undertake to attend the Museum as reasonably required by the demands of the role or project on which I have been engaged.

I accept that when volunteering at the Museum, I will act under the guidance of my supervisor.

I accept that should I breach any instructions, or act in a way that could adversely affect the reputation of the Museum, my volunteering may be terminated.

I agree to take part in the Induction programmes, as required by the Museum, prior to volunteering and undergo performance assessment during the period of my volunteering. In the event of my being unable to achieve the required standards, for any reason, I agree to withdraw from the volunteering.

I agree to sign an attendance register on each day I volunteer.

I accept the responsibility of all tools, equipments and protective clothing made available to me for the duration of my volunteering, and for their return when I leave.

I understand and agree that my photographic image may, at VCAM discretion, be reproduced for promotional purposes.

I understand that I am entitled to ask the Museum for a reference based on my service as a volunteer if I wish to do so.

WORKPLACE HEALTH AND SAFETY

The Museum strives to promote and maintain an environment which protects the health, safety and welfare of employees at work, including volunteers.

- have a duty of care, to take care of their health and safety and that of others.
- must comply with safety procedures and directions.
- must follow reasonable instructions.
- must not wilfully interfere with or misuse items or facilities provided in the interest of health and safety.
- must inform their manager or supervisor of hazards, accidents and near accidents occurring at the workplace.

HELPING PEOPLE WITH SPECIAL NEEDS

It is the policy of the museum to treat all visitors with respect and courtesy. Please adhere to these guidelines when helping those with disabilities:

- Look the person in the eye and speak directly to them, not to their companion.
- If the person is struggling, ask if you may help, just as you would with anyone else, and respect their answer, whether yes or no.
- Be patient, if the person has trouble speaking; give them time to express what their mind is saying.
- If the person has trouble seeing, hearing or moving, again be patient and understanding.

EXPECTATIONS OF VOLUNTEERS

AS PART OF A TEAM OF VOLUNTEERS YOU WILL

HELP KIDS PLAY. - Actively contribute to our mission to ignite kids Creative Learning and working among our visitors, ensuring things are safe, clean and provide direction/ guidance.

COMMIT to a minimum of six - months.

CELEBRATE. - The Museum has a full calendar of events . Volunteers welcome, guide and entertain visitors. Be positive and enthusiastic taking pride in your role.

LEAD ACTIVITIES. - Offer excellent customer service. Setting up activities , and dedicated play, help kids to enjoy through doing.

USE TOOLS. - Having visitors throughout the year means there is always something to fix, paint, trim, clean. The volunteers work with Museum staff to consistently improve our facilities and Exhibits.

BE DEPENDABLE arriving as scheduled. Volunteers who miss 3 shifts without suitable notice may be asked to terminate their volunteer role.

PARTICIPATE in on-the-job and training workshops.

RESPECT Museum policies and procedures, ensuring your volunteer time is solely devoted to the museum.

CHECKING in and out with your supervisor and the volunteer register when arriving and departing from your shift.



VOLUNTEER INFORMATION

COMMUNICATION AND AUTHORITY

From time to time difficulties may arise as part of volunteer experiences. It is important that you share your concerns with your supervisor or you can work together to improve the situation.

Although problems with volunteers rarely occur, they are handled in the manner as we do with our employees. If a problem with volunteer's performance can not be resolved, the volunteer opportunity will end.

SCHEDULES

Now that you have a volunteer position with Vipawakids, you must be available to volunteer! Your supervisor will arrange a schedule with you and will give you plenty of notice as to your shifts. You are required to advise your supervisor, giving as much notice as possible.

Generally schedules for volunteers shifts are consistent over months. So two weeks notice for shedule change is required. Vipawakids has a waiting list of volunteers, so if volunteers are not able to follow through on their commitments, they may be asked to leave so another person will have the opportunity to volunteer.

IDENTIFICATION AND RECORDING VOLUNTEER TIME

It's great to arrive 10 minutes before your shift. When arriving first check in at the offices with the volunteer register, then get your name tag/ badge. When set, report to your supervisor so they know you have arrived, and can brief you on the plans for your shift.

When your shift has ended, record the finish time with the register. replace your name tag/ badge, and check out the offices.

It is important for us to have an accurate record of the time you donate to the Museum. We use the information for accountability in case of emergency and grant writing.



BREAKS

Breaks depend on the number of hours of your shift. If you are volunteering for more than a four hour shift, you are eligible for a break. If you are volunteering for fewer than four hours, but feel in need of a short break, speak with your supervisor. All breaks are arranged by your supervisor.

REVIEWS, APPRECIATION, AND RECOGNITION

We all want to know how we are doing as volunteers. Mentors will be providing you with ongoing feedback - what you are doing well, and also how you can improve. Vipawakids will support you to better your skills and help you develop new ones. In appreciation of our volunteers' contribution we provide recognition for service certificates, surprise appreciation tokens throughout the year.



CONTACT INFORMATION

GENERAL CONTACTS

Info Line/ Office Desk. +256 783 856775



Vipawa Children's Art Museum

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