



Museum of Nature and Science

2201 N. FIELD STREET, DALLAS, TEXAS 75201 P 214.428.5555 W PEROTMUSEUM.ORG

Volunteer Handbook

Vision Statement

To connect Museum needs with volunteer passions.

Mission Statement

To prepare volunteers to support the Perot Museum's mission of inspiring minds through nature and science. Volunteer Programs will ensure a rewarding experience for volunteers, while providing quality service to the Museum.

Contact Information: Volunteers@PerotMuseum.org

Expectations

Volunteers Can Expect:

- The Museum will respect volunteers and their time by being a prepared and coordinated work environment
- The options to choose their location during a shift
- **Note: The Volunteer Programs staff reserves the right to change shift locations as needed to ensure a positive experience for guests.**
- Regular communication regarding updates from the Museum and Volunteer Programs to experience a sense of inclusion as a museum team member in contributing to the mission and vision through their work
- Invitations to volunteer recognition events
- To provide feedback on Museum staff for the improvement of the museum experience
- A friendly and cooperative spirit between Museum staff and volunteers
- To complete a comprehensive orientation prior to beginning their volunteer work

Volunteer Programs Expects:

- Volunteers report on time to assigned areas
- Prompt communication of any planned late arrivals or absences and early departures
- Volunteers and Museum staff work together to create a positive guest experience ensuring satisfaction of Museum guests
- Adherence to the Museum dress code is required
- Volunteer nametag should be worn visibly
- To provide feedback on volunteers for the improvement of the Museum experience

Commitment

Volunteering at the Perot Museum of Nature and Science is an at-will opportunity, the Volunteer Programs department requires a 10hour monthly commitment. Volunteers are encouraged serve beyond the Museum requirement.

Accountability

Volunteering at the Perot Museum of Nature and Science is an at-will opportunity meaning volunteers can be dismissed or receive disciplinary action due to a violation of the rules and responsibilities outlined in this handbook.

The Volunteer Programs team at the Perot Museum promises to reasonably ensure a safe and enjoyable experience as well as a growth-minded environment for all volunteers to thrive. In return the Perot Museum expects that volunteers abide by the following regulations to avoid the subsequent consequences and in rare cases, dismissal from the program.

1. It is expected that volunteers arrive on time and ready to serve for all volunteer shifts. In the event a volunteer is unable to attend their shift or does not show up nor provide at minimum 24hour notice, it will be documented as a no/call no show and considered an offense on their attendance. Below is the structure for attendance records:
 - a. First and Second Offense: If a volunteer fails to provide sufficient notice of an absence or late arrival, this will be noted in our internal volunteer record
 - b. Third Offense: Volunteer will receive an additional email notifying them of their no-call/no-show and reminding them to communicate all absences and emergencies with the Volunteer Programs staff via phone or email. Volunteer will be placed on probation for a period to be decided based on the frequency of their volunteerism, failure to provide sufficient notice may result in the volunteer being denied from volunteer shifts or given last priority on shift selection
 - c. Forth Offense: Any offenses exceeding four and in violation of the volunteer plan of action will result in a dismissal from the program.
2. It is expected that volunteers take breaks in accordance with the schedule below based on the period of their service.

Please see the table below for specific break time limits

Shift Length	Break(s)
3.5 - 4.5 Hours	1, 15-minute break to be taken before the last hour of your shift unless scheduled otherwise
5 – 6 Hours	1, 30-minute break to be taken before the last hour of your shift unless scheduled otherwise
6.5 Plus Hours	2, 15-minute breaks 1, 30-minute break These must be taken a minimum of 90 minutes apart and may not be taken as one singular break

Violation of this may result in disciplinary action including but not limited to;

- a. Scheduled breaks with breaker
 - b. Deduction of volunteer hours based on amount of time exceeding scheduled break
 - c. Probationary period requiring a check in Volunteer Programs staff for each break at the start and finish.
 - d. Depending on the frequency of the offense could result in temporary dismissal from the program.
3. It is expected that Volunteers be in dress code for all shifts. Failure to comply with the dress code may result in the following and will be assessed on a case-by-case basis;
- a. First and Second Offense: If a volunteer fails to arrive in the appropriate attire this will be noted in our internal volunteer record
 - b. Third Offense: Volunteer will receive an additional email reminding them of the dress code outlined in this handbook Volunteer will be placed on probation for a period to be decided based on the frequency of their volunteerism, failure to provide sufficient reasoning may result in the volunteer being denied from volunteer shifts or given last priority on shift selection
 - c. Fourth Offense: Any offenses exceeding five and in violation of the volunteer plan of action will result in a temporary dismissal from the program.

All handbook and museum policy violations are evaluated on a case-by-case basis by the Volunteer Program staff and are subject to the discretion of the staff.

Benefits

- After completion of 70 hours (in one year), you may request a CORE 5 Membership
- Community Engagement
- Networking opportunities
- Name badge
- Volunteer lanyard
- Invitation to Volunteer Banquet*
- Opportunities to volunteer at large scale museum events

Policies & Procedures

Security

- All volunteers must be on the schedule to enter the building for their shift
- The list of volunteers for the following day is sent to all required parties the day before
- Volunteers will not be allowed to sign-up for their shifts less than 60 hours prior to the day they are requesting
- All volunteers must check out a security badge from security at the beginning of their shift and turn it back in before leaving the property

- Group Volunteers
 - All groups with individuals under the age of 18 must be accompanied by an adult in accordance with our Field Trip ratio of 1:7
 - Group check in will be done in the volunteer lounge and does not require badge access

Behavior

Volunteers are an integral part of the Perot Museum and the execution of mission aligned engagements. By completing the volunteer application and signing, the end of this handbook volunteers are agreeing to abide the following policies and procedures related to behavior during their shift

- Clock in and out on time for all museum shifts
- Communicate any absences, early departures or late arrivals to volunteer programs staff
- Have all mobile devices, headphones and other electronics out of view of guests unless in the case of an emergency
- Respect all museum staff and other volunteers

A violation of these behaviors may result in disciplinary action, repeated offenses may lead to termination of volunteer service.

Scheduling

Volunteer Programs at the Perot Museum maintains all volunteer information on VOMO, a web based volunteer management system. Individual volunteer information, including hours and schedules are kept on this system. Volunteers are able to access the VOMO app from their personal devices. Volunteers are responsible for scheduling their own shifts and should use VOMO for any additional access needs.

Shift Information

Typically, there are 2 shifts per day 9:45am-1:00pm or 1:00-5:00pm (if you would like to volunteer all day you will need to sign up for both shifts) on Monday and Tuesday-Saturday, We also offer midday shifts from 12:30pm – 4:30pm. We ask that you do not sign up for shifts that overlap in time as it leaves a space without volunteer coverage. Sunday shifts with the exception of member hours which are held the first weekend of each month are (10:45am-1:00pm or 1:00-5:00pm) volunteers may sign up for any of the available shifts as long as they are eligible.

- The Museum asks that volunteers schedule recurring shifts, when possible, to ensure reasonable coverage in Museum areas
- Volunteer shifts are approved by the Volunteer Programs team on a daily and/or weekly basis and may show pending for an extended period. So long as there are no museum changes, pending shifts are considered approved.
- Volunteers signing up for shifts on varying days and times are encouraged to schedule as much in advance as their personal schedule allows.
- Arrive at least 5 minutes prior to your shift. If you will be late or unable to come in please contact Volunteer Programs as soon as possible

- Occasionally departments will need volunteers for specialty assignments. Special assignments and shifts may require additional training. Those asked to volunteer for special assignments will be communicated with via email prior to.

Volunteers are responsible for maintaining their own hours by checking in and out on the VOMO app.

- If a volunteer misses a check in or check out please email Volunteers@perotmuseum.org with your name, date, time in, time out and area

Volunteer Assignments & Descriptions

Volunteers are needed during all regular operating hours of the Museum. Volunteer Programs strives to provide enjoyable and challenging opportunities and assignments that match a wide range of expertise and interests. Opportunities and assignments are developed around the needs of all Museum departments. In some cases, volunteers may be asked to switch roles or areas to fulfill a staffing need. While volunteers are not required to switch if they are unable or uncomfortable, we do encourage flexibility as a space for growth. Some special requests will require specific experience and expertise, in those cases, Volunteer Programs will reach out to specific individuals as they see fit. Once assigned a shift, a volunteer's immediate supervisor would shift to the assigned department lead or Museum staff member. Any volunteer in or unhappy with their volunteer assignment should contact Volunteer Programs to aid in resolving concerns and making necessary but professional accommodations. Some assignments require a training that will be provided by the appropriate Museum staff. If assigned to a special project the training will be provided by the corresponding or appropriate Museum department and staff. Volunteers should be ready and prepared to attend and complete all trainings.

Volunteer Role Description

There are a wide range of volunteer opportunities available and new assignments are added as the need arises. These opportunities can be viewed on VOMO our online system using your login information. Volunteers complete a variety of tasks and assignments to create a holistic and enjoyable experience for Museum guests. Specifics on each assignment can be given by the Department lead or other Museum staff in that area during your volunteer shift. See Volunteer Descriptions for below for specific information.

Exhibit Hall Opportunities

Exhibit hall volunteers are on the educational forefront of this Museum. Exhibit hall volunteers will engage Museum guests in a variety of exciting science fields-- paleontology, astronomy, earth sciences, biology, engineering, and more. Volunteers will be expected to meet certain requirements for individual opportunities, in their assigned hall. Exhibit hall volunteers should be comfortable fielding questions from guests and ensuring the best possible experience to Museum visitors. Volunteers in these areas are encouraged to be outgoing, approachable, and possess a willingness to both learn and teach.

Bird Hall (Level 4M) - Volunteers will learn and discuss bird evolution, anatomy, migratory

patterns, and more. Volunteers will also assist guests with interactive elements within this exhibit such as the "Build Your Own Bird" stations and the bird flight simulator.

Life Then & Now Hall (Level 4) - This exhibit possesses an exciting collection of dinosaur specimens. Volunteers will have the opportunity to discuss such topics as the latest theories of dinosaur evolution, how exactly to determine whether or not a fossil is real or a cast, and new discoveries made by our very own paleo team. Life Then & Now also displays present-day taxidermy specimens in order to give guests a chance to compare and contrast species over millions of years. Volunteers will also assist guests with the interactive Dancing Dinos exhibit.

Expanding Universe Hall (Level 4) - Volunteers will engage guests with a variety of multimedia exhibits which will take them across space and time. A mini-planetarium will guide visitors through the solar system and Milky Way galaxy and volunteers may provide supplemental information as they watch. Volunteers will also engage guests with a variety of hands-on exhibits demonstrating the laws of energy, gravity, star formation, and more.

Energy Hall (Level 3) - The Energy Hall is a very information rich exhibit. Volunteers will discuss energy sources found in nature and the science and technology developed to access this energy. Guests will also learn about challenges facing future energy needs and possible energy alternatives.

Gems & Minerals Hall (Level 3) - Volunteers in this exhibit will discuss mineralogy and the fascinating minerals collection the Museum has on display. The Museum possesses specimens from across the globe that are both visibly and scientifically captivating. Volunteers will have the opportunity to share the science behind each piece as well as the story behind its discovery.

Dynamic Earth Hall (Level 3) - Volunteers in this exhibit will discuss a variety of geological subjects ranging from rock formations, weather patterns, natural disasters, and more. Dynamic Earth possesses an earthquake simulator, which allows guests to experience what a magnitude 4.6, 7, and 9.6 earthquake feels like. Volunteers will queue guests in line, make sure the appropriate number of guests access the simulator. To ensure safety as they experience each magnitude simulation and helping guests exit the simulator as needed.

Discovering Life Hall (Level 2) - Volunteers will discuss the emergence of evolution and diversity of life on Earth. A wide variety of taxidermy displays helps tell the story of how life continually evolves. Guests can also be exposed to the diverse range of Texas ecosystems and the various challenges facing them today.

Being Human Hall (Level 2) - The Being Human Hall is an interactive exploration of the characteristics human share and the qualities that set us apart from other life on Earth. Volunteers may engage guests with the interactive parts of the exhibit on DNA, hands, voice, brain power and walking. Volunteers may also engage guests on human evolution,

anatomy, advances in medicine, and more.

Being Human Hall Bio Lab (Level 2) - Volunteers can work in an authentic biology lab setting, walking guests through a series of exciting, hands-on experiments. Use fossils and rocks to solve an anthropology mystery, explore wheat DNA under a microscope, learn forensic science through chromatography and electrophoresis, examine electricity within a living worm and more! Responsibilities will also include restock supplies, lab setup and cleanup.

Texas Instruments Engineering Hall (Level 2) - This is one of the Museum's most hands-on, interactive exhibits. Volunteers will help visitors engage with an array of layered interactive experiences ranging from constructing miniature structures and testing their durability on earthquake simulators, to programming robots to negotiate a maze, to creating their own Rube Goldberg machine, and more. The Engineering Hall is also a high traffic area, so volunteers must ensure guests are being safe and responsible.

Engineering Hall Robotics Arena (Level 2) - There are four remote controlled robotics tables with each table having its own theme/objective. This area can get really busy, so volunteers are needed to make sure that kids (and sometimes adults) are each getting a turn. Any malfunctioning robots will also need to be reported to floor staff.

Challenge Lab (Level 2 Engineering Hall) - Challenge Lab is a makerspace inspired lab that has a rotation of engineering, art, and technology programming. The sessions are come and go and the lab is open daily from 10:00am-4 pm. Volunteers would be assisting with daily activities, restocking supplies, general housekeeping of the space and monitoring guests as they enter and exit. (Shifts are 11:00am-1:00pm or 1:00-5:00pm, with the exception of Member Hours)

Sports Hall (Lower Level) - The Sports Hall is a fun, popular exhibit in which volunteers can discuss the physics, anatomy, and physiology of the human body. Visitors will learn about the science of athleticism including nutrition and advances in sports medicine and Technology.

- Sports Hall Motion Lab (Lower Level) - Guests in this area record themselves performing tasks ranging from kicking a soccer ball to swinging a baseball bat to throwing a football. Volunteers will queue guests in line, get them into position and then user them out once their recording is finished. Once guests are finished, the volunteers will show them to the adjoining monitors where they may view themselves in super slow motion.
- Sports Hall Speed Wall (Lower Level) - Guests use a sports track to race against a TRex, cheetah, or professional athletes. Volunteers will help queue guests in line, help guests choose what/who they would like to race, and make sure guests are exiting the track in a safe, timely manner.

Early Childhood Opportunities

Children's Museum - Located on the Lower Level, volunteers in the Children's Museum will

help educators maintain the safety of our young guests (up to 5 years old and including siblings). Other responsibilities may include keeping areas clean as kids come and go, restocking supplies, and more.

- Art Lab - This is located in the Children's Museum and is a sectioned off STEAM focused area with daily themes and activities. Volunteers will assist an educator with setting up chairs/tables, prepping materials, helping kids with activities, and possibly with cleanup at the end of shift

Early Childhood Classes, Spring Break and Summer Camps -The Museum has an expanding early childhood program, and the program's educators are in increasing need of volunteer assistance. Early childhood classes and camps take place in the Learning Labs, located on the Lower Level across from the temporary exhibition hall. Volunteers scheduled for these will report to a designated Learning Lab once signed in. Each class's educator will instruct the volunteer on what to do. Responsibilities include helping the educator prep the room and materials before class begins, helping students facilitate science themed activities and experiments, and assisting with cleanup once class is finished. Curriculum includes taking the students through the exhibit halls, and the volunteer may be asked to help keep the children together as they are led through the galleries. Students' ages range from early childhood to K-6th.

Guest Services Opportunities

Atrium Greeter - Volunteer hosts/greeters are positioned inside the main entrance. They handout Museum guides to guests as they enter the building and help with general questions. Typical questions include directions to the Box Office, what to do if they already have tickets, restroom locations, and more. (Available every day from 9:45am-1:00pm and 1:00pm-5:00pm)

Wayfinding - Wayfinder volunteers spend their shifts rotating throughout the entire Museum. Responsibilities include helping guests with general questions and directions and assisting with traffic flow in areas with the most visitors. Wayfinder volunteers need to be comfortable with the Museum's layout as well as approaching guests who may require assistance. (Available every day from 9:45am-1:00pm and 1:00pm-5:00pm)

Other/Misc.

Administrative- In this role, volunteers are working in the Museum's business offices on tasks that can include preparing mail-outs to guests, filing, scanning, data entry projects both simple and complex, assisting with putting content together and more.

Social Media for Personal Accounts

Volunteers are welcome to post photos, comments regarding volunteering, and the Perot Museum on their personal accounts so long as they adhere to the following guidelines:

Appropriate

- Individuals are solely responsible for what they post online Post only appropriate and respectful content

- Maintain the confidentiality of the Museum's private or confidential information such as research or collections materials and any privileged communications
- Express only your personal opinions
- Selfies taken inside of outside of the Perot Museum can be posted on your personal social media

Inappropriate

- Discriminatory remarks, harassments or threats of violence Information or rumors you know to be false
- Comments on specific volunteers, guests or Museum Staff Photos of volunteers, guests or children
- Use of photos on Museum property for economic gain Posts of collections and/or specimens not on public display
- Any inappropriate posting or violation of these guidelines will result in disciplinary action and could lead to termination of volunteer status.

Dress Code

- Volunteers will wear dark pants that are knee length or longer, free of rips, holes or tears and solid white shirt sufficient in length where no midriff is visible. The Perot Museum will provide an apron.
- Athletic wear such as basketball shorts, track shorts, leggings, shirts with visible language, slogans, or pictures are NOT permitted
- Aprons will be stored in the Volunteer Lounge. If you are working behind the scenes or for special events, volunteers will receive specific directions regarding attire.
- Skirts must be appropriate in length (knee or longer)
- Shoes must be sufficiently comfortable to perform all duties and close-toed
- Hair should be well kept and out of your face
- Tattoos, piercings and jewelry are permitted but should be appropriate

Cell Phones and Personal Devices

Cell phones are permitted to be kept on your person. Volunteers are permitted to use their personal devices while on breaks or in the event of an emergency. Cell phones should not be in use or visible while in exhibit halls or in areas accessible to Museum guests, unless in the case of an emergency. Cell phone usage is appropriate and permitted in the Volunteer Lounge, Museum hallways accessible to only staff, on the Museum Plaza or in the parking lot. Headphones MAY NOT be worn while in guest facing areas during your volunteer shift.

Restricted Areas

In the interest of safety and security, certain areas of the Museum are restricted to only authorized personnel. A security badge allows access to areas pre-determined by Volunteer Programs and your direct supervisor for your volunteer shift. Any attempt or action to access restricted areas may result in disciplinary action

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all information to which they are exposed while serving as a volunteer. Confidentiality of Museum data and information found in documents and any verbal information learned through their volunteer activities that are propriety to the Museum are not to be shared. Volunteers may not communicate the personal phone numbers, email addresses or physical addresses of any staff member or volunteer without the individuals both written and expressed consent. Failure to maintain confidentiality may result in disciplinary action or termination of the volunteer's relationship with the Museum.

Emergency Procedures

Security is ALWAYS the first point of contact for any and all emergency situations. Security staff is on Museum property 24 hours a day. Security Staff can be reached via phone at 214-756-5880. Please review the Safety and Emergency Protocols training video and Emergency Prep Guide provided. These procedures provide the proper actions to be taken during various emergencies. Museum guests may look to volunteers for guidance and a calm demeanor, this is essential to maintain order during an emergency situation. In the event that volunteers cannot get a hold of Security or a Guest Services Lead they can contact the volunteer programs staff.

Museum Closure Protocol

When severe weather creates hazardous conditions making it unsafe to travel, the Perot Museum may elect not to open for the day, delay opening or close early. Notifications will be noted on the Perot Museum website and Facebook page. Volunteer Services will also communicate weather related information effecting the Museum and hours directly to volunteers.

Minor & Vulnerable Adult Abuse Prevention

Interacting with Children and Vulnerable Adults- To protect our volunteers and the guests we serve, the Museum has established the following guidelines for interacting with children and vulnerable adults:

- Do not hug, kiss, touch or hold children or vulnerable adults
- Do not, under any circumstance, accompany a child or vulnerable adult to the restroom or anywhere (even if a caregiver or staff member asks you to do) do not leave the exhibit or designated area with a child or vulnerable adult
- Under no circumstance should a volunteer be alone with a child or vulnerable adult.

Minor and Vulnerable Adult Abuse Prevention and Protection Policy

1. Provide a safe environment for the physical and emotional well-being of minors and vulnerable adults.
2. "Zero Tolerance" regarding sexual abuse of minors and vulnerable adults.
 - a. Minor = under 18 years of age.
 - b. Vulnerable Adult = 18 years or older with a physical or mental disability.

- c. Sexual Abuse = any non-consensual contact or interaction between individuals that produces sexual stimulation, activity, physical contact or pressure for sexual activity, suggested or demanded sexual involvement accompanied by implied or explicit threats; verbal remarks; with sexual or demeaning implication. For minors, any such conduct is considered nonconsensual.
3. A minimum of two (2) workers will be in attendance at all times when minors and/or vulnerable adults are being supervised during any activity.
4. Rule applies to activities on or off campus, regardless of the number of participants, location or activity.
5. Never be alone with a minor or vulnerable adult in a room or enclosed area.
6. At no time will an adult meet alone with a minor and/or vulnerable adult in a room where the door is closed or in an area where they cannot be seen.
7. A staff member or volunteer must report any cause or possibility of abuse to a minor or vulnerable adult's physical or mental health or welfare.
8. Immediately report to one's Supervisor. Supervisor will then complete an incident report and report immediately to the Chief People Officer, Chief Operations Officer or Chief Financial Officer
9. If Supervisor unavailable, immediately report directly to departmental Vice President, Human Resources or Chief Financial Officer.
10. When in doubt, REPORT!
11. See Something, SAY Something!
12. If uncomfortable reporting a concern, report it anonymously online at www.reportit.net
13. All School Programs, Guest Services, and Guest Experience Departments will require annual training.

Smoking and Substance Abuse

According to State Law, the Perot Museum is a smoke free environment. Any individual seen smoking is subject to disciplinary action.

If a volunteer is suspected of being under the influence of any substance, Security will be asked to escort them from the Museum public area and to a secure area where appropriate disciplinary action can be taken. Volunteers found to be under the influence will have their volunteer relationship immediately terminated.

Covid-19 Protocols

All Covid-19 Protocols are subject to change based on the most current information from the Center for Disease Control (CDC) and policies within the Perot Museum of Nature and Science as it relates to guest experience, health and safety.

As of April 2022, it required that all Museum employees and volunteers be fully vaccinated and boosted. Accommodations can be made on a case-by-case basis and are subject to approval from Volunteer Programs and the Perot Museum of Nature and Science Human Resources Department.

Volunteers must submit proof of vaccination and booster status. If a volunteer is not boosted they will be asked to complete the booster within a given time frame based on preexisting medical requirements.

Membership

All Volunteers earn a Core 5 museum membership upon completion of 70 volunteer hours, for that year. In order to obtain and utilize the volunteer membership discount volunteers will need to email the Membership team at membership@perotmuseum.org and a Volunteer Manager for service hours verification.

If the person count of your household exceeds 5 people, including yourself you will need to notify Volunteer Programs in addition to reaching out to Membership team to ensure an accurate record is kept.

Parking

All volunteers are able to park for free during their volunteer shift. Volunteers should park in Lot C as indicated on the Volunteer Parking Map

In order to enter this lot Volunteers will need to following the listed steps:

1. Go to 2358 N. Houston St. Dallas, TX, 75201
2. Press the intercom
3. Inform Security you are here for your volunteer shift and provide your name

All Volunteers must enter through the Loading Dock, please use the Loading Dock Map if you are having difficulty locating the entrance.

Entering

All volunteers must check in at the Security window. Security is responsible for checking all General Volunteers in and providing an access badge for the day. Volunteers are required to return the access badge to the Security staff at the end of their shift.

General Information

Levels of Volunteering

After expressing interest and the submission of required documents and information volunteers must complete a virtual interview, an in-person orientation, safety training and submit any remaining documentation. Volunteer Programs will assist in the provision of those trainings and supplemental hours to ensure volunteers achieve year-round status.

For volunteers interested in higher levels of volunteer commitment to the Perot Museum, there are additional levels to which they can aspire. Individuals interested in becoming a Group or General Lead Volunteer must contact the Volunteer Programs department to receive further information.

Volunteer Lounge

The Volunteer Lounge is located on the Lower Level of the Museum. The lounge has lockers where volunteers may put valuables during shifts, if the lockers in the lounge are all full, volunteers are able to use the lockers on Level 5. Vending machines, free coffee, free water/ice, microwaves and refrigerators are also available in the Lower-Level breakroom. Volunteers are also able and encouraged to bring a lunch or a snack to enjoy while they are on break. Water bottles are permitted in museum halls. See Shift Information for more information about break times and lounge usage.

Departing Volunteers

The Museum realizes that volunteers sometimes have to make life changes that force them to be unable to continue in their capacity as volunteers at the Perot. Volunteers who are unable to continue their service are asked to communicate to Volunteer Programs so that a notation of departure can be made. Though the Museum is always sad to lose any asset, we wish all departing volunteers the best in their endeavors and activities. Should a departing volunteer return they can be reactivated as long as the proper information is completed.

Volunteer Dismissal

Volunteers are held responsible for their behavior, their posts, their attendance and their ability to do what is asked of them while volunteering. Any volunteer can be dismissed from the program if it is made apparent to Museum guests, staff and other volunteers that the individual is not invested in the program, unable to perform their duties or violates any of the policies noted in this handbook.

Dismissals are evaluated on a case-by-case basis.

Guest Guidelines

In order for Museum guests, staff and volunteers to enjoy their museum experience they are expected to adhere to the following guidelines;

1. Children under 16 years old must be accompanied by an adult while on Museum property
2. Food and drinks are not permitted within the Museum beyond the ticketing area. Please finish all food and drink on the Plaza or in the Lobby prior to entering. Bottled water, in a reasonable container is permitted. Additionally, baby food, formula, breast milk, and juice for infants or toddlers are permitted in reasonable quantities.
3. Groups must have at least 1 adult for every 7 children. If the group ratio is larger and there is a problem we reserve the right to ask them to leave.
4. No helium balloons are allowed in the Museum (Balloons set off the alarm system)
5. Guns, firearms or weapons of any kind are not allowed in the museum
6. Guest are expected to follow all verbal and written directions of museum staff, especially in the case of an emergency
7. Profanity is discouraged. If a guest becomes physically or verbally abusive to staff, volunteers or other guest, they will be asked to leave
8. Nursing rooms are located in the lower level Moody Family Children's Museum and on the 4th floor under the stairs to the Rose Hall of Birds.
 - a. By law breast feeding is allowed anywhere in the museum
9. Strollers can be taken most places in the museum but are not allowed on the escalator or earth quake simulator.
10. Solicitation of any kind is strictly prohibited on museum property.

Volunteers who observe violations of any of these guidelines should contact the Guest Service Team Lead by calling 214-356-2088, locating a Guest Service Associate or emailing info@perotmuseum.org

If you have any questions about the volunteer handbook, please send them to volunteer@perotmuseum.org.

Release and Waiver of Liability, Assumption of Risk and Indemnity Agreement

IN CONSIDERATION of my being granted entry through a Perot Museum Volunteer Program, or of being permitted to enter and use of our Halls or staff spaces, including but not limited to the Perot Museum of Nature and Science ("Perot Museum") facilities at 2201 N. Field St., Dallas, TX and any other location or area where any activity related to a Perot Museum Volunteer Program shall take place, as a pass holder and/or being permitted to create, repair, observe, work for, or for any purpose participate in or attend a Perot Museum Volunteer Program event, or otherwise access, be present in, or utilize the Perot Museum facilities in any manner, I, on behalf of myself, and to the extent applicable, on behalf of my assigns, agents, children, wards, personal representatives, heirs, executors, administrators and next of kin, agree to the following release, waiver, and indemnity (the "Release"), and make the following representations:

Any parent/guardian signing this Agreement hereby expressly acknowledges, agrees and affirms (1) that this Release applies to and is enforceable against both the parent/guardian and the underage participant; (2) that the parent/guardian is expressly giving up their own legal rights as stated in this Release; and (3) that the parent/guardian is, on behalf of the underage participant, expressly giving up the underage participant's legal rights as stated in this Release. Any parent/guardian signing this Release also expressly represents and warrants that they are authorized to act on behalf of the underage participant.

I understand and acknowledge that there are risks of personal injury, death, and property damage while participating in or being present for activities and events using the facilities, tools, and equipment of the Perot Museum. I understand that some but not all of these risks are inherent in the use of (or presence near the use of) particular equipment, including power and hand tools, soldering irons, etc., and/or in the making, fixing and use of created works generally, and that some other risks may arise from conditions, situations, or activities incident to the Perot Museum, of which I am presently unaware. The specific risks vary from one activity to another, but the risks range from (1) minor injuries such as scratches, bruises, sprains, and embarrassment; (2) major injuries such as joint or back injuries, heart attacks, head injuries, and psychological trauma; and (3) catastrophic injuries including paralysis and death.

I understand that my use of the Perot Museum of Nature and Science facilities involves some risk of injury, and that this risk is heightened in the event that equipment is used incorrectly or unsafely by myself or other participants, and that Perot Museum cannot eliminate the possibility of such risk, including risk of misuse or resulting injury. I therefore agree to exercise extreme caution and care in using the Perot Museum Facilities, and that I will abide by all rules in effect and to follow any and all instructions of Perot Museum personnel, including, but not limited to, wearing ear and eye protection at all times when in the work areas that require them and to taking all precautionary measures as may be required.

I agree to assume all of the risks and responsibilities in any way associated with my use of or presence in the Perot Museum, and activities offered by a Perot Museum Volunteer Program. In consideration of and in return for being permitted to be present in or utilize the Perot Museum of Nature and Science facilities, and other consideration, I hereby release Perot Museum, its assigns, employees, principals, officers, directors, agents, representatives, successors, predecessors, subsidiaries, affiliated corporate entities, and insurers ("Released Parties"), from any and all liability, claims and actions that may arise from injury or harm to me or others, from death or from damage to property, in connection with my use of or presence in the Perot Museum Facilities. **I understand that this Release covers liability, claims and actions caused entirely or in part by any acts or failures to act by Perot Museum and the other Released Parties, including but not limited to negligence, mistake, or failure to supervise.**

I agree to defend and indemnify Perot Museum and hold it harmless from all third-party claims for any personal injury, death, or property damage arising from my presence or conduct. In the event of injury, accident and/ or illness that incapacitates me (and renders me unable to give verbal consent), I hereby consent to receive medical treatment, which may be deemed advisable. I understand and agree that should medical services become necessary if I should suffer an injury, I will be solely responsible for those medical expenses.

I understand that participation in in a Perot Museum Volunteer Program will result in potential inventions, discoveries, developments, improvements, distinctive marks, symbols or phrases, copyrightable creations, works of authorship, and other contributions including but not limited to software, advertising, design, artwork, manuals, writings, prototypes, exhibits, etc. (collectively, "Creations").

I hereby sell, assign and transfer to Perot Museum exclusively and irrevocably, without further compensation, all ownership, title and rights in and to all of the described Creations and all copyrights and/or patent rights therein.

THIS IS A RELEASE OF YOUR RIGHTS. READ CAREFULLY BEFORE SIGNING.

I recognize that this Release means that I am giving up, among other things, rights to sue Perot Museum of Nature and Science and the other Released Parties, for injuries, damages, or losses I may incur while using the Perot Museum of Nature and Science facilities. I also understand that this release binds my heirs, executors, administrators, and assigns, as well as myself, to the fullest extent permitted by law.

Photo/Video Release and Waiver

Permission and Photo Release.

In exchange for participation in a Perot Museum Volunteer Program (the "Event") hosted by the Perot Museum of Nature and Science ("Perot Museum"), I agree that Perot Museum (including any professional photographers/videographers at the Event engaged by Perot Museum) may film, tape, photograph, and otherwise record and capture my (and/or my child's) likeness, name, image, and voice at the Event (collectively, "Recordings"). I hereby give Perot Museum a perpetual, irrevocable, worldwide, royalty-free license to use, reproduce, transcribe, license, and/or publicly display the Recordings, in whole or in part, in any and all media (including online and on social media) through any form of transmission, distribution or communication technology, whether now known or hereafter created, in Perot Museum's sole discretion, including but not limited to, any educational, archival, marketing, or promotional materials or

uses related to the Event or the Perot Museum. I waive any rights to approve the Recordings and understand that I will not be compensated.

Waiver.

I hereby release Perot Museum and its officers, agents, employees, contractors, successors, assignees, and licensees from and waive any and all claims and demands arising out of or in connection with such uses of the Recordings, including, without limitation, any and all claims for invasion of privacy, infringement of my copyrights or right of publicity, defamation (including libel and slander), false light and any other personal and/or property rights. I understand that this form is binding on me, my heirs, legal representatives and assigns and the below named minor.

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