Chicago Academy of Sciences / Peggy Notebaert Nature Museum
Volunteer Handbook

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Welcome Letter

Hello, and welcome to volunteering at the Peggy Notebaert Nature Museum!

As a volunteer, you are part of a team that includes staff, board members, our supportive community, and your fellow volunteers. We are all working toward the same mission – to create a positive relationship between people and nature.

Every program at the Museum is designed with this mission in mind. Every volunteer has a crucial role to play. In order to create a positive relationship between people and nature, we must engage our visitors in meaningful conversations. Those conversations take many forms, and many different kinds of tasks go into making them possible.

Public programs and host volunteers play a direct role by engaging visitors on the museum floor. Special events volunteers act as ambassadors for the Museum, often engaging people who were unaware that we even existed.

Behind the scenes, volunteers who care for the animals and plants that live at the Museum are responsible for making sure there are tangible examples around which to center our conversations. When visitors see the thriving prairie that horticulture volunteers maintain or the healthy native animals in the lab, they get a glimpse of urban nature at its best.

The birds and butterflies in *the Judy Istock Butterfly Haven* come from all over the world, and they can stimulate broader conversations about global ecosystems. Our collections preserve the natural history of this region so that scientists and citizens alike can learn from it hundreds of years from now.

All of this depends on the diligent work of volunteers across the Museum. If you are reading this, you have a role to play in creating a positive relationship between people and nature here at the Peggy Notebaert Nature Museum.

Contact Information

- **Volunteer and Intern Coordinator** - Anabel Hirano
  - **Email:** ahirano@naturemuseum.org
  - **Phone:** 773-755-5142

- **Senior Director of Guest Experience and Engagement** - Zack Ater
  - **Email:** zater@naturemuseum.org
  - **Phone:** 773-755-5121

- **Museum Phone Tree:** 773-755-5100

- **Living Collections (for all Animal Care, Turtle Walker, Bird Care, Lab Maintenance, and Conservation volunteers)** - Lily Barajas, Ashley Hosmer and Gina Bianchin
  - **Email:** lbarajas@naturemuseum.org / ahosmer@naturemuseum.org / gbianchin@naturemuseum.org

- **Butterfly Lab** - Allen Lawrance
  - **Email:** alawrance@naturemuseum.org

- **Horticulture** - Seth Harper
  - **Email:** sharper@naturemuseum.org

- **Public Interpretive Programs (PIP)** - Museum Facilitators
  - **Email:** facilitator@naturemuseum.org

- **Guest Experience and Engagement (for Host volunteers)** - Elena Webster and Steven Kramer
  - ewebster@naturemuseum.org / skramer@naturemuseum.org

- **Collections** - Dawn Roberts
  - **Email:** droberts@naturemuseum.org

- **Human Resources** - Melissa Adams
  - HR@naturemuseum.org

Policies and Procedures

Background Checks

All Chicago Academy of Science/Peggy Notebaert Nature Museum (CAS/PNNM) volunteers are subject to background checks. CAS/PNNM will conduct these background checks as it deems appropriate, subject in each case to applicable law (including any applicable restrictions on the timing or content of such background checks). CAS/PNNM requires all volunteers to complete a background check authorization form via Scoutlogic. Interns must complete this form prior to beginning their internship. CAS/PNNM relies upon the accuracy of data and information presented throughout the hiring process and employment. It is the volunteer's responsibility to ensure that all personnel information is accurate and up-to-date. Any falsifications, misrepresentations, or material omissions in any of this information or data may result in the exclusion of the individual from volunteer opportunities or future employment with CAS/PNNM or disciplinary action, up to and including termination of the relationship.

**Please note that you are not required to have a Social Security number in order to run a background check.

**Please also note that should anything show up on your background check, it does not automatically disqualify you from volunteering.

COVID-19 Important Information

To ensure the safety of all onsite at the Peggy Notebaert Nature Museum, CAS/PNNM requires all interns, employees, and volunteers to receive the COVID-19 vaccination. At the time of the creation of this handbook, the procedure for daily wellness checks for volunteers is as follows:

In the past 24 hours, have you experienced any of the following symptoms?

- Fever or chills
- Cough
- Sore throat
- Congestion or runny nose
- Shortness of breath or difficulty breathing
- Muscle or body aches
- Fatigue
- New or unusual headache
- New loss of taste or smell
- Any gastrointestinal concerns (abdominal pain, vomiting, diarrhea)?

Yes: Do not come into the museum and contact your supervisor and the Volunteer and Intern Coordinator

No: You may do your shift as scheduled.

2. Is anyone in your household displaying any symptoms of COVID-19?

Yes: Do not come into the museum and contact your supervisor and the Volunteer and Intern Coordinator

No: You may do your shift as scheduled.

3. To the best of your knowledge, have you, or anyone in your household, come into close contact with anyone who has tested positive for COVID-19, or who has shown any of the symptoms described above?

Yes: Do not come into the museum and contact your supervisor and the Volunteer and Intern Coordinator.

No: You may do your shift as scheduled.

4. If you have traveled outside of Illinois, have you followed the travel order guidelines published by the City of Chicago?

Yes: You may do your shift as scheduled.

No: Do not come into the museum and contact your supervisor and the Volunteer and Intern Coordinator

5. Do you agree to practice social distancing and wear an appropriate face covering, as required, while at the Museum, or while performing off-site field work?

Yes: You may do your shift as scheduled.

No: Do not come into the museum, and contact your supervisor and your Volunteer and Intern Coordinator.

In addition to the above policies, all volunteers are required to sign a COVID-19 Waiver before the start of their first shift at the museum.

Conduct

Volunteers are official representatives of the Chicago Academy of Sciences Peggy Notebaert Nature Museum, and their conduct is a reflection of the institution. All volunteers must act in a professional and courteous manner when representing the institution during a volunteer shift or while otherwise acting on behalf of the organization.

Prohibition Against Harassment

PNNM is committed to providing a work environment free from any type of harassment. PNNM policy **prohibits** sexual harassment and **all other** harassment, including harassment based on the following factors: *race, color, religion, creed, gender, pregnancy, national origin, ancestry, age, sexual orientation, marital status, medical condition, genetic information, disability, veteran status or any other protected category.*

PNNM's policy prohibits harassment of all persons including supervisors and coworkers, as well as by any person doing business with or for the PNNM.

Harassment in any form—verbal, physical or visual—violates PNNM policy, and will not be tolerated.

You must be sensitive to the feelings of others and must not act in a way that might be considered harassment by someone else, even if you would not consider it offensive. Incidents of harassment will result in corrective action up to and including the termination of employment.

Prohibited harassment includes, but is not limited to, the following behaviors:

> **Verbal Harassment:** Examples include making derogatory jokes or comments, slurs, epithets (based on any of the factors listed above or any other protected category), or unwanted sexual comments, invitations or advances.
>
> **Physical Harassment:** Examples include unwelcome touching, blocking normal movement, or assault because of any of the factors listed above or any other protected category.
>
> **Visual Harassment:** Examples include derogatory and/or sexually oriented posters, photography, objects, cartoons, drawings, gestures, or suggestive or offensive emails, text messages or any other electronic communication, based on any of the factors listed above or any other protected category.
>
> **Unwelcome Sexual Advances:** Examples include requests for sexual favors as a term or condition of continued employment or offering employment benefits in return for sexual favors.

PNNM will not tolerate or permit **retaliation** against an employee, who brings a complaint of harassment to PNNM's attention. If you or someone you know associated with PNNM **has been the victim of sexual harassment or any other type of harassment or retaliation**, you should bring it to the attention of the HR department and/or the Volunteer and Intern Coordinator.

Communication

Email is the preferred method for communication about volunteer schedules, preferences, questions, issues, and other items. The Volunteer and Intern Coordinator is the primary point of contact for all volunteers. Refer to the Communication Page at the end of this document for all relevant emails / phone numbers. If you prefer an alternative mode of communication, or require an accommodation, please let the Volunteer and Intern Coordinator know and we will do our best to support.

Schedules and Changes

The Academy relies on its volunteers to carry out daily operations, special events, and ongoing support. This responsibility requires commitment on the part of volunteers to report promptly and consistently to all duties for which they have been assigned.

When a shift change or call off occurs, please notify *your supervisor and the Volunteer Intern and Coordinator via email as soon as possible*. It is important that you contact both parties in the event that only one person is available to receive your message.

In some cases, a volunteer's direct staff supervisor will recommend additional measures in the event that a volunteer needs to cancel or change a scheduled shift. For example, some staff members might prefer a text message for last-minute shift changes. Volunteers should work with their staff supervisor and the Volunteer and Intern Coordinator to ensure that all the proper procedures are covered and all appropriate staff members are notified.

Entering and Exiting the Museum and Collections Facility

There is a security guard at the Museum at all times, but not always at the front desk. If you arrive for your volunteer shift before or after the Museum is open to the public, use the call button to the left of the front doors to notify the security guard that you are here. Please note that this is not a doorbell - *press the button and hold to speak into the microphone*. Please do not try to enter or exit the building through the back doors.

Once inside the building, be sure to complete all of the following steps:

- Notify the person at the front desk that you are here to volunteer, sign in, then continue to the staff/volunteer lounge.

- Sign in on Volgistics (on the ipad) with your PIN. **Do not forget to sign out!

The Ravenswood Collections Facility, located at 4001 N Ravenswood Avenue, is not open to the public and on-site visits are by appointment only. Volunteers serving at this location will set their schedule with Collections staff and receive instructions on entering this space.

Keys

Several volunteer positions involve checking out keys to various rooms and areas of the Museum. **It is important that we keep these keys secure inside the building at all times.** If your volunteer duties require keys for access, please follow these procedures to check out and return keys during your volunteer shift. Not following these procedures can be grounds for dismissal.

Butterfly Lab, Bird Care, Animal Care, Turtle Walkers, Public Interpretive Program, and Horticulture and Beecher Lab volunteers:

1. Open the key cabinet using the current code and remove the keys you need. Be sure to close the cabinet door and check that it is locked once you have removed the keys.

2. Fill in today's date, your name, key / key card numbers, and the current time in the "Time Out" column on the clipboard beside the key cabinet.

3. After your shift, return the keys to the cabinet and fill in the current time under the "Time In" column on the clipboard. Be sure to close the cabinet door and check that it is locked once you have returned the keys.

Parking

There are four designated volunteer parking spaces on the Museum's permeable paver lot. Entrance to this lot is at the north side of the Museum, just past the circular driveway. Spaces are available on a first-come, first-served basis. In order to park in one of these spaces, a volunteer must place a parking pass in the dashboard of their car while in the space.

Volunteers may only use these parking spaces while they are on duty for a volunteer shift. Parking at any other time is not allowed.

Street parking on Cannon Drive is free and serves as a backup in case all four volunteer parking spaces are full. Be advised that parking is prohibited Monday-Friday 7:00-9:00 am on the west side of the street.

At the Collections Facility, there is free street parking, and no parking permit is necessary. Be mindful of special circumstances like Cubs games when there may be temporary restrictions.

Dress Code

The most important thing to remember when dressing for your volunteer shift is that you are the public face of the museum. Use your best judgment.

If you will be handling animals, do not wear sharp jewelry that could snag a snake. If you will be entering the animal or butterfly labs during your volunteer shift, close-toed shoes are required. Horticulture is dirty work, so wear clothing that you don't mind getting stained. Bleach is used in the butterfly lab, so the same applies.

In some volunteer roles, you will wear a green volunteer apron when on duty. These aprons signify to our visitors that you are acting on behalf of the Nature Museum. Be sure to empty your apron pockets and leave it on a hook in the volunteer lounge at the end of your shift.

Alcohol

Volunteers sometimes lend their services at events where alcohol is being served. Unless specifically authorized by the Volunteer and Intern Coordinator or another staff member, it is not appropriate to drink alcohol while on duty.

The Museum occasionally throws parties for staff and volunteers, and it is appropriate to drink alcohol being served at these functions within legal and responsible limits.

Confidentiality

Volunteers are expected to keep confidential any information that the Museum has not released publicly.

Photo Waiver

Unless expressly stated otherwise in writing, all volunteers give the Academy the right to use their likeness in all official publications and social media posts.

Grievance Procedure

When an interpersonal problem occurs, there may be multiple options for resolution depending on your situation. The below options are recommended:

1. If possible, discuss the problem with the person or people directly involved.
2. If that does not work, or if there is a reason that a volunteer does not feel comfortable approaching someone, discuss the problem with the Volunteer and Intern Coordinator.
3. If the problem involves your Volunteer and Intern Coordinator, or you do not feel comfortable approaching them, bring the problem to the Senior Director of Guest Experience and Engagement.

4. You may also bring problems to a trusted staff member, such as your supervisor, or to the HR department at the museum.

If the issue is not resolvable through the above channels, then a written complaint may be necessary. A written complaint should be submitted ASAP -- preferably within five days of the incident. Upon receiving the complaint, the Volunteer and Intern Coordinator will investigate the situation and take appropriate corrective action.

Retaliation against volunteers who use the grievance procedure is prohibited and will result in disciplinary action, up to and including dismissal from the volunteer program.

Media

Maintaining a consistent and accurate public image is crucial for any institution, and the Nature Museum is no exception. The Museum has a designated media relations team who serve as spokespeople with all media outlets in order to advance and maintain our public image.

Volunteers should never speak on behalf of the Museum to a reporter or other media representative, including bloggers, unless you have been specifically authorized to do so by the media relations team in the External Affairs department. If approached by the media, whether at the Museum or elsewhere, you should give no comment and should direct the reporter to call the Nature Museum to speak with our media relations team (mediarelations@naturemuseum.org).

Social media

Volunteers are welcomed and encouraged to follow the Nature Museum's pages on Facebook, Twitter, and Instagram, and generally show their support via social media outlets. Since volunteers often have inside information about the Museum, there are important guidelines that must be followed when engaging with and about the Nature Museum online. Always keep the institution's best interests in mind when posting about it on social media. If a piece of information can't be found on the Museum's website, social media pages, or print publications, volunteers generally should not post it.

Volunteers should never post the following online:

- Any identifying information about a Museum visitor or group of visitors
- Any identifying information about a staff member or fellow volunteer without that person's consent
- Photos of any person at the Museum without that person's consent
- Harassing statements directed to or about any person at the Museum
- Museum information that has not yet been made available to the public

Please direct all volunteer specific questions to the Volunteer and Intern Coordinator - do not post your question as a comment on social media.

Be mindful and err on the side of caution when posting on your own social media pages, including blogs. Check out the examples listed below and think about the fine line between appropriate and inappropriate posts before you put information or opinions about your experiences at the Nature Museum on social media.

Violations of the Museum's media policies will result in disciplinary action based on the severity of the violation, up to and including dismissal from the volunteer program.

Inappropriate Posts	**Why They're Inappropriate**
Snappy the snake died today at the Nature Museum :(	The Museum does not usually publicize when an animal dies. If a piece of news is not on our website or our official social media pages, you shouldn't break the story on your own page.
Wow, the kids from ABCD Elementary School are awful!	You're mentioning a specific group of Museum visitors who have not given their consent.
Wow, the kids from WXYZ Elementary School are so well-behaved!	Again, this group has not given consent to appear on your page. Even though this comment is positive, it's still not okay.
Check out the flock of seagulls hairdo on this guy at the Nature Museum	Don't post photos of people without their consent. It's mean-spirited, and you never know what their personal situation is.

Appropriate Posts	**Why They're Appropriate**
I love volunteering at the Nature Museum!	It's positive, doesn't give confidential information, and is clearly from your own perspective.
Rough day at the Museum :(	Even though this post isn't positive, it's still okay because you're not bashing the Museum or anyone specific. It's okay to express your feelings as long as you're reasonable about it.
At the Nature Museum for a panel discussion on invasive species	We always appreciate you spreading the word about our programs. These are events and classes that we publicize on our official sites, so feel free to talk them up! In many cases, when an event is public, the Museum will post before and after the event -- it is always appropriate to share those posts, with a positive comment about the event.
Here's a photo of a cool butterfly I saw in the Haven today	We love it when you share photos from your volunteer experiences! That helps us reach new audiences. Keep it up!

Grounds for Dismissal

Volunteers may be dismissed from their position at any time for failure to follow the policies and procedures contained in this document or for any of the following reasons:

- Missing a shift without giving proper notification on three occasions.
- Inability to work with others. This includes harassment of any kind against anyone at the institution according to all applicable law and the discretion of staff supervisors.
- Inability to perform volunteer duties as assigned, as determined by staff supervisors.

Benefits

Volunteers at the Chicago Academy of Sciences and its Peggy Notebaert Nature Museum enjoy several benefits as a token of the institution's appreciation for their work. These include:

- A 30% discount in the museum store and café
- Member discounts on programs, workshops, and events offered at the museum
- Free admission for the volunteer and their family/friends during normal operating hours
- Reciprocal admission to many cultural institutions in the area (see list of participating institutions)
- Volunteer appreciation events, such as "Volunteer Specials"

Reciprocal Admissions List for Volunteers

Complimentary Admission or Discounts to Chicago Area Cultural Institutions with Volunteer ID

To receive reciprocal admission, please bring your volunteer ID. Volunteers are encouraged to contact the institution ahead of time to confirm reciprocity.

Adler Planetarium (312) 922-STAR

1300 S. Lake Shore Drive Chicago, IL 60605

Complimentary general admission for volunteer and up to 1 guest.

Chicago History Museum (312) 642-4600

1601 N. Clark St. Chicago, IL 60614

Complimentary general admission for volunteer

Frank Lloyd Wright Trust (312) 994-4000

The Rookery, 209 S. LaSalle Street, Suite 118, Chicago, IL 60604

Complimentary general admission for volunteer and 1 guest

Museum of Contemporary Art (312) 280-2660

220 East Chicago Avenue Chicago, IL 60611

No general admission, but free volunteer tours

Shedd Aquarium (312) 939-2438

1200 S. Lake Shore Drive Chicago, IL 60605

Complimentary general admission for volunteer and 2 guests

Lincoln Park Conservatory (312) 742-7736

2391 N. Stockton Drive Chicago, IL 60614

Complimentary general admission for volunteer and 4 guests

Free tour of L.P. Conservatory & Alfred Caldwell Pool on Fridays 1-4, Saturdays 9-12, and Sundays 1-4

Art Institute of Chicago (312) 443-3600

111 S Michigan Ave, Chicago, IL 60603

Complimentary general admission for volunteer

Volgistics How To

WHAT IS VOLGISTICS?

- Volgistics is our volunteer information and hours tracking software. It helps us keep track of your hours and your areas of service, as well as all the steps required for the onboarding process (orientation status, background checks, vaccination policies, etc). Recording volunteer hours helps the museum understand community investment in its programs, apply for funding, and validate community investment to potential donors or fundraising opportunities. We will not use your name or other personal information for anything other than tracking your hours and areas of service.

WHAT DO I NEED TO DO?

- Each time you come to the museum for a shift, you will sign in and out of Volgistics (like clocking in and out at work).
- There is a computer in the volunteer lounge that perpetually has the sign on page up - anyone can use this computer to sign in/out for their shift.
- Alternatively, you can access the sign on page on your phone, at this link: https://www.volgistics.com/ex/touch.dll?FROM=10199&PW=423877539

HOW DO I SIGN ON/OFF?

- As stated above, visit either the computer in the lounge or the link on your phone.
- Once you are at the sign on page, you will enter a 5 digit code - this code is unique to your account.
- You will be prompted to confirm that you are you.
- You will be prompted to click “sign in,” “view my service,” or “exit.” Click “sign in.”
- You will be prompted to pick the assignment you are scheduled to do (such as “horticulture,” or “bird care.”) Click on the appropriate assignment.
- Confirm “yes,” and go on your way
- Once you have completed your shift, you will use your 5 digit code on the same page, and follow the prompts to sign off.

WHAT IF I FORGET TO SIGN IN/THE COMPUTER IS NOT WORKING?

- There will be a paper sign sheet next to the computer - in the event that you forgot to sign in or the computer is not working, you may sign in and out there. I will check this paper daily and go into Volgistics when I can to record your service times.
- If you sign in with the wrong assignment, you can find me or email me explaining the error - I will fix it in Volgistics.