



RMSC Volunteer Training

Dear RMSC Volunteer,

Thank you for helping with the volunteer needs at Roper Mountain Science Center. By joining us, you are helping to fulfill the mission of the Science Center, which is to educate and inspire learners of all ages to explore and investigate the world of science and technology. You will be an integral part of our vision which is to be a pinnacle of innovative learning, an engine for community engagement, and a national leader in science education. We look forward to working with you and we hope your experiences at Roper Mountain Science Center will be enriching and fun!

Contacts:

Richane Robbins- Natural Science Teacher, rrobbins@greenville.k12.sc.us, 355-8907

Erin EuDaly-STEM Specialist, eeudaly@greenville.k12.sc.us, 355-8903

Dana Darling- Living History Farm Specialist, ddarling@greenville.k12.sc.us, 355-8944

Public Event Schedule 2019-2020:

October 12	Harry Potter Science	8:30-3:00
November 9	Fall Harvest Festival	8:30-3:00
February 8	STEMFest	8:30-3:00
March 14	Space Day	8:30-3:00
June -July (tbd)	Butterfly Adventure (5 weeks)	8:30-3:00
July 11	Blueberry Festival	8:30-3:00
June - August (tbd)	Summer Camps*	8:45-4:00

*Summer camp volunteer opportunities are organized by Lisa Phillips and require a separate application, which will be announced in the spring. The 20 hour minimum volunteer requirement may not be fulfilled as a Summer Camp volunteer.

Guidelines for Volunteers:

- Complete the Online Application and Health Form
- Commit to working a minimum of **20 hours** between September and May.
- Use Signup Genius for scheduling all volunteer assignments. (Also for cancellations if needed.)
- Sign up for Remind- text @rpsc19-20 to 81010 or 864-990-2905 go to <https://www.remind.com/join/rpsc19-20>
- Report on time to the staff person in charge based on what you scheduled in Signup Genius.
- Contact your department contact if you are unable to make your commitment, preferably ahead of time. You may text Richane Robbins through Remind if necessary.
- Dress and conduct are the same as expected by GCS. Casual attire and comfortable shoes are recommended due to the nature of the work. You must wear the blue RMSC aprons and may wear a Roper Mountain Science Center Volunteer shirt if you have one. Name badges may be made upon arrival and worn during your service time.
- If you need to leave your assigned area, be sure the staff person on duty knows so no area is left unmanned.
- Our volunteer year is from September to August. Family membership requests may be made to Richane Robbins after 40 hours of service has been documented. Keep track of your hours.
- Immediately report all accidents to the staff person on duty.
- Follow all rules of the Labs and safety procedures.
- Volunteers (age 18+) must apply and be approved with Greenville County School District Level 1 clearance. <https://apps.raptortech.com/Apply/MzE6ZW4tVVM>

Volunteer Duties for Public Events:

- Work with visitors in a welcoming and positive manner. Aim to work with guests' hearts, not just their heads.
- Be genuinely enthusiastic.
- Maintain a calm, courteous, and professional demeanor at all times.
- Greet guests with a smile and be ready to provide assistance.
- Be approachable and engage visitors in conversations.
- To provide the best customer service, answer all inquiries and direct patrons to their destination appropriately and promptly. If you do not know the answer, do not guess; offer to get it for them and see a staff member.
- Be an extra eye on the lookout for improper handling of equipment in labs, damage to exhibits, animals, or theft.
- Monitor, explain, and assist the public at your station.
- Maintain a welcoming environment by monitoring the appearance of the grounds and facilities. Pick up and properly dispose of trash, return out of place items, and report needed repairs.
- Assist with crowd control when necessary.
- Guide public to other activities located throughout RMSC.
- Help maintain, clean, and restock labs while being used during Public Events.
- Department specific instructions and additional training may be necessary and will be announced.

Our guests may not remember what you did or said, but they will remember how you made them feel.

Safety:

- **Medical Emergencies (serious allergic reactions, bleeding, animal bites, heat-related issues, etc.)**
 - Do not attempt to treat an injured person, even if you are a First Responder and First Aid Trained.
 - Stay calm.
 - If possible, take patron to a Front Desk Staff member. If this is not possible, find the nearest Full-time Staff Member and describe the situation in detail.
- **Incidents**
 - If there is a small incident (needed Band-Aid, ice pack, or other non-threatening situation) direct the patron to a Front Desk Staff Member.
- **Weather Emergency or Lockdown**
 - During a weather emergency or lockdown, volunteers are designated as regular guests. Follow any and all instructions given by Full-time Staff Members
- **First Aid Locations**
 - All classrooms and front desks are equipped with small first aid kits.
 - RMSC has a team of first responders who can assist in emergency situations.
 - Any Full-time Staff Member can get in touch with our first responder team.
- **Safety Contact**
 - Amy St. John, astjohn@greenville.k12.sc.us, 355-8916