Volunteer Handbook

2019-2020

OPENING DAY: Saturday, November 3, 2019

CLOSING DAY: Sunday, April 30, 2020

HOURS OF OPERATION

Sunday through Thursday: 2:00-6:00pm

Friday: 2:00-8:00pm

Saturday: 8:00am-6:00pm

Public School Holidays and Vacation days: 8:00am-6:00pm (until 8:00pm on Friday holidays)

VOLUNTEER SHIFTS

Sunday – Thursday	Friday	Saturday
Open 2:00-4:00pm	Open 2:00-4:00pm	Open 8:00-10:00am
Close 4:00-6:00pm	Middle 4:00-6:00pm	Mid-Day 10:00am-12:00pm
	Close 6:00-8:00pm	Afternoon 12:00-2:00pm
		Late Afternoon 2:00-4:00pm
		Close 4:00-6:00PM

PLEASE PUT KIDSPACE SIGN OUTSIDE AND CHECK YOURSELF IN WITHIN 5-10 MINUTES OF YOUR SHIFT START TIME!

VOLUNTEER INSTRUCTIONS

This handbook contains the instructions you'll need to conduct your volunteer shift. It includes separate sections for opening, closing, and cleaning shifts, as well as a section describing duties that are common to all shifts. If something is confusing, ask another member for help, there's almost always someone with more experience who is around to lend a hand.

A copy of this handbook is in the binder at the front desk. Feel free to email volunteer@belmontkidspace.org with any suggestions for improving these instructions.

Contact Information

1. If you have any questions about your volunteer shift and duties, please e-mail volunteer@belmontkidspace.org. If your question is urgent, please contact:
    a. Sean Westgate (617) 504-2479
    b. Peter Olejarz (617) 922-6002
2. If you are unable to open the church doors or the key is not in the lockbox, please contact:
    a. Katie Haley (617) 596-9696
    b. Sean Westgate (617) 504-2479

Parking

Members and visitors may park in the "church only parking" spots in front of the church on Belmont Street. There is also parking on Payson Road.

When there is a town snow emergency and parking ban in effect, the building is closed.

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Shift Sign Up

1. All KidSpace members are required to complete 2 two-hour shifts over the six month season as per the membership agreement.
2. Shift incentives exist for members who complete additional shifts.
    a. For members registering in November and December 2019:
        - Complete 2 shifts/ month (total of 12 shifts including 2 mandatory shifts) - receive $60 refund at the end of the season
        - Complete 1 shift/ month (total of 6 shifts including 2 mandatory shifts) - receive $30 refund at the end of the season
        - **NEW** Complete 24 shifts during the season and get your full membership cost refunded. Free membership!

3. To sign up for a shift, go to the KidSpace homepage (http://www.belmontkidspace.org/index.php) and click on "shift sign up" at the top left hand corner.
6. Scroll down to view the calendar. All available shifts for the month are posted here. Find the date that you want to volunteer on.
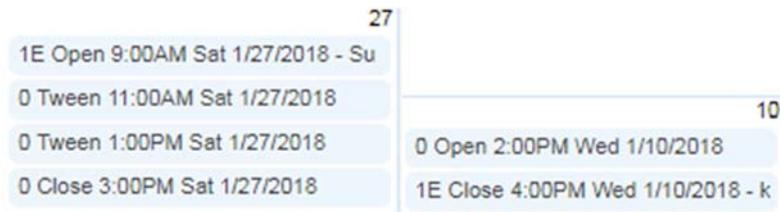
7. A "1E" indicates that a member has already signed up for the shift. A "0" indicates that no one has signed up to volunteer and the shift is available. If it is a Saturday or Sunday, or an inexperienced member has signed up, then 2 members can volunteer per shift.
8. Click on the shift that you want to sign up for. A box will appear with the shift details. Click on "edit" and another box with all available member names will appear. Select your name from the drop down box by "volunteer 1".
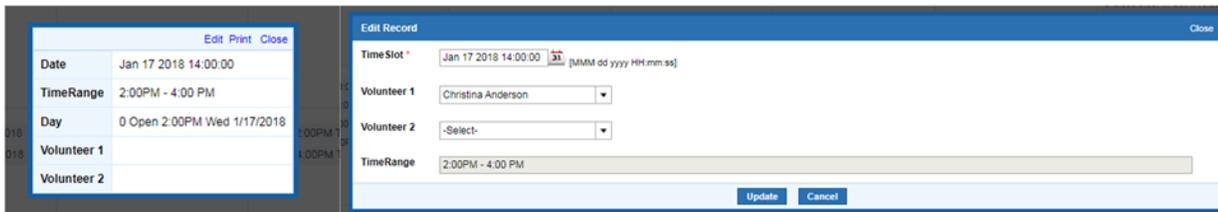
9. If a second experienced member tries to sign up as "volunteer 2" the signup will be rejected. A message pops up saying: "Error: A maximum of 1 experienced member may sign up for weekday slots. Please choose another time slot to volunteer in."

a. A member is considered "Experienced" if the person was either: a) a member last year under the same email address and signed up for a shift last year, or b) has signed up for a shift earlier in the season (before the shift he/she is currently trying to sign up for).

Opening Shift

1. **Volunteers may not arrive before 2pm except on Saturdays and school holidays, and may not use the bathrooms or have children playing in KidSpace before 2pm on days in which KidSpace opens at 2pm.**

2. If the church door is locked, see page 15 for how to unlock the door.

3. Turn on entry lights with the switches just inside the doors to right of front door.

4. Place KidSpace sandwich board outside near railing. This is **IMPORTANT** as it lets others know KidSpace is open. The sandwich board is located against the wall next to the elevator.

5. Go downstairs and turn on the bathroom hallway lights. The switches are at the bottom of the stairs, on your right.

6. Open the play area doors and turn on the play area lights on your left as you enter KidSpace. Keep the gates closed at all times.

7. Open the doors to the gym and turn on gym lights which are located on the far wall where the play structures are. The light switches are under the light switch 'covers'. If the gym doors are locked, go into the hallway, through the door towards the bathrooms, and through the double doors on left in the hallway.

8. Put away any toys on the front tables that had been cleaned the day before.

9. Open the volunteer closet with code 0010.

10. Take the laptop and barcode scanner out of the front volunteer closet (next to the volunteer desk).

11. Plug in the laptop's power cord, plug the scanner into the laptop, and push the power button on the laptop (at the back of the keyboard).

12. Follow instructions on page 10 for how to launch the web browser on the computer.

13. **Check yourself in for your shift within the first 10 minutes of your shift. This is very important as it let's others know that KidSpace is open and enables you to get credit for signing into your shift. See page 10 for how to check yourself in.**

14. The Volunteer Handbook should be on the front desk or in the volunteer closet.

15. Take the (1) petty cash box, (2) receipt book, (3) a drop in/registration fee collection envelope, (4) a drop-in/ registration fee collection sheet, (5) the liability waiver sheet & clipboard, and (6) any supplies (e.g. pens) out of the volunteer closet. Date the drop in/registration fee envelope and put it in the cash box. Keep the drop-in/ registration fee sheets on the desk.

16. Make sure the trash can and diaper pails have bags. Note that the cleaning supplies and extra trash bags are located in the volunteer closet in a basket labeled 'cleaning supplies'.

17. Fill the coffee maker's water tank with water from the water fountain just outside the KidSpace room at the bottom of the stairs. Turn the coffee maker on.

18. If it is a Wednesday, you will need to pull down all of the chairs and toys that have been put up for the cleaning crew to sweep and wash the floors.

19. Turn to page 10 for instructions for all shifts.

Closing Shift

1. 15 minutes before closing, flash the lights in both rooms, make an announcement that KidSpace will be closing shortly, and ask parents to begin to clean up.

2. Unplug the coffee pot and dump out excess water.

3. Remove the drop-in/registration collection fee envelopes from the cash box.

    a. **The exact amount of registration/drop in fee payments should be put into the envelope.**

    b. Total the amount of cash and write it on the envelope.

    c. Deposit the drop-in/registration fee envelope into the locked safe located at the bottom of the volunteer closet.

4. Put the (1) liability waiver sheet & clipboard, (2) petty cash box, (3) receipt book and (4) additional supplies (e.g. pens) back into the volunteer closet. Leave the volunteer handbook on volunteer table for the next shift.

5. Close the internet browser on the laptop (upper left hand corner) and shut down the computer (click the Start menu at the bottom left corner, then the right arrow on the bottom right of the menu, then select Shut Down). Unplug the computer cables and the scanner. Put the computer cables neatly into the computer bag along with the computer. Return the computer bag and the scanner to the volunteer closet.

6. Thoroughly wipe down the wooden tables and chairs.

7. Clean any toys in the mouthed bin box and leave them on the front tables to dry.

8. Use cleaning solution and paper towels from the volunteer closet to spray and wipe clean the diaper changing areas in both restrooms.

9. Remove the bathroom trash and put new liners (found in the volunteer closet) in the trash cans.

10. Remove the trash from the two garbage cans in the play space and put new liners (found in the volunteer closet) in the trash cans.

11. Place all the garbage in the black-lined trash barrels in the trash drums - found in the second small room on the right located through the door at the back of the main playroom, under the exit sign (by the doll and kitchen play areas). Do not block the back stairs and hallway with trash.

12. Push riding toys against the wall in the gym, switch off the gym lights, and close the double doors that lead to the main playroom. **DO NOT LOCK the gym door that leads to the bathroom hallway (this is a fire exit)**.

13. Return the toys in the main playroom to their appropriate stations. Use the pictures and labels located around different KidSpace areas and containers if you do not know where they belong. **Everyone present should assist in putting KidSpace toys back.**

14. Turn off the lights in the playroom (located on the wall by the entrance), close the gate, and leave the doors open.

15. Turn off the lights in the hallway and the bathrooms (switches are on the wall next to the water fountain)

16. Bring in the KidSpace sandwich board from outside, collapse the board, place it against the wall near the elevator on the street level. Do not block the elevator door or stairs.

17. Switch off the lights on the wall by the church entrance.

18. **If it is a Monday -Thursday shift, you do not need to lock the church front door. If it is a Friday - Sunday shift or a holiday or vacation week shift, you must lock the church front door unless you know there are other people in the church. See page 15 for instructions.**

All Shifts

IMPORTANT: It is imperative that you check yourself into your shift as soon as possible (within the first 5-10 minutes of your shift). This is how other members/non-members know that KidSpace is open and it enables you to receive credit for the shift.

Launching Computer

1. Open "KidSpace Control Center" icon on desktop to load registration webpage.
   a. **Wi-Fi Network: KidSpace**
   b. **Password: kidspace**
2. Sign in to kidspace website
   a. Email: registration@belmontkidspace.org Password: lavelan2009

3. Connect the card scanner to the laptop via USB and select "Barcode Check-In" on the top left-hand side.
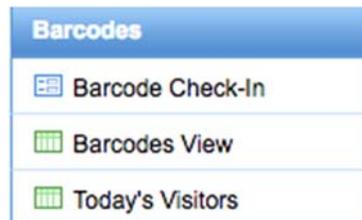
4. Check yourself into your shift by either scanning your card or entering your card number into the code box.
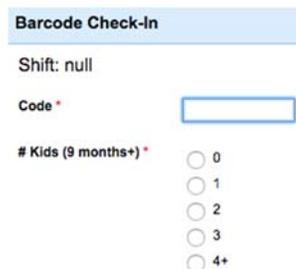
Checking in KidSpace Members

1. There are 3 ways you can check in a current KidSpace Member

    a. Click on the Barcode Check-In and scan their card using the barcode scanner. Select the number of children and click submit. **The system will not allow you to check in more children than the member has attached to their membership.**

    b. Manually enter their card number into the code box, select the number of kids and click submit.

    c. Click on Barcodes View, click on Search and enter first or last name, then click search. Their name will come up along with their card number. Manually enter their card number as explained above.


2. The Barcode check-in screen will show the member's name right away after the barcode is entered. If the person is a current member, the number of children they have is indicated. Make sure that the number of children the member is checking in does not exceed the number attached to the member's name. If the member is bringing in additional children, the drop-in fee/ guest fee must be applied for those additional children.

3. **All children must have a signed liability waiver on file. This matches up with the children attached to each membership.**

Registering a New Member

*Up to two drop-in fees may be applied towards membership. **If there is any issue with the guest saying that drop in fees have been paid, but the system is not registering this credit (still shows payment of $100/$125 due), please take the full amount being requested and email volunteer@belmontkidspace.org to describe the situation. The KidSpace organization team will look into the issue and handle any refunds. Volunteers should not handle refunds themselves.**

1. Our Preferred payment for registration is by credit/debit card via PayPal. To register with credit card, select Register with PayPal/Credit Card. Fill in the form and press submit. It will redirect you to the PayPal website. Follow directions stated in the above section for checking in drop-in families. Look up their member number in the barcode view and give them the corresponding card. If the person would like to pay via PayPal, have them sign in and submit payment directly. Make sure they log out after.
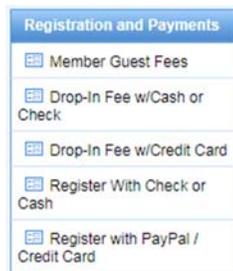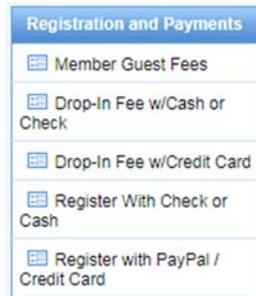

2. **For new members, after you register them, you can find their member number in the "Barcodes View". All members must sign a liability waiver for their children to enter KidSpace. When entering them into the system, the liability waiver requirement will appear. Turn the computer around for them to read and sign the waiver.**

Checking In Drop-In Families

1. Families can pay a drop-in fee of $15.00 for one child and $20.00 for more than one child. Babies **under 9 months** are free with a paid sibling.
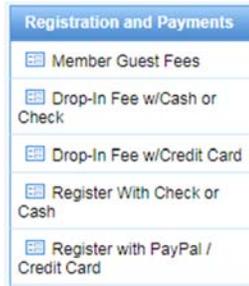   *Two drop in fees can be credited towards membership.*

2. Preferred payment is by credit card/direct payment via PayPal however we will accept cash but do not provide change. If you have change from previous cash payments then you can make change otherwise they have to have the exact change.

   a. When paying by credit card, select Drop-In Fee w/ Credit Card. Fill in the form and press submit. You will be directed to the PayPal website. If they have a PayPal account, they can login and pay from there. If they do not have a PayPal account, click "Pay with Debit or Credit Card", have them fill out the form and press submit. You do not need to give a receipt since PayPal will email a receipt to the email address provided.

   b. If paying by cash or check, select Drop-In Fee w/ Cash or Check from the main page on the left hand side. Fill in the form and press submit. Money/Check should be collected and kept in the drop in/registration collection fee envelope with their name and amount written on the drop in/registration sheet. **Checks should be made payable to "Belmont Parent's Network".**

   c. Fill out a receipt and give the receipt to the guest. This receipt is proof of payment that can be applied against the membership fee if purchased later. **If guests require change, please use the cash in the cash box to provide this change. Put the exact cash payment for the drop in fee into the drop in/ registration collection fee envelope so that it adds up with the number of drop ins/ registrations for that day.**

   All drop-in visitors must sign a liability waiver for each of their children to enter KidSpace. Please ask the guest to read the desk copy of the parent or caregiver liability waiver. The parent or caregiver must then sign that they have read and agree to the liability waiver.

Checking In Member Guests

1. Members may bring up to 3 guests at a discounted rate of $5/child.
2. Preferred payment is credit/debit card via PayPal but cash is accepted however we do not provide change unless you have it from a previous payment in your envelope already.

   a. Select Member Guest Fees from the main page on the left hand side. Fill in the form and press submit.
   b. If the Guest would like the option to apply their Guest Fee to a future membership, then they must provide their name. The payment will be recorded under the Guest's name (similar to a Drop-In fee).
   c. When paying by credit card, select the credit card option. Fill in the form and press submit. You will be directed to the PayPal website. If they have a PayPal account, they can login and pay from there. If they do not have a PayPal account, scroll down and click "Pay with Debit or Credit Card", have them fill out the form and press submit. You do not need to give a receipt since PayPal will email a receipt to the email address provided.
   d. If paying by cash/check, place this in the drop in/registration collection fee envelope with the guest name and amount written on the drop in/registration sheet. **Checks should be made payable to "Belmont Parent's Network".**
   e. Provide the guest with a receipt. This receipt is proof of payment that can be applied against the membership fee if purchased later.
   f. Fill out a receipt and give the receipt to the guest.

   All drop-in visitors must sign a liability waiver for each of their children to enter KidSpace. Please ask the guest to read the desk copy of the parent or caregiver liability waiver. The parent or caregiver must then sign that they have read and agree to the liability waiver.

Other Responsibilities During Your Volunteer Shift

1. Throughout your shift, please try to clean up spaces that are not being used. There are labels on bins and other areas to let you know where items belong.
   All people who come to KidSpace should clean up after themselves.

2. If there are any toys in the mouthed toys bin, wipe them down with a disinfecting wipe and once they are dry, return to the proper area.

3. Thoroughly wipe down the wooden tables and chairs in the eating area with cleaning wipes/ spray.

If Volunteers Do Not Show Up For Shifts/No Volunteer For

The Next Shift

1. If you are able, you may also volunteer for the next shift. Make sure that you re-check yourself into this shift.

2. If you are unable to stay for the next shift, flash the lights and announce that the next volunteer has not shown up for their shift, or that there is no one currently signed up for that shift. At this time, another member can offer to take the next shift. If no member offers to take the next shift, begin closing procedures.

3. In the case that a volunteer had signed up for the next shift but did not show up, please e-mail volunteer@belmontkidspace.org explaining what happened.

4. If there is a gap between staffed shifts (e.g., you are signed up from 9-11am and someone has signed up from 1-3pm), please close down KidSpace according to the "Closing Shift" instructions. There is no guarantee that the member who has signed up for the later shift will keep that shift, so you should leave the space in closed condition.

Locking/Unlocking Church Door

1. The Church door is often already unlocked, but in the event it is locked, you will need to retrieve the key from the lockbox located on the right side of the door. **Please refer to your shift reminder email for the lock box code.** Instructions for how to keep the door unlatched are taped to the wall by the door inside the church.

2. Pull down the black cover on the lockbox and turn the number dials to the correct numbers. Pull down the lever and the cover together.

   a. If the key is missing, please contact

      Katie Haley (617) 596-9696 or

      Sean Westgate (617) 504-2479

3. Unlock the front door. To keep the door unlocked, press and hold the latch on the side of the door, and turn the key counterclockwise until it stops. Remove your finger, turn the key clockwise and remove the key.

4. **Return key to lockbox immediately. Do not bring it with you into KidSpace. Be sure to scramble the numbers on the number dials.**

5. If it is a **Monday - Thursday** shift, you do not need to lock the church door when you leave unless it is a holiday or vacation week. If it is a **Friday - Sunday** shift, please lock the door. Retrieve the key from the lockbox and turn the key clockwise until the latch pops out. If there is someone still in the church, you do not need to lock the door.

6. Return the key to the lockbox. Be sure to scramble the numbers on the number dials.