All in the Family: Novel Family & Youth Volunteer Opportunities

A Team Presentation for
For 2014 NAI Conference

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[Logo: Children's Museum]
Overview of All in the Family

Introductions
Volunteer Corps
Motivations and Needs
Recruitment/Training
Parent Involvement
Safety
Recognition
Rewards
New ideas and possible applications
Department has a wide variety of volunteer opportunities from

- natural and cultural history programming
- wildlife and plant monitoring
- trail and other projects

for one time or ongoing volunteers

Sheryl Kippen with Boulder County Parks and Open Space’s Cultural History work group at four historic Boulder County sites
Public events have occurred at historic sites since the 1980s

- Sites are open to the Public for special event days and to pre-scheduled field trip groups
- Regularly open house days at sites
- 8,706 visitors in 2013
Cultural History volunteers have a wide variety of opportunities at our sites:

- tour guides/docents
- caretakers for livestock or gardens
- off-site outreach presenters
- costumed demonstrators
- 98 volunteers in 2013
- 2,658 hours
Sheryl Kippen with Boulder County Parks and Open Space at four historic Boulder County sites

21 youth age 9-17 years old

- Program expanding
- Youth volunteers must be accompanied by a trained adult guardian
The mission of the Children’s Museum of Denver is to create a community where children, newborn through 8, and their grown-ups learn through play.
Children’s Museum of Denver
2121 Children’s Museum Dr.
Denver, CO 80211

The Museum is located in the Central Platte Valley, and easily accessible from the Platte Bike Trail or Interstate-25.
• The first Children's Museum of Denver opened in 1973 in a converted school bus
• January 1975, required a more permanent location in the community and leased and renovated a building on Bannock Street in Denver
• 1984 the Museum opened a new building including 10,319 square feet of exhibit/programming space
• Seventh year in a row we have experienced record-breaking attendance, served more than 348,000 children and grown-ups
• Provided over 16,000 free admissions, bus transportation and memberships to children from low-income elementary schools and childcare
• Currently 8,300 Members
We are EXPANDING!

Doubling the current indoor and outdoor program & exhibit space

Eight new interactive exhibits based on the Museum’s core early learning focus areas of STEM

(Science, Technology, Engineering and Math)
950 Volunteers
Donated 9,774 hours
35% are Youth ages 12-17
Special Events

- 20 Volunteer Team Leads
- Utilize 80 Volunteers per Event
- 4 Large Family Events per Year
- Attendance over 3,000
Summer Teen Program

• Summer Playologists
• Age 12 and up
• Commit to one 4 hour shift per week (9-12 week program)
• Apply On-line
• Interview
• Mandatory Training/Orientation
• Teens engage 2-4 years
Natrisha “Natty” Bayer and Wesley Jones with Denver Museum of Nature and Science

Wesley Jones
Coordinator of Volunteers for Health Sciences

Natrisha Bayer
Coordinator of Volunteers for Education Programs
Wesley Jones and Natrisha Bayer
Denver Museum of Nature & Science in Denver, CO

- Principal natural history museum between Chicago and Los Angeles
- Opened in 1908
- 711,000 square feet
- Serve 1,353,580 visitors
- Nearly 1.5 million artifacts
- 64,000 member households
Located in City Park

just 3 miles east of downtown Denver
Denver Museum of Nature & Science

Maya: Hidden Worlds Revealed
Discovery Zone
Egyptian Mummies
Expedition Health
Gems & Minerals
Konovalenko: Gem Carvings of Russian Folk Life
North American Indian Cultures
Prehistoric Journey
Denver Museum of Nature & Science

- Active Research (13 curators)
- Science Education Programs (315,000+ participants)
- Education Collections
- (37,000 + touchable objects)

- 200 + Fulltime staff
- 200 + Part-time staff
- 1,780 total volunteers
1,780 Total Volunteers
Dedicated 214,525 hours of time
224 teen volunteers
25-40 family groups
Volunteer Services Department
(9 staff members)
DMNS Teen Volunteers

- 224 Teens
- 16,579 Hours
DMNS Family Groups

- 25-40 Family Groups
- 5,000 - 6,000 Hours
• Consulting business
• Training staff and volunteers in interpretive skills
• Support in managing volunteer programs
• Interpretive writing
• Webinars, online courses, workshops
In the beginning…

• Started two different volunteer programs from scratch
• Taught workshops on volunteer program management
• Wrote magazine articles on specific aspects of volunteer management
Now…

- Visit and talk with many volunteer programs on their processes, successes, and challenges
- Match volunteer program to organization’s needs
- Redesign volunteer program management – creating from scratch or fixing what is broken
- Continue to write and train

Some Specific Products Offered

- CIG and CHI Volunteer Handbooks
- Customized training
- Volunteer Program analysis
Some “unique” family volunteer opportunities to consider:

- Eagle Scouts
- Service Learning
- Citizen Science
- School requirements
Phil Waltz with South Suburban Parks and Recreation at the Carson Nature Center in Littleton, CO

- 1st US “Floodplain Park”!
- Park established in 1982
- Former 1940s log home, moved and converted to Nature Center, opened 1992
- Classroom for programs, rental, meetings, parties
- 100,000+ Park users annually
The Carson Nature Center
at South Platte Park

South Platte Park
NW Corner of Santa Fe and Mineral Avenue. Turn west on Mineral 1 block to S. Platte River Pkwy, turn north at light and follow to parking lot or 2 minute walk from RTD's light rail station.
Carson Nature Center at South Platte Park

- 1500 sq. feet of live animal, and natural & local history displays
- Maps, restrooms, water for Park and trail users
- 18,000 nature center visitors
- 5,000 program participants
- ~120 active volunteers
South Platte Park Volunteers

Average of 120 on list and 5,000+ hours annually, primarily help with:

+ 10 Program Leaders
+ 40 Nature Center Hosts
+ 50 Resource Volunteers for wildlife surveys, trail work, construction projects, etc.
Carson Nature Center
Unique Volunteers

Nature Center Parent-Child Host Team

Child and Parent (or trusted guardian) volunteer together.
Minimum age 10 for child.
Volunteer at least one 4 hour shift/month
Greet and count visitors, answer questions, encourage program participation, model good behavior, help with live animal care
Teams cover ~25% monthly Host shifts
Most teams volunteer 2-3 years
SSPR VolunTeen Program

Summer program for youth age 12-15
Application process, with interviews for desired programs.
Slight fee, primarily offsets full day training cost
Family & Youth Volunteer Opportunities

Volunteer Motivations
Recruitment/Training
Parent Involvement
Safety
Recognition
Rewards
Why should we *Value Youth Volunteers*?

- New Energy
- Fresh perspective
- Insight of programs / Target Audience
- Shape Future Workforce
- Exploration of Career Opportunities
- Individual Growth
- Make a Difference
What are Youth Volunteer Motivations?

- Giving Back
- Meet People
- Community Service Requirements (School Related)
- Service Learning Projects (School Related)
- Relationships
- Scholarship Requirements
- Ability to use Skills & Talents
- Fun & Learn
Volunteer Motivations

Generation Y (Millennials) Born 1980-2000 /Ages 37-16

Confident/Upbeat/Self-Expressive
Optimistic/realistic
Self-inventive/individualistic
Question Authority
Killer lifestyle/Me Time
See institutions as unimportant
Internet (Assume technology)
Multitask fast
Nurtured/Helicopter Parents
Friends = family (Facebook)
Trophy Kids
Volunteer Motivations


Very sharing, technology all the time
Humble group
Follow authority & respect parents
Generation Z + Parents = Besties
Concerned with sociopolitical issues, locally and globally
Embrace diversity, open-minded, respectful and tolerant of others
Cautious group and more realistic in terms of their outlook for the future
Volunteer Motivations

Key to Youth Volunteers

Look at Youth as resources for society not as problems in society

Doing things with teens not doing things for teens
Empower our youth, not view them as go-fers.

Build on the strengths of youth and not give mundane assignments.
Volunteer Motivations

Key to Youth Volunteers

Focus on opportunities within a project and **not** focus on project completion

Work in a partnership with youth and **not** view youth as being protective of organizational turf and independence
Volunteer Motivations

Essentials Working with Youth

Keep them Challenged
Find out what’s going on in their lives without being too intrusive

Build Trust & Respect
Be careful to maintain a relationship of supervisor/mentor, rather than a friend
Volunteer Motivations

Essentials Working with Youth

Provide Snacks
Offer Activities that are Fun & Flexible
Make Program Safe & Accessible
Provide a Well-organized, Consistent Program
Teach useful Life Skills
Volunteer Motivations

YOUTH to RIOT

Young
Outgoing
Unique
Talented
Helpful

Recruit
Intake
Orientation
Training
Recruiting Family and Youth Volunteers

- Flyers
- Schools
- Service Groups like -- Girl/Boy Scouts Youth Groups
- Volunteer recruiting organizations
- News Paper
- Community Communications

**Word of Mouth**
- Website
- Volunteer Fairs
General Intake and Placement

Online/Paper
Basic Personal Information
Background Check
Placement Counselor Coordinator
Placement Counselor Interview and recommendations (Volunteer Position)
Teen Essay  Teen Demonstration
Volunteer Coordinator Interview
Placement Training
Intake and Placement
Family Groups

Volunteer Placement Counselors

Interviews:
Motivation
Fit with Culture
Availability

Volunteer Coordinator

Interviews:
Help applicant understand volunteer expectations
Good match to position
Team compatibility
Orientation and Training of Family Volunteers

Training Options
Group Training
On the job training? Shadowing
What do they need to prepare for their shift?
Repetition once a week
Self directed learning process
Shorter Shifts
Customized/Personalized
Separate training to family groups

I want to Avoid

What I Want to See
Intake and Placement Teens

Spring Preparation for Summer Program

Group Interview

7 Stations
4 Minute Rotations

Reasons for Group Interview
Efficiency
Decreases Interview Anxiety

Snapshot of Volunteer Experience

Benefits
Team Building  New Volunteers and Staff
Increased Investment in the volunteers and the program by supervisors and teammates

Group Selection Process
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Total: 99
Orientation/Training of Summer Teens

- Mentoring Program training for mentors 3 sessions train the trainers training T³
- Group training
- Team building
- Logistics
- Foundation Content
- Child Development
- Volunteer Role
- On the job with mentors
So, Go ahead have a R.I.O.T.

Recruit Families and Teens
Parent Involvement

Knowing a volunteer’s family is a given with youth volunteers
- Volunteer coordinators and parents
- Signing required waivers or paperwork
- Parents driving their child to and from volunteer jobs/trainings
- Assistants keeping the youth volunteer’s schedule/calendar
- Parents and youth volunteering together
Parent Involvement

How are parents involved in our organizations' youth volunteer programs?

• Youth volunteers must train and volunteer with an adult guardian
• Group volunteering: safety in groups
• Transportation needs and volunteer shift times
Parent Involvement

Parents’ positive attitudes toward youth volunteering

- Family opportunity
- Way for the generations to connect and make an impact
Parent Involvement

Parent support of youth volunteering

• No interest in the place or program
• Supportive of their child’s excitement
Parent Involvement

Lack of parental involvement can end volunteering before it starts

• Parents as a main contact source
Safety

Safety & Security Fundamentals

• Most entities and agencies have general guidelines and polices for safety and security of volunteers

• Important to have good job descriptions, even for volunteers, so they know expectations and have idea of physical requirements

• A Volunteer waiver is often included as part of application process to indemnify agency and let volunteer know the extent of coverage

• Do you know extent of Insurance Coverage for your volunteers?
Safety

• For Youth Volunteers, Important to establish **minimum age** or age range for the position and duties.
• Base desired ages on physical abilities, previous experience, maturity, interests, what they hope to gain, **other factors panel???
• For example, SPP Parent Child Nature Center Host Team: We’ve established 10 as min youth age, found that younger than age 10, kids are a bit ”clingier” with their parent and the team isn’t able to function as independently as desired.
• South Suburban’s summer VolunTeen Program targets youth age 12-15 with previous experience in programs or at facilities. After training, VolunTeens sign up to assist staff with specific programs and events during the summer
• CMoD min age 12 for special events and summer pogroms
• Boulder min age varies from 9-14, Sheryl chime in?
Safety

Emergency Response and Training

• What do you except your volunteer to do in an emergency, how do you train them to do that?

• SPP’s Parent Child Teams are in a suburban setting, with generally short response times for FT emergency services – train and reinforce to call 911 in even suspect Emergency service might be needed, holler for staff help, keep reporting party on hand.

• Always working with Staff who are trained in 1\textsuperscript{st} Aid/CPR/AED

• VolunTeens do get introduction to 1\textsuperscript{st} Aid and CPR (not certified) and working side-by-side with staff who are certified.
Positions of Trust, Background Checks

- South Suburban P&R does background check on all adults in a position of trust, as identified by volunteer job description. Positions of Trust include time when adult might be working on their own in presence of a minor.
- Background check release completed as part of application process.
- Paid for by the organization.
- Checks run by Human Resources Staff.
- Cleared from HR to staff person in charge or that volunteer; yellow or red flags go to group supervisor.

- Minors volunteering independently?
Recognition

- Recognition is an important part of working with volunteers
- Every volunteer should be recognized
- As a starting point, use traditional volunteer recognition system and be inclusive. (thank you notes, event, etc.)
- You might also need to customize for youth, families, and teens. (share examples)
Rewards

Community Chest
Bank Error in Your Favor
Collect $200

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New Energy

DMNS TEE NS ROCK!
They Challenge Us
Self-Efficacy

My ideas are worth sharing.
Role Models
Focus Groups

- Feedback
- Design programs
- Skill building
Brand New Skills
School Requirements
Career Exploration

AL YANKOVIC

When I Grow Up

Illustrations by Wes Hargis
Pivotal Experience
Shape the Workforce
Relationships
Make a Difference
Strengthening Community
Fulfill Your Mission & Theirs

Volunteering and feeling good

Mother-daughters team dedicates time for the betterment of others

By Christy Steadman

In the Zhou family’s opinion, volunteering brings a sense of purpose and service to those in need.

Highlands Ranch resident Nancy Zhou and her three daughters, Sabha, 12, Zoe, 10, and Addy, 8, enjoy spending time together by volunteering at the Highlands Ranch Library. Their weekly volunteer schedule is as follows:

- **Nancy:** “We love to do things as a family. Volunteering is something we can do together, and it’s rewarding seeing a positive impact.”

When school is in session, the girls stay busy with class assignments on their own, but still actively involved in volunteer work. Although, they say, their volunteer time is not as flexible when they are in school.

Tower touted as boost to safety

Highlands Ranch plan would aid first responders

Highlands Ranch plan would aid first responders

By Christy Steadman

In the future, the city of Highlands Ranch may see an improvement in its emergency communication network. A new plan for a 900-MHz network could provide better coverage for first responders and emergency services, including, but not limited to, the enforcement of fire department, schools, public works and road crews.

The plan would entail the installation of a new tower at the Highlands Ranch City Hall. The tower would provide better coverage for the city’s emergency communication network, including the 911 dispatch center and the city’s public safety radio system.

The project is expected to improve communication coverage in northern part of Douglas County, a fact that would be beneficial to both the city and its residents.

Contact information for further information on this project is available through the city’s website or by contacting the city’s public safety radio department.
I want to volunteer to give back what the museum has given to me. When I was younger, I went to camp at the museum and I learned a lot about space and other things. Volunteers also have worked all those kiosks in the exhibits. Those people have taught me so much by showing me how a catapult works. As a lover of the museum, I have seen volunteers helping every person and showing the visitors items that are used in space and artifacts from that time period that exhibit is showing. Next, volunteers have just been nice to my family and me and I want to do the same to other families and their kids. I just want to give back to the museum
Worthwhile Wordle
Do you have questions or concerns? Would you like to talk with others who are passionate about working with volunteers? Contact us, please!

- Sheryl Kippen, Boulder County Parks and Open Space  
  skippen@bouldercounty.org

- Angela Caudill, Children’s Museum of Denver  
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Thank you!