



# Volunteer Handbook 2011-2012

**OPENING DAY:** Saturday, October 29, 2011

**CLOSING DAY:** Saturday, April 28, 2012

**HOURS OF OPERATION**

Mon, Tues, Wed 2:00 to 6:30

Thursday 4:30 to 7:30

Friday 5:00 to 8:00

Saturday 9:00 to 1:00

2<sup>nd</sup> & 4<sup>th</sup> Sundays 2:00 to 5:00

**VOLUNTEER SHIFTS**

Mon, Tues, Wed Opener 2:00 to 3:30 – Tweener 3:30 to 5:00 – Closer 5:00 to 6:30

Thursday Opener 4:30 to 6:00 – Closer 6:00 to 7:30

Friday Opener 5:00 to 6:30 – Closer 6:30 to 8:00

Saturday Opener 9:00 to 11:00 – Closer 11:00 to 1:00

2<sup>nd</sup> & 4<sup>th</sup> Sundays Opener 2:00 to 3:30 – Closer 3:30 to 5:00

KidSpace Co-op  
365 Belmont Street  
Belmont, MA 02478  
(617) 484-TOYS (8697)  
[www.belmontkidspace.org](http://www.belmontkidspace.org)

This handbook lays out the instructions you'll need to conduct your volunteer shift. It includes separate sections for openers, tweeners, and closers—as well as a section describing duties that are common to all three shifts. Read through the instructions before you arrive for your shift, but don't worry if something is unclear. It will probably make sense once you get started. If not, there's almost always someone with more experience who'll be around to lend a hand. And feel free to email [info@belmontkidspace.org](mailto:info@belmontkidspace.org) with any suggestions for improving these instructions.

## VOLUNTEER INSTRUCTIONS

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### **VOLUNTEER INSTRUCTIONS:** *How to Open*

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- 1) On most days, the door to the church will be unlocked. If it is locked, please see instructions for opening on page 3.
- 2) Turn on all the lights with the switches just inside the doors to right of front door.
- 3) Get the KidSpace sandwich board and set it up outside near the railing to publicize that KidSpace is open.
- 4) Downstairs, turn on the lights on your left as you enter KidSpace.
- 5) Enter the gym via the door in the hallway by the bathrooms. Turn on the lights on your left as you enter including the light switches under the 'covers'.
- 6) Remove the gate that covers the double doors (with windows overhead) that separate the two rooms, and store it to the right of the double doors. Open the doors and use the orange cones to prop them open.
- 7) Check the "cleaning supply" area on the top shelf of the rolling cart to see if you need to restock any cleaning supplies. The cleaning supplies are in the supply closet.
- 8) Retrieve the two rolling carts from the supply closet (located through the door in the back of the main room, under the exit sign). The key to the closet is hanging on a nail to the right of the door frame. Release the floor bolt to open both doors. Return the key to the nail.
- 9) Set up the large rolling cart near the sign-in table. People will generally retrieve their own items from the cart and pay you for them.
- 10) Take the cash box and the computer off the large cart and place them on the check-in table. Plug in the computer's power cord and then plug the DSL modem's yellow cord into the computer's network cable jack, and its power cord into the computer.
- 11) Put the small coffee cart to the right of the mini supply closet that is next to the check-in table.
- 12) 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.
- 13) From the mini supply closet next to the registration desk, restock anything needed for the coffee cart and grab receipt book, name-tag blanks, pen, etc. Also take out a Payment Envelope and date it and put it in the cash box.
- 14) Open computer & push power button (at the back of the keyboard). Once Windows finishes loading, open Internet Explorer and it will load the registration webpage. The log in information for the laptop and database is in the white handbook binder and in the laptop bag.
- 15) Turn to 'How to Work the Registration Desk' on page 3 and have fun!

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### **VOLUNTEER INSTRUCTIONS:** *Tween & Cleaning shift duties*

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Instructions for 'How to Work the Registration Desk' are on page 3. In addition, tweeners are responsible for the three areas that are not cleaned weekly by the outside cleaning company. They are:

Kitchen Area and Playfood	Monday
Trucks & Toys in the baby crawl space	Tuesday
Train Table Toys & Doll area	Wednesday

Volunteers handling the Tween & Cleaning shift are responsible for cleaning these small areas. Cleaning entails using the spray bottles from the cleaning table and wiping with a paper towel. Please clean the areas assigned to the day. If any cleaning supplies need to be restocked, please get them from the supply closet. If the registration desk is busy during the twener shift and the cleaning doesn't get done, please ask the closers to take care of it.

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## **VOLUNTEER INSTRUCTIONS: *How to Close***

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Instructions for 'How to Work the Registration Desk' are below.

To clean up...

- 15 minutes before closing, flash the lights in both rooms and ask parents to begin to clean up
- Unplug coffee pot and dump out excess water
- Empty diaper pail and trash cans into one large trash bag. **PLEASE CHECK THAT NO DIAPERS ARE IN BATHROOM TRASH CANS.** On every day except Monday, the trash is left in the drums next to the supply closet in the back hall. On Mondays, all trash including the older trash in the drums should be placed on the curb outside the church for pick up. Do not leave the trash next to the elevator.
- Push riding toys against the wall in gym
- Return toys to appropriate stations

To close up registration...

- Close Internet Explorer (upper right corner) and shutdown the computer (click the Start menu on the bottom left corner, then the right arrow on the bottom right of the menu, then select Shut Down)
- Unplug the cables and leave them tidy, then put the computer in the carrying case.
- Leave money from snacks/slippers in the box; tally the amount received for Membership Fees and Day Passes and write the total on the envelope; deposit envelope in the lock box in the KidSpace Supply Closet (located through the door in the back of the main room, under the exit sign)
- Put receipt book, name-tag supplies, pens, etc. in the mini supply closet.
- Put the computer and cash box on the snack cart and return the snack and coffee carts to the KidSpace Supply Closet.
- Make sure that the key to the supply closet is hanging on the right-hand side of the door frame, **OUTSIDE THE CLOSET** – then close the door (it locks automatically)

To close up KidSpace...

- From the gym, close the double doors that go into the toy area. Place the gate to the right over the doors and secure with the barrel bolts attached to the gate. Exit the gym via the doors that lead to the hallway.
- Turn out lights in both rooms & hallways.
- Bring in KidSpace sandwich board from outside & store it near the elevator on street level
- If you are the last person to leave the building, use the Allen wrench hanging inside the door and turn the lock to the "locked" position. See picture on page 4 for the location of the Allen key hole. Turn the Allen key counterclockwise.

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## **VOLUNTEER INSTRUCTIONS: *How to Work the Registration Desk***

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**On the computer...**

- To sign into the KidSpace member database, click on the small "sign in" icon located in the top right hand corner of the screen.
- You will see the KidSpace Control Panel, which includes every form and report you should need to work registration. Please don't navigate away from this page. But if you do, **PRESS THE HOME BUTTON ON THE BROWSER TO RETURN** – this page is **NOT** accessible to the public through the menus.
- The control panel includes the following:
  - Member List – the list of registered members
  - Volunteer Schedule – the schedule of all of the shifts and which are filled/open
  - If the database does not show the Member List and Volunteer Schedule, please sign in again at the top right corner.

**When families enter, if they are...**

- **ALREADY A MEMBER**
  - ask them to grab their nametag and remind them to sign up for volunteer shifts
- **READY TO JOIN & they have NOT YET REGISTERED**
  - If it's not too busy, have them sit at the KidSpace computer and register and pay online.
  - If the computer is in use/not available and they are paying by cash/check, have them write down their information on the Kidspace registration form and then you can enter it later; collect \$50 full dues, or \$40 balance

of dues (confirm \$10 payment with receipt or in receipt book), and mark on the Payment Envelope: amount paid, check # or 'cash', and name of member. Give a receipt. If they want to pay by credit card, let them in for the day and trust that they will register and pay from home later.

- o Checks should be made payable to Belmont Parent's Network
- o give them a nametag, if needed

· A FIRST-TIME VISITOR and want to TRY IT OUT BEFORE JOINING

- o **Do not enter them into the registration database until they are ready to become members.**
- o collect \$10 fee (which will be applied to membership when they join), mark on the Payment Envelope: amount paid, check # or 'cash', and name. Give them a receipt and instruct them to bring the receipt back if they decide to join. We will also have a record in the receipt book.
- o give them a nametag, if needed

## Help members sign up for Volunteer Shifts!!!

- Click the Edit link on the shift they want and put their email in the form

## Other duties/things to know

- Put on a blue KidSpace apron so that other parents and kids will know who's volunteering the current shift.
- Checks should be made out to Belmont Parents Network
- Sell snacks, drinks, and coffee – everything is 75 cents each – and put money in cashbox (not envelope)
- Give receipts for slippers only if requested. Receipts are not given for snacks.
- Any issues with registration, please email [registration@belmontkidspace.org](mailto:registration@belmontkidspace.org)
- If we are running low on any supplies, please email [snacks@belmontkidspace.org](mailto:snacks@belmontkidspace.org)
- If you have any questions about your volunteer shift and duties, please email [volunteer@belmontkidspace.org](mailto:volunteer@belmontkidspace.org). If your question is urgent, please call Carrie Redi at 781-354-9715.
- If the volunteer for the next shift doesn't show up you can:
  1. Serve as volunteer for the next shift. This will count toward your three shifts for the year. Please email [volunteer@belmontkidspace.org](mailto:volunteer@belmontkidspace.org) and explain what happened.
  2. Flash the lights and announce that the volunteer hasn't arrived. Ask if anyone present would like to take the shift. If not, begin closing procedures. Email [volunteer@belmontkidspace.org](mailto:volunteer@belmontkidspace.org) and explain what happened.

## How to Unlock the Front Door

- 1) Retrieve the church key from 348 Belmont Street located across the street from the church. If your back is facing the front of the church, the house with the key is at about a direction of 11:00 (a little to your left) So walk straight across Belmont Street, turn left and walk until you get to the first house on your right. **DO NOT RING THE DOORBELL!** The key is hanging from a nail on the right post on the front porch.
- 2) Unlock the front door of church with key.
- 3) Use the Allen wrench hanging inside the door and turn the lock to the "unlocked" position. See picture to the right for location of the Allen key hole. Press and hold the door's "PUSH" door opener. With that held in, turn the Allen key clockwise until you feel it begin to tighten a bit. Release the door's "PUSH" door opener and it should now stay in the "IN" or "unlocked" position"
- 4) If your shift partner is with you, please return the church's key back to nail on the right post on the front porch of 348 Belmont Street. If not, please make sure as soon as your shift partner arrives that you (or your shift partner) returns the church's door key.

Last updated 11/18/11

