

## **VOLUNTEER TOUR GUIDE PARTICIPATION GUIDELINES**

### Objective

Under the supervision of the Tour Program Coordinator, guides will lead tours of the New Jersey State House for students, adults, families and dignitaries in order to teach them about the legislative process in New Jersey and the art and architecture of this historic building.

### Examples of Duties

- Lead a one-hour State House tour\* that connects your audience with the legislative process and the art and architecture of this historic building.
- Participate in a full training program dedicated to sharing the information necessary to lead comprehensive, engaging tours of the building.
- Contribute a minimum of twelve tours and/or Make-A-Law! programs† a year.
- Complete readings and other assignments, and join in ongoing training and support.
- Participate in periodic performance evaluations.
- Develop an understanding of the day-to-day operations of the Tour Office, and assist Tour Staff with pedestrian traffic control and logistics.
- Maintain flexibility, interest, enthusiasm, stamina, and good humor.
- At all times, be aware of the safety of visitors.
- Assist with reporting any damage or maintenance problems.
- Serve as a goodwill ambassador to the public, staff, and legislative members.

### Expectations

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\* The Tour Office also offers a 30-minute Symbols tour for groups in kindergarten through 2<sup>ND</sup> grade. After completing the initial tour guide training, volunteers can participate in additional training to lead a Symbols tour.

† The Make-A-Law! program is a 30-minute mock legislative session for groups in 3<sup>RD</sup> through 12<sup>TH</sup> grade. All volunteers must participate in additional training to lead Make-A-Law! programs.

- A volunteer tour guide must be able to complete the training and evaluation process, and communicate clearly and effectively to groups of up to fifty people. Individuals with special language skills, such as fluency in foreign languages or American Sign Language, can provide a valuable service for non English-speaking visitors or for the hearing-impaired. Reasonable accommodation may be offered for known communications limitations, such as using a portable microphone or wearing a hearing device.
- A volunteer tour guide must be sufficiently mobile to lead a group of up to fifty people through the State House on a prescribed tour route. The Standard Tour Route requires a guide to climb and descend up to fifty-nine steps. The Disability Tour Route is solely on the first floor and requires the cooperation of legislative officers to access the chambers. Volunteers with physical limitations may be offered reasonable accommodation.
- All volunteers are to refrain from any activity which gives the appearance of partiality to a political party, candidate or pending public policy initiative.

#### Our Commitment to You

- By the end of the training program, you will be able to lead a sixty-minute interactive tour of the State House, teaching visitors about the legislative process and fostering active participation in civic life. You will be able to employ special teaching techniques and a general knowledge of New Jersey history and the history of the State House to tailor discussions to the visitors' needs and interests.
- Offer supervision and feedback during the training process and throughout your serving as a volunteer.
- Train you in the techniques and methods necessary to conduct interesting and informative tours for children and adults.
- Sponsor continuing education programs that are designed to expand your knowledge of government, the State House and its collections.
- Recognize your service with special events that show the Tour Office's gratitude for your ongoing dedication and service.
- Endeavor to maintain a fun and interesting environment in which to expand your knowledge and develop your talents.