

JA BizTown®

JA BizTown Volunteer Manual

We appreciate all your assistance today in making this an outstanding learning experience for the employees in your assigned shop. Please read the following information about your day. If you have any questions please ask a JA BizTown staff member.

IMPORTANT DETAILS ABOUT TODAY

When the students arrive, they will be seated in the common area. We encourage you to listen to the orientation they receive, it will have many reminders for you.

At the end of the orientation, the employees assigned to your shop will report to you. Please hand out neck wallets and checkbooks and assist the CEO with the business startup meeting. The CFO will be at a short training, please start without them.

Volunteer role:

- Be positive and encouraging.
- Guide and remind students of job tasks
- Take charge of the students for the three staff meetings.
- Assist the CEO with the first staff meeting script.
- Lead the mid-day staff meeting and end-of-day staff meeting.
- Keep students engaged, calm, and on track.
- Troubleshoot problems should they arise.
- JA staff is always here to assist!
- Provide real-world experience and advice to the students.
- Allow students to do their jobs. Remember, you aren't receiving a JA BizTown paycheck today.
- Have fun!

Volunteer information:

- You may take a break as needed.
- You may eat lunch during any of the student break times. You may use the volunteer break room or the Café tables. Food is allowed in these areas only.
- Please remain inside the JA BizTown area during the day. If you need to leave for an emergency please let JA BizTown staff know so the area can be disarmed before you exit.
- Popcorn and beverages from the Café are free to you today. All food must remain in the Café area or the volunteer break room.
- You may have beverages in your shop, but please keep them away from citizen work areas.

Student expectations:

- Students must remain inside the JA BizTown area during the day.
- Students are allowed to eat in the Café area only. They may put any uneaten food back on the lunch bag shelves.
- No gum is allowed in JA BizTown.
- If a student is not on their break color, they should be working at their JA BizTown job.

Overview of the JA BizTown experience:

- Each student has been assigned a job in JA BizTown. Students are expected to work at their job throughout the JA BizTown day.
- JA BizTown Staff will track time and make announcements throughout the day. The timing is also shown on the two monitors in JA BizTown with a timer.
- Each shop will purchase **ONE** bin of supplies from the Distribution Center.
- Retail shops must price items between \$3.00 and \$5.00 using the **Orange Pricing Worksheet** located on the Sales Manager or CEO clipboard. The total of all item prices and any invoices and project payments should be enough to pay off the business loan.
- All retail sales must be entered into the Point of Sale (POS) system.
- If your workers have projects or special tasks, JA Staff will pay them for these projects. Once the worker has completed the necessary work, have them find a JA BizTown staff member to receive payment.
- Invoicing is done via the JA BizTown software program. If a shop worker is responsible for invoicing, these instructions can be found on the iPad, clipboard, or laptop.

Break rotations:

- JA BizTown citizens are divided into three color groups: **blue**, **red**, and **green**. This color indicates their break. JA BizTown staff will make announcements about break times.
- While one color group is at break, the other two groups should continue working on their job tasks.
- Citizens should go to US Bank on their break to deposit their paycheck.
- They can transfer money into their savings account at any time today by visiting with a Personal Banker.
- Students are expected to return to their shop when their break is over.
- You may eat your lunch during any of the break colors. If you are here with a student, you may join them in the Café for lunch.

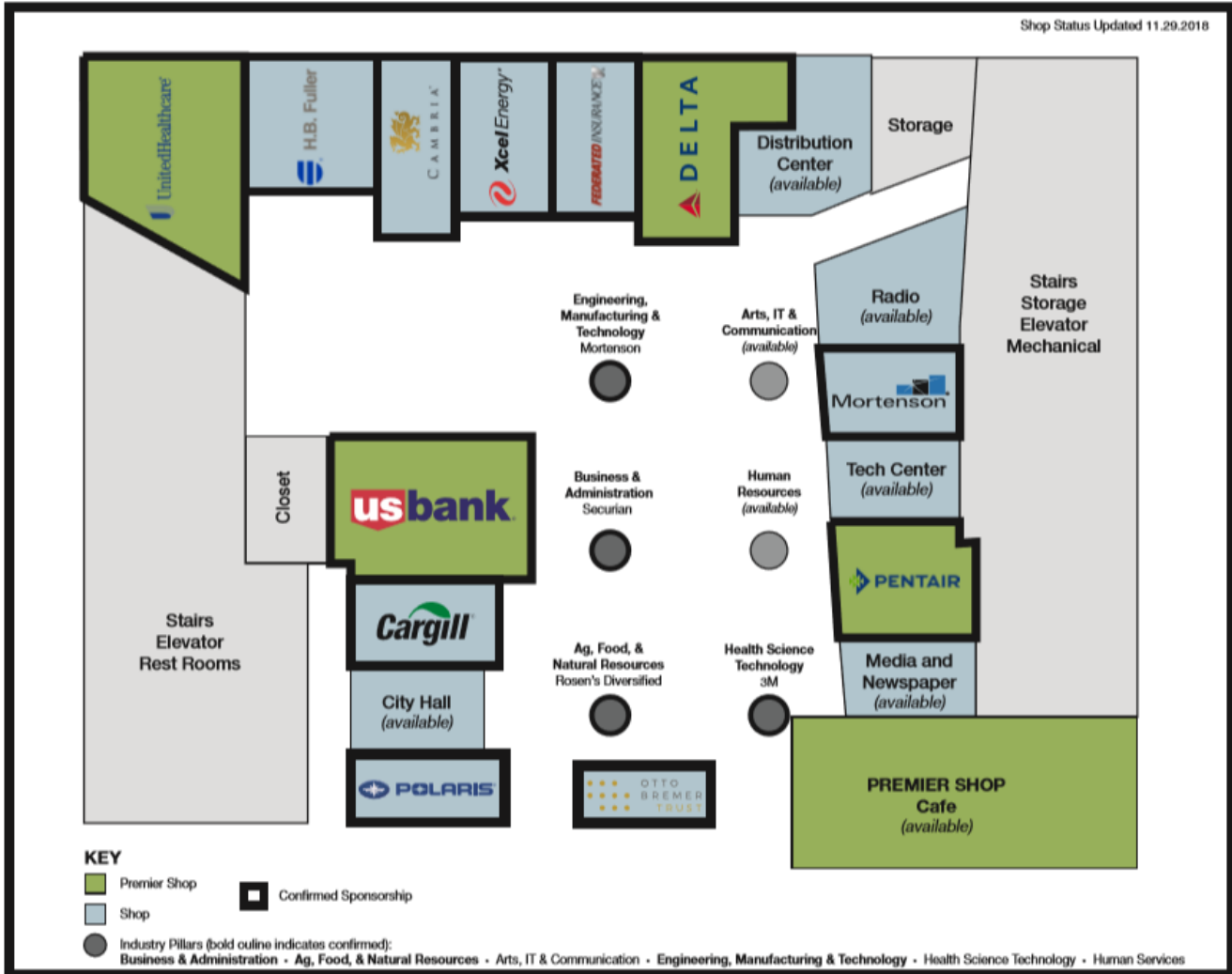
The sample schedule below reflects a 4½ hour simulation day. The times and schedule will be adjusted accordingly for a shorter or longer day. JA BizTown staff will track time and announce all transitions and staff meetings during the simulation. The schedule is also shown on the monitors in JA BizTown with a countdown timer.

- 15 Minutes **Student Welcome/Orientation**
- 30 Minutes **Business Start-Up**
- Staff meeting
 - Business supplies purchased from Distribution Center
 - Students read job duties
 - Business loans processed at bank
 - Prices set
 - Production of products and services begins
 - Pledge of Allegiance
- 15 Minutes **Opening Town Meeting**
- Introduction of Mayor
 - Mayor's speech highlighting importance of voting and preview end-of-day awards
 - All CEOs give speeches except US Bank
- 10 Minutes **Uninterrupted Business Start-Up (at each business)**
- 90 Minutes **Employee Work and Break Rotations (3 sessions/30 minutes each)**
- First employee bank deposit
 - Employees may open savings account
 - Employee lunch session
 - Retail businesses open for sales
 - Employees begin to shop
- 15 Minutes **Uninterrupted Staff Meeting (in each assigned business)**
- 60 Minutes **Employee Work and Break Rotations (3 sessions/20 minutes each)**
- Second employee bank deposit
 - Shopping continues
- 10 Minutes **Business clean-up**
- Businesses restored to original set-up
 - Remaining inventory organized
 - Return clipboards and neck wallets to their original location
 - Return iPads and JA BizTown cash
- 10 Minutes **Final staff meeting (in each assigned business)**
- Volunteers review learning opportunities from the day
- 15 Minutes **Closing Town Meeting**
- Mayor speaks
 - Awards presented
 - Voting results reported
 - End-of-day speeches: various citizens report pertinent information
 - Mayor thank you's

Job title	Gross Pay	Net Pay
CEO	\$9.00	\$8.82
CFO	\$8.50	\$8.33
All other employees	\$8.00	\$7.84

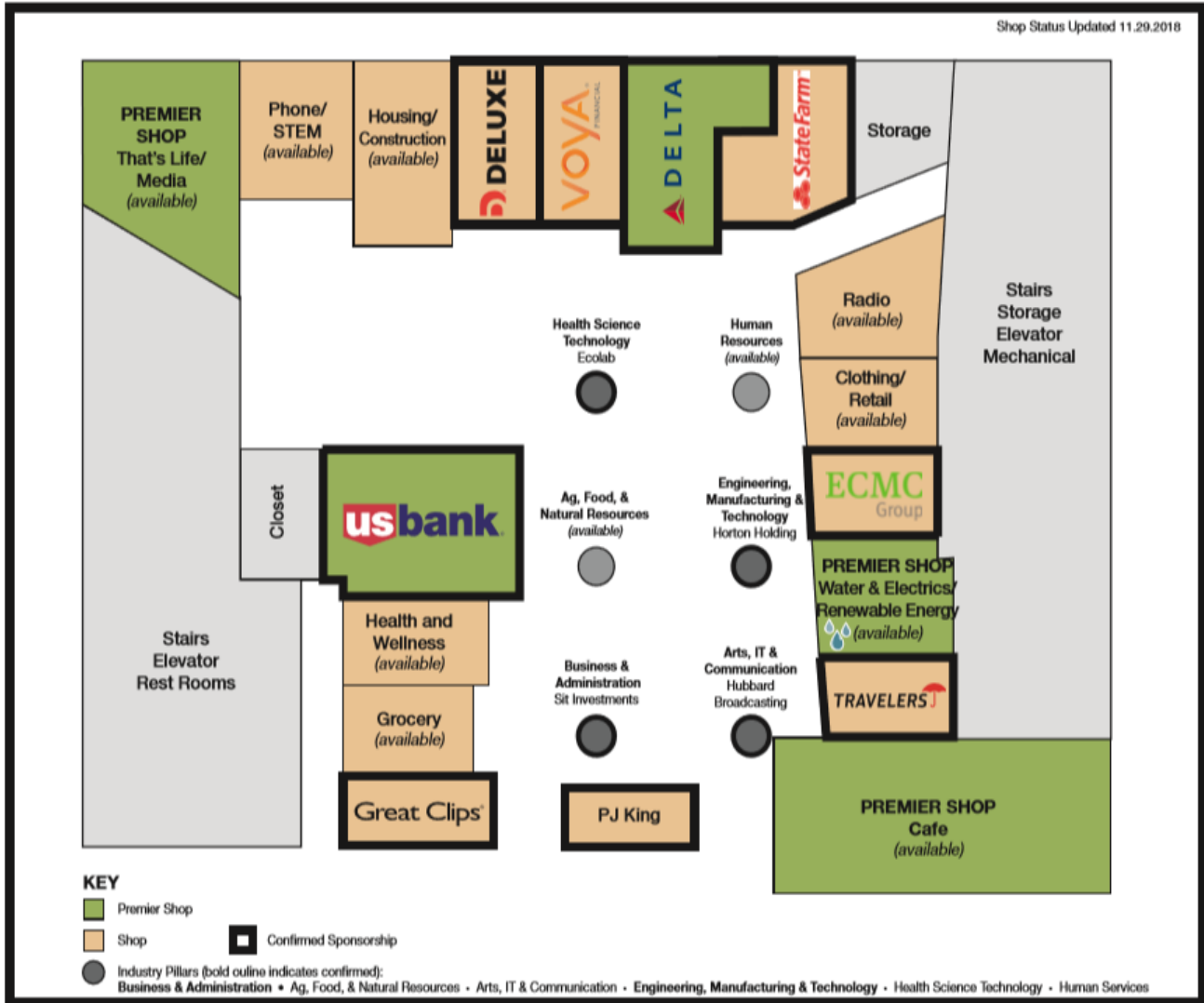
Experiential Learning Lab #1 (JA BizTown)
 Support provided by the Whitney and Elizabeth MacMillan Foundation

Shop Status Updated 11.29.2018



Experiential Learning Lab #2 (Dual Lab) Support provided by the Peter J. King Family Foundation

Shop Status Updated 11.29.2018



In case of FIRE:

- From the **second floor**, escort students down the main stairway and have students gather near the front of the building near the tree.
- From the **third floor**, escort students down the back stairway and have students gather near the front of the neighbor to the back.
- Teachers should account for all students.

In case of TORNADO:

- From the **second floor**, escort students down the main stairway to the basement and have the students gather in the incubator space.
- From the **third floor**, escort students down the back stairway and have students gather in the kit room area and staff kitchen.
- Teachers should account for all students.

Junior Achievement Social Media Policy

Social media (e.g., Facebook, Twitter, LinkedIn, Instagram) is a powerful communications tool. Junior Achievement (“JA”) expects all volunteers, employees, and board members to abide by its social media policy in all their communications on any social media site.

JA volunteers/staff must communicate on social media sites professionally and respectfully, just as JA would expect them to communicate were they present in person. All communications with young people must be appropriate, both in terms of the student’s age and the relationship between the adult and student. Profanity, sexualized language or jokes, images of a sexual nature, or similar communications involving adult topics, drugs or alcohol, are never appropriate around students, no matter if they occur in person, in an email or text message, or on a social media site.

Admins, editors, and account holders of JA social media accounts must keep separate any social media communications that implicate JA from their own personal communications. Young people may have difficulty distinguishing among an adult’s different roles. Therefore, JA volunteers/staff must presume that any communications with a JA student will be perceived by the student as relating to JA business and must act accordingly.

In compliance with Junior Achievement’s existing volunteer/staff conduct standards, JA volunteers/staff should not actively “friend,” “follow” or correspond with minor-aged students directly through common social media platforms, such as Facebook and Twitter. The only social media interaction with students should occur through a JA-administered social media platform as part of a JA program and with the consent of students’ parents. JA volunteers should not reach out to any minor students through public platforms such as Facebook, Twitter, LinkedIn, Instagram or any other social media platform not directly controlled by JA. For the safety and privacy of students, no photos may be taken or published in any format without the written permission of a JA staff member.

The following applies to JA volunteers who post on or manage “Official JA Profiles” as outlined below:

Any social media profile used by JA volunteers, employees, students, or supporters that is used professionally, for promotion of JA or for regular communications is an “Official JA Profile”. All Official JA Profiles belong to JA and not to any volunteer/staff. As the exclusive property of Junior Achievement, JA will retain all Official JA Profiles when the volunteer /staff associated with the profile ends his or her relationship with JA for any reason. JA retains full rights to all Official JA Profiles, regardless of the wishes of a current or departing volunteer/staff who has operated or maintained the profile while working at JA.

Two or more JA volunteers/staff must have access to “admin” status on each Official JA Profile. Each JA volunteer/staff who manages or has access to Official JA Profiles will provide the username and password to the social media profiles to the local JA office. JA volunteers/staff agree to cooperate in good faith with JA to ensure that JA has the ability to access and control all Official JA Profiles.

Any JA volunteer/staff who reasonably suspects misconduct related to social media or any violation of this policy must report these suspicions immediately to the appropriate local JA representative.

Signature: _____

Date: _____

Name: _____
(please print)

Junior Achievement Volunteer Conduct Standards

Junior Achievement (JA) serves youth. JA volunteers teach valuable lessons in their program delivery and especially in their conduct with students. Adult misconduct with or in the presence of youth carries serious consequences. Because Junior Achievement cares that its volunteers have healthy, appropriate relationships with the youth they serve, it has established the following standards.

1 *Young people look to adults for examples of appropriate behavior.* JA volunteers must use appropriate language and model honorable behavior, such as respect, integrity, honesty, and excellence. Profanity or sexualized language or jokes are inappropriate when working with students, regardless whether it occurs face-to-face, over the Internet, or by any other means. JA strictly forbids violating any state law regarding interactions with youth; for example, providing them alcohol or legal or illegal drugs, or coaxing them into illicit relationships over the Internet or otherwise.

2 *Volunteers must take particular care when touching youth.* Most adults understand the difference between appropriate physical contact such as a handshake or pat on the back, and contact that is sexual or disrespectful. Volunteers also must be cognizant of how any physical contact may be perceived.

3 *Interactions with students must both be appropriate and appear appropriate.* It is expected that volunteers' interactions with students are at all times appropriate and professional, and are strictly related to the role of business mentor. It is unacceptable to seek or engage in one-to-one meetings with students at any time.

4 *Volunteers are responsible for the quality of interactions.* Students often find it difficult to state discomfort or objections. Volunteers must be especially sensitive to physical and verbal cues that youth provide.

The aforementioned standards do not represent a comprehensive list. Other actions not included could result in suspension or dismissal as a volunteer. JA volunteers also must read and comply with JA's Social Media Policy.

Junior Achievement takes all complaints of misconduct seriously. Credible allegations of misconduct will be promptly reported to the appropriate authorities. During any such investigation, the JA volunteer will not perform services as a JA volunteer. If an investigation determines misconduct occurred, it will result in the immediate and permanent dismissal as a JA volunteer.

Any JA staff member or volunteer who reasonably suspects misconduct must report these suspicions immediately to the appropriate JA staff person with their JA Area.

-----**Sign and return**-----

I have received copies of Junior Achievement's Volunteer Conduct Standards and Social Media Policy and have read, understand, and will abide by these standards. Please return this form to your JA Area.

By signing this, I hereby certify that I have never been charged with violence, or any type of charge involving a child or young person, or, if I have, that I have fully disclosed in writing the facts regarding such a charge to my local JA Area.

Signature: _____ Date: _____

Name: _____

(please print)