



Policy: Visitor Policy & Procedure

Department: Museum

Effective Date: 2009

Revision Date: November 5, 2020

Review Date: December 2023

1. Coverage

This policy applies all Bruce County Museum & Cultural Centre (BCM&CC) regular full-time, regular part-time, temporary/seasonal, contract employees and volunteers.

2. Policy Statement

The following procedures are in place to create a safe and pleasant environment and a positive and memorable experience for all our clients and patrons. All staff and volunteers must be familiar with the provisions of this policy, and ensure they are followed.

3. Procedure

General

- All visitors entering the BCM&CC are subject to video surveillance following guidelines set out in the County of Bruce Surveillance Systems Policy and Surveillance Systems Procedure.
- All visitors are asked to refrain from running, shouting and disruptive behaviour.
- All visitors are asked to show respect to other visitors, volunteers and staff and are to refrain from swearing, yelling or otherwise abusive behaviour.
- In compliance with the Smoke-Free Ontario Act, smoking, vaping and the use of cannabis and its derivatives and electronic cigarettes are not permitted inside the Museum building.

- Food and drink are not permitted in the permanent Museum galleries and exhibits unless specifically permitted by the Museum as part of a special event or facility rental.
- Pets, except for service animals, are not permitted.
- Visitors will be asked to be considerate of other patrons in the facility when using technology such as cell phones and tablets in the exhibition galleries.
- Children 12 and under must be accompanied by an adult.
- Visitors must inform the Visitor Services Reception desk, on level 2, immediately, should a child or children or dependent become lost or separated from their guardian(s). Staff will refer to the Bruce County Emergency Code Procedures - Missing Person.
- Visitors are to report to Visitor Services Reception on Level 2 for first aid or lost and found services. The BCM&CC is not responsible for lost or stolen items.
- Contractors are required to sign in and out at Visitor Services Reception.
- Volunteers are required to sign-in and out at the Volunteer Sign-in Board.
- The County of Bruce has a 'nut-aware' policy which does not guarantee the County's facilities including the BCM&CC will be free of nuts or nut products but rather is intended to raise awareness and encourage volunteer compliance. That policy can be found online at <https://brucecounty.on.ca/anaphylaxis-policy>.

Accessibility

- Wheelchairs will be provided free of charge, subject to availability, from Visitor Services Reception.
- All levels of the Museum are accessible by elevator.
- Accessible washrooms are located on all levels of the Museum. The visitor washrooms on level 2 and 3 are equipped with Emergency Assistance buttons. There is also a family washroom on the lower level of the building.
- Wheelchair parking and an accessibility ramp are available at the front of the building - 33 Victoria St. N.
- Collapsible ramp available upon request from Visitor Services Reception for access to the log home

Photography

- Visitors are encouraged to capture their experience at the Museum, so personal, non-commercial photography is permitted.
- Depending on the nature of exhibits, photography may be prohibited in selected areas. The areas where photography is not permitted will be clearly identified and visitors will be asked to observe the no-photography policy in these areas.

Review

- This Policy will be reviewed every three years by Management or when deemed necessary for amendments. Policy changes must be approved by the BCM&CC's governing body, Bruce County Council.

Related Forms & Policies

- County of Bruce Surveillance Systems Policy
- County of Bruce Surveillance Systems Procedure
- County of Bruce Anaphylaxis “Nut Aware’ policy
- County of Bruce Anaphylaxis Individualized Plan
- County of Bruce Anaphylaxis Exemption Application