



Policy: Volunteer Program Policy

Department: Museum

Effective Date: February 3, 2011

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Review Date: May 2027

1. Coverage

All Bruce County Museum & Cultural Centre (BCM&CC) volunteers and BCM&CC employees working with BCM&CC volunteers.

2. Policy Statement

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

- The intent of this Policy is to provide guidelines for the operation of the volunteer program. The policy establishes standards governing the program: the selection of volunteers, the kind of work assigned to volunteers, the quality of work expected and the responsibilities and rights of volunteers, as well as the responsibilities of the BCM&CC and staff involved in the volunteer program.

3. Procedure

Volunteer Program Policy:

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Goals of the Volunteer Program

- To enrich and expand the services of the BCM&CC through the use of trained volunteers;
- To provide the opportunity for public participation;
- To create an environment where qualified volunteers can acquire new skills and further education through selection, training, and enriching experiences;
- To create an environment where qualified volunteers can use their skills and experience to enhance programs and activities of the Museum.

Definition of a Volunteer

- A volunteer is an individual who freely chooses to work for the BCM&CC without financial remuneration. The work is as varied as the operation itself and can include such functions as assisting with educational programs, special events visitor services and reception assistance, display renovations, research, clerical work, grounds maintenance and fundraising. A volunteer is reflective of their community and is vital to the operation of the Museum for their diverse points of view and skill sets.

Volunteer Application Process

- The BCM&CC encourages diverse cultural and educational backgrounds in volunteers and offers orientation, training, and placement. Applicants for a volunteer position, who can carry out the work required, will not be denied selection on the basis of nationality, race, creed, age, sex, or physical disability. Applicants under the age of 18 will be required to obtain written consent from a parent or guardian.
- All Volunteers over the age of 18 shall undergo a Criminal Reference Check, at their own expense, which includes search of the Vulnerable Sector Database, which must be undertaken at the Police Services or OPP from the municipality in which the volunteer resides.

- If an issue is found in the Criminal Records Check the HR employee will contact the Volunteer Coordinator who will then contact their Supervisor and the Director of Museum and Cultural Services to review. A decision will be made whether the volunteer will be able to engage in volunteer duties at the BCM&CC and they will be notified with the results.

Grounds for Dismissal

- Efforts will be made to modify any behaviors of a Volunteer that are deemed to be detrimental to the BCM&CC, through discussion between the Volunteer Coordinator and the volunteer in question.
- Depending on the severity of the misconduct, immediate dismissal of the volunteer may be necessary.

Orientation and Training

- Prior to placement in any program, volunteers will be interviewed and registered by the Volunteer Coordinator or designated staff.
- Upon acceptance, a volunteer will receive a full tour of the BCM&CC with an emphasis on fire exits and extinguishers and a briefing on emergency procedures.
- For Youth volunteers this health and safety training will include completing the Worker Health and Safety Awareness booklet and test provided by the OHSA.
- Volunteers will receive appropriate orientation and training including health and safety and briefing on relevant County Policies, such as the Accessibility Policy and the Serving and Consumption of Alcohol Policy

Volunteers are encouraged to observe at least one educational tour completed by a trained guide, as well as attending any programs they are interested in assisting with. We request that all volunteers be familiar with the programs and the operations prior to signing up for a volunteer opportunity.

Responsibilities of the Volunteer Coordinator

The Volunteer Coordinator at the BCM&CC oversees the Volunteer Program and has the following responsibilities in this role:

- Provide an interview for prospective volunteers who will include a general orientation of the operation and a description of their duties.
- Place the volunteer in a position suitable to their skills and abilities.

- Keep volunteers updated in terms of communication and information.
- Hold training sessions as required for various activities and programs.
- Assist with supervising volunteers at special events and programs, when feasible.
- Provide written verification of Volunteer hours for Youth Volunteers.

Rights and Responsibilities of Volunteers

- Complete a Volunteer Application form and be interviewed.
- Attend any necessary orientation or training session to complete their assignments.
- Adhere to the volunteer BCM&CC Volunteer Code of Conduct
- Appreciate the need to maintain a professional business atmosphere in the workplace and will respect the time pressures existing within the departments for which they work. A regular and punctual work schedule will be maintained. Notice of inability to meet scheduled work commitments will be given, whenever possible, well in advance.
- Maintain confidentiality in areas of sensitivity such as fundraising, database information and Museum collections.
- Not accept financial remuneration for regular volunteer services rendered on behalf of the Museum from either the Museum or from organizations receiving services.
- Follow health and safety procedures for their work areas as outlined by their staff supervisor.
- Sign in and out on the Volunteer board to track their presence in the building for emergencies and to track the number of volunteer hours contributed.
- Participate in training for operations orientation and health & safety and read and accept the stipulations of the Accessibility policy and all other relevant policies.
- Volunteers will receive appropriate supervision and training to complete tasks competently and safely.

Youth Volunteer Program

Youth Volunteers are defined as volunteers 12-18 years of age. They will not be required to complete a criminal reference check. They will be required to complete a Health and Safety Manual as mandated by the OHSA.

Volunteer Opportunities

Volunteers are the building blocks of our museum. Many of our activities and programs benefit from the assistance of dedicated volunteers. Volunteer opportunities are varied and include:

- Working with children in school and specialty programs
- Guiding visitors and groups through exhibits
- Acting as interpreters in the interactive exhibit spaces
- Providing administrative/clerical assistance
- Data input
- Digital projects
- Providing support at special events
- Assisting genealogy researchers
- Setting up new exhibits
- Artistically painting exhibit walls
- Researching exhibit information
- Writing and updating exhibit scripts for Museum Tour Guides
- Assisting with fundraising events
- Cataloguing artifacts
- Bartending for Museum functions
- Gardening
- Meeting and greeting visitors in the lobby
- Committees as struck to develop specific programs
- And so much more!

Recognition and Appreciation

Volunteers shall receive recognition for their hours of service and outstanding service.

Budget

The budget for the Volunteer Program will be defined annually and is intended to support the awards and appreciation day event for the BCM&CC Volunteers.

Surveys and Feedback

The use of ongoing surveys to the volunteers to request feedback regarding the volunteer program at the BCM&CC will be conducted and the results will be considered for decisions affecting the program in future years.

Policy Review

The Volunteer Program Policy will be reviewed every three years by Management or when deemed necessary for amendments. This Policy may not be changed without the approval of Bruce County Council, the governing authority of the Corporation of the County of Bruce.

RELATED FORMS & POLICIES

Policy 12. Workplace Violence Prevention Policy

Policy: E1 Workplace Harassment Policy: Serving and Consumption of Alcohol Procedure

Policy: Accessibility Policy

Policy: Visitor Policy & Procedure

Procedure: Safe Work Practices

Procedure: Volunteer Police Check and Declaration

Policy E13: Computer Usage Policy

Policy: H03 - Social Networking

Policy: Anaphylaxis 'Nut-Aware'

Policy: ITS-06 Generative AI Policy