



# Volunteer Association Manual

Contents

Contents..... 2

Greetings from the President & CEO ..... 3

Volunteering at the AGH..... 4

    General Expectations for Volunteers ..... 4

    Benefits of Volunteering ..... 4

    Specific Expectations for Volunteers by Placement ..... 5

Policies and Procedures ..... 8

    Code of Conduct..... 8

    Screening ..... 8

    Membership ..... 8

    Orientation and Training..... 8

    Recording Hours ..... 8

    Communications ..... 8

    Responsibility..... **Error! Bookmark not defined.**

    Dress ..... 9

    Addressing Questions and Concerns..... 9

    Interaction with the Public ..... 9

    Accessibility (AODA) ..... 9

    Speaking on Behalf of the Organization..... 9

    Use of Personal Car for Volunteer Duties ..... 9

    Reimbursement for Parking/Public Transit..... 10

    Breach of Policy..... 10

Health, Safety, and Security..... 11

    Insurance ..... 11

    In the Event of an Emergency ..... 11

    Evacuation of the Building ..... 12

    Building Access Outside of Public Hours..... 12

    Signing In and Out ..... 12

    Right to Refuse Unsafe Work ..... 12

    Identification Badges ..... 12

About the Volunteer Association ..... 13

    About the Volunteer Association Executive ..... 14

Appendix A: Current Volunteer Association Executive ..... 17

Appendix B: Volunteer Committee Past Chairs ..... 17

Appendix C: Volunteer Code of Conduct ..... 18

    Acceptance of Responsibilities ..... 21

## Greetings from the President & CEO

On behalf of the Board of Directors and the Staff of the Art Gallery of Hamilton I'd like to welcome you to the AGH Volunteer Association. Volunteers have a very long history of supporting the AGH and we truly couldn't do what we do without our volunteers.

By joining the Volunteer Association, you are joining a team of 120 dedicated and passionate volunteers who are committed to supporting the AGH as we work to bring outstanding exhibitions and complementary programming to visitors of all ages. I hope you find the experience to be rewarding, enjoyable and fun!

Thank you for your support; I look forward to seeing you around the Gallery.

Shelley Falconer  
President & CEO

## Volunteering at the AGH

### General Expectations for Volunteers

All AGH Volunteers:

- are committed to fostering an inclusive, equitable, and safe space for all
- are interested in the arts
- are enthusiastic, willing to learn, reliable, punctual, relate well to others, and provide a competent level of job performance
- support the AGH, and follow AGH policies and procedures
- have access to email and the internet
- are encouraged to be Members of the AGH

### Benefits of Volunteering

In addition to knowing that they are personally supporting the Gallery through sharing their time and talents, Volunteers benefit from other tangible benefits.

Among them:

- behind the scenes view of the AGH and its operation
- complimentary admission to all Gallery exhibitions
- discounts in the Shop at AGH
- reciprocal benefits under the Attractions Ontario Reciprocal Admission Program, including complimentary admission and discounts to various attractions across Ontario. (For a complete listing, please contact the Membership department at extension 241)
- recognition by the Gallery and the Volunteer Association (eg. Ontario Service Awards, National Volunteer Week, AGH Volunteer Awards)
- discounted membership
- tax receipt for parking costs (explained on p. 10)
- opportunities to engage in social activities with other volunteers

## Specific Expectations for Volunteers by Placement

| Placement                                                                                                                               | Minimum Commitment                                                                                                                                                                                                                                                                              | Skills Required                                                                                                                                                                                                                | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center;"><b>EDUCATION<br/>(Docents)</b></p> <p>Staff Supervisor:<br/><i>Head of Programs<br/>and Learning</i></p> | <ul style="list-style-type: none"> <li>• successfully complete a 12 week introductory training program</li> <li>• undergo a Criminal Record Check (CRC)</li> <li>• attend bimonthly Docent meetings (September-June)</li> <li>• conduct 2 hours of tours monthly (subject to demand)</li> </ul> | <ul style="list-style-type: none"> <li>• communication and interpersonal skills</li> <li>• research skills</li> <li>• computer skills</li> <li>• ability to work independently</li> <li>• ability to work on a team</li> </ul> | <ul style="list-style-type: none"> <li>• plan and conduct tours alone and in collaboration with others</li> <li>• use inquiry, discussion, and interactive strategies to facilitate small groups of all ages, needs, and abilities in connecting personally with the art</li> <li>• learn about new exhibitions</li> <li>• develop and refine touring strategies</li> <li>• adhere to the policies and procedures in the AGH Docent Manual</li> <li>• work both independently and as a member of a team</li> <li>• use appropriate resources for research and development</li> <li>• communicate with Docent Liaison and Staff Supervisor if unable to fulfill minimum commitment</li> </ul> |
|                                                                                                                                         |                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Placement                                                                                                                                          | Minimum Commitment                                                                                  | Skills Required                                                                                                                                                                                                                               | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p style="text-align: center;"><b>RETAIL</b></p> <p>Staff Supervisor:<br/><i>Manager, Retail</i></p>                                               | <ul style="list-style-type: none"> <li>• 1-3 shifts per month</li> <li>• 3-4 hour shifts</li> </ul> | <ul style="list-style-type: none"> <li>• communication and interpersonal skills</li> </ul>                                                                                                                                                    | <ul style="list-style-type: none"> <li>• provide excellent customer service: greet customers, answer questions, and use good judgement to determine the level of service required</li> <li>• keep up to date on products, and convey this information to customers</li> <li>• receive, price, and inventory merchandise</li> <li>• assist in upkeep of the store's appearance</li> <li>• assist at special Retail events</li> </ul>                                                                                                                     |
| <p style="text-align: center;"><b>VISITOR &amp; MEMBER SERVICES</b></p> <p>Staff Supervisor:<br/><i>Head of Marketing &amp; Communications</i></p> | <ul style="list-style-type: none"> <li>• 1 shift per week</li> <li>• 4 hour shifts</li> </ul>       | <ul style="list-style-type: none"> <li>• communication and interpersonal skills</li> <li>• computer skills, including the ability to learn new point-of-sale software</li> <li>• comfort and confidence in dealing with the public</li> </ul> | <ul style="list-style-type: none"> <li>• provide guests superior, individualized service, and maintain a friendly and approachable manner</li> <li>• promote Gallery Membership</li> <li>• process cash/debit/credit card transactions</li> <li>• remain fully versed in Gallery exhibitions, activities, programs, and events, as well as attractions and events in the city</li> <li>• field and facilitate in-person and phone inquiries</li> <li>• keep track of attendance</li> <li>• maintain a neat and orderly visitor services area</li> </ul> |

| Placement                                                                                              | Minimum Commitment                                                                                           | Skills Required                                                                                                                                                                                                                                           | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>SPECIAL EVENTS</b></p> <p>Staff Supervisor:<br/><i>Wedding &amp; Event Services</i></p> <p>.</p> | <ul style="list-style-type: none"> <li>• as events are scheduled</li> <li>• varying shift lengths</li> </ul> | <ul style="list-style-type: none"> <li>• communication and interpersonal skills</li> <li>• enjoy helping people</li> <li>• relaxed and confident demeanor</li> <li>• ability to work independently</li> <li>• ability to work as a team member</li> </ul> | <ul style="list-style-type: none"> <li>• provide guests with a positive first impression of the AGH by offering individualized service, and by maintaining an approachable manner</li> <li>• participate in special events in one or more roles: greeting/directing, coat check, ticket sales, promotion, registration, information desk, set-up, gallery ambassador, usher, and performer assistant</li> <li>• set-up and take-down event spaces when required</li> <li>• provide administrative assistance</li> </ul> |

The Volunteer Association Executive is supported by the Volunteer Co-Ordinator, a member of the AGH staff. The Volunteer Co-Ordinator is Kate Johnston-Howard, HR & Operations Coordinator – [kjohnston@artgalleryofhamilton.com](mailto:kjohnston@artgalleryofhamilton.com).

## Policies and Procedures

### Code of Conduct

All Volunteers will be required to review and acknowledge the Volunteer Code of Conduct prior to beginning their duties. The Volunteer Code of Conduct can be found as Appendix C to this document.

### Screening

Volunteers in the Education placement will undergo a Criminal Record Check at the expense of the AGH. Acceptance of a Volunteer with a criminal record is at the discretion of the President and C.E.O.

### Membership

All Volunteers are encouraged to be Members of the AGH in good standing. The AGH provides a Volunteer financial assistance in instances of financial need; contact Development & Membership Services for details. Volunteers who are considered “active” at the time of membership renewal are eligible for a discounted rate.

### Orientation and Training

Volunteers will be active participants in the orientation program provided by the Volunteer Association, and in the specific training for AGH programs and placements.

### Recording Hours

Volunteers will record all time spent volunteering, including time spent training, in orientation, or during regular duties. Please log hours using the TRACK MY VOLUNTEER HOURS button on the Volunteering page of the AGH website or the black binder at the Visitor Services desk, or whichever tool is currently in use at the time of orientation to the AGH. Volunteer hours have a significant impact on the Gallery’s ability to secure grant opportunities.

Volunteers who have not recorded any hours over a three-month period may be contacted to ascertain whether they intend to remain an active Volunteer.

### Communications

Volunteers should have access to email and should check it regularly.

### Responsibility

Volunteers who have committed to a program, position, placement, or shift, should be prepared, on time, and on task. Volunteers unable to fulfill a commitment will immediately contact their staff supervisor through the Gallery switchboard (905-527-6610 ext. 0).

If you wish to take a leave of absence due to unforeseen circumstances, or wish to resign from your placement, please contact one of: your Staff Supervisor or your Placement Volunteer Liaison.



## **Dress**

The AGH does not have a standard Volunteer uniform. Clothing choice is at the discretion of Volunteers, who will keep in mind that they represent the Gallery. Volunteers are encouraged to wear appropriate clothing for their shift, keeping in mind the tasks and work environment. For special events, Volunteers may be asked to wear all black. If in doubt, consult with your staff supervisor.

## **Addressing Questions and Concerns**

Volunteers will direct any questions or concerns about their assignment to their staff supervisor, or to their Volunteer Association Placement Liaison. Should the question or concern not be adequately addressed, the Volunteer will contact the Volunteer Co-Ordinator.

## **Interaction with the Public**

The AGH strives to create an accessible, equitable, friendly, inclusive, and barrier-free environment. At all times, Volunteers will maintain a professional attitude and behaviour, treating everyone with courtesy, kindness, patience, and respect. Volunteers will never harass, discriminate against, belittle, embarrass, nor alienate anyone, regardless of age, ability, ethnicity, gender expression, or socio-economic position.

The AGH maintains a no-touch policy: Volunteers must not touch anyone, regardless of age or ability without first asking permission; in the case of a minor, Volunteers will not touch without obtaining permission first from the supervising adult.

## **Accessibility (AODA)**

Volunteers will review the [AGH's Accessibility Policy](#) and complete the required AODA training to ensure they are familiar with the policies and procedures outlined and that their Volunteer work will support the principles of dignity, independence, integration, and equal opportunity of people with disabilities. The policy is available on the AGH website at <https://www.artgalleryofhamilton.com/wp-content/uploads/2017/03/AGH-2017-Access-Policy.pdf>

The AGH strives to make its collections, exhibitions, programs, and services accessible to all visitors. We are committed to working in partnership with staff, Volunteers, and the community to identify, prevent, and remove barriers to participation.

## **Speaking on Behalf of the Organization**

Volunteers will not speak on behalf of AGH, unless specifically invited by the Board or Senior Management to do so. Other than answering queries directly linked to their Volunteer position, Volunteers will not make any statements that might affect or obligate the AGH in any way.

## **Use of Personal Car for Volunteer Duties**

Please be advised that the AGH does not insure personal vehicles used by Volunteers on AGH business.

## **Reimbursement for Parking/Public Transit**

The AGH does not directly reimburse Volunteers for parking/public transit expenses. The AGH does, however, offer Volunteers a tax receipt totalling the amount of parking/fares paid while on Gallery duties. The procedure to receive a tax receipt is as follows:

The Volunteer will:

- retain all applicable parking receipts or proof of payment for transit fares during the year
- total the receipts and complete an expense report
- attach a personal cheque made payable to the Art Gallery of Hamilton for the total amount of the receipts
- submit the expense report and cheque to the Finance Department by the beginning of December. If it is not possible to submit receipts by this due date, include them with the following year's report.

The AGH will

- cash the Volunteer's cheque on the last working day of December
- issue a cheque for the same amount as the receipt total
- mail a tax receipt to the Volunteer for the same amount

## **Breach of Policy**

In instances of policy violation, including but not limited to, internal or external complaints, non-attendance, violation of policy or procedure, there is a three-step process.

1. For a first incident, the staff supervisor or Volunteer Co-Ordinator will discuss the violation with the Volunteer, and with the Volunteer Association Placement Liaison/Volunteer Association Executive Chair if requested. The Volunteer will be given the opportunity to voice his/her side of the violation. A resolution to the problem and a time-frame will be agreed upon, and will be documented.
2. For a second incident, the staff supervisor or the Volunteer Co-Ordinator will provide a written statement documenting the concern, outlining the required solution, and the course of action to be taken if the solution is not achieved – in most cases, termination from the Volunteer Association.
3. For a third incident, if no suitable resolution has been achieved, a meeting with the Volunteer, the Staff Supervisor, Volunteer Co-Ordinator, and the Director, People & Operations. The Volunteer will be asked to leave the Volunteer Association.

N.B. In cases of very serious violations (including harassment, touching, endangerment), the staff supervisor, Director, People & Operations, the Volunteer Association Placement Liaison, and the Volunteer Association Chair may proceed immediately to step three at their discretion.

## Health, Safety, and Security

### Insurance

- Personal Vehicle and Property Insurance  
The AGH does not insure personal vehicles or property for Volunteers. Volunteers who bring personal property onto the premises, or drive their own vehicles on Gallery business, should contact their insurance broker to ensure that they have adequate personal insurance coverage.
- Medical / Health Insurance  
In the event of a medical / health problem, the AGH accepts no responsibility for any associated costs, nor will pay for any medical / health expenses which may be incurred by the Volunteer.
- General Liability Insurance  
Volunteers, while properly carrying out their responsibilities, are insured under the Gallery's general liability insurance policy against legal liability claims from third parties for property damages, bodily injury and personal injury as long as they have not willfully, maliciously, nor intentionally caused the injuries.

### In the Event of an Emergency

- A Life-threatening Emergency  
Volunteers will immediately report any life-threatening emergency to a security guard. All security guards are trained in first aid and CPR.
- Discovering Unidentified or Suspicious Objects  
Volunteers who observe unidentified or suspicious objects left in the Gallery will immediately move away, and report observations immediately to a security guard.
- Theft, Damage, or Vandalism  
Volunteers who observe suspicious activity or any attempt to remove, damage, or vandalize Gallery property will report the incident immediately to a security guard.
- Power Failure  
In the event of a power failure, lighting is transferred to emergency power and the elevator does not operate. Volunteers will proceed with caution, remain calm and await security support. If within a few minutes normal power is not restored, Volunteers will assemble in the main reception area.
- Smoke or Fire  
Volunteers, who discover fire and /or smoke, will activate the nearest fire alarm pull station, and upon hearing the fire alarm proceed to the nearest safe emergency exit to leave the building.

Volunteers will proceed to the designated meeting area located outside the building. Volunteers will not use the elevators. Volunteers will not re-enter the building until authorized to do so.

### **Evacuation of the Building**

In the event of an emergency that requires evacuation, Volunteers will hear an announcement stating: *“due to a building emergency we are requesting all visitors to evacuate the building immediately.”* Security staff will assist and direct Volunteers to exit the building via an emergency exit, and meet at a designated meeting place. If volunteering at an off-site location, please follow all posted and announced evacuation and emergency protocols at that facility. Volunteers must stay on the premises.

### **Building Access Outside of Public Hours**

To gain access to the Gallery outside public hours, Volunteers will contact Security by using the intercom system to the left of the back doors at street level on Summers Lane.

### **Signing In and Out**

Volunteers on duty will sign in with Security at the front desk -- using whatever protocols are currently in place.

### **Right to Refuse Unsafe Work**

Your safety is paramount at all times. AGH Volunteers are required to work safely and follow established workplace safety practices and procedures. If you feel an assignment is unsafe you have the full right to refuse to do it; remove yourself from the risk and immediately report it to your supervisor and/or security.

### **Identification Badges**

All Volunteers must wear an identification badge while on duty. Initially Volunteers will wear generic badges obtained from security. These badges are to be returned to Security at the end of each shift.

Volunteers who are in the gallery on a regular basis, at least twice a month, can request a Volunteer Photo ID Badge. Requests should be made to the Head of Security. Volunteers who have forgotten or lost their badges will report this to the security guard at the Security desk.

## About the Volunteer Association

Begun in 1950, the Women's Volunteer Committee raised funds which made the acquisition of works for the AGH permanent collection, and assisted in the building of the second AGH Gallery. As well, the Women's Volunteer Committee actively participated in the administration of the Gallery's operations and programs. As needs of the Gallery changed and developed, the Women's Volunteer Committee became the Volunteer Committee in 1977 and the Volunteer Association in 2021.

All AGH Volunteers are members of the Volunteer Association. The Volunteer Association is administered by an Executive appointed by the Volunteers. The Chair of the Volunteer Association Executive has a designated position on the AGH Board of Directors.

The mandate of the Volunteer Association is to support the Vision of the AGH.

The role of the Volunteer Association is to support, promote, and assist Gallery programs and operations, to recruit Volunteers, and to support and promote the volunteer activities of the Members.

Members who have completed all necessary training and documentation are considered to be Members in good standing of the Association.

### About the Volunteer Association Executive

The Volunteer Association Executive (the “VAE”) is made up of AGH Volunteers. The VAE reports to, and is accountable to, the Volunteer Association. The Executive works closely with AGH Management and Staff on behalf of Volunteers. Experienced and active Volunteers may apply at any time for a position on the Executive; applications are encouraged.

The Executive is comprised of four Officers (Chair, Vice-Chair, Past-Chair, and Secretary) and six Placement Liaisons (Docent, Retail, Recruitment, Special Events, Visitor Services, and Volunteer Engagement). The term of office for all the above positions is two (2) years. There is one standing Executive sub-committee (Nominating).

| Officers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General responsibilities:</b> <ul style="list-style-type: none"> <li>• attend monthly (September – May) Executive meetings</li> <li>• provide written reports to the Secretary before each Executive meeting and for the Volunteer Association AGM</li> <li>• liaise with Staff and Management to support Volunteers and Volunteer programs</li> <li>• provide communication, using a variety of platforms as requested, in the VAE’s quest to keep volunteers informed and engaged</li> </ul> |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Officer Position                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Overview                                                                                                                                                                                                                                                                                                                           | Minimum Commitment                                                                                                                                                              | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>CHAIR</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• presides over the Executive and ensures that Volunteers continue to play a significant role in contributing to the success of the Gallery</li> <li>• facilitates decision-making and team building.</li> <li>• is knowledgeable about the Gallery's Mission and Strategic Plan</li> </ul> | <ul style="list-style-type: none"> <li>• at least three years’ experience as an Active Volunteer</li> <li>• at least one year's experience as Vice-Chair</li> </ul>             | <ul style="list-style-type: none"> <li>• represents Volunteer interests on the AGH Board</li> <li>• provides written reports on Volunteer activities for AGH Board meetings and for the AGH AGM</li> <li>• prepares the schedule and agenda for, and chairs, Executive meetings and the Volunteer Association AGM</li> <li>• leads the planning and organization of Volunteer Association events</li> <li>• works collaboratively with staff to ensure Volunteer contributions are recognized by the Gallery</li> <li>• serves on the Nominating Sub-committee</li> </ul> |
| <b>VICE-CHAIR</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• the Vice-Chair is the incoming Chair</li> </ul>                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• at least one year’s experience as an Active Volunteer</li> <li>• commitment is four years (two as Vice-Chair, two as Chair)</li> </ul> | <ul style="list-style-type: none"> <li>• assumes the Chair’s duties as required</li> <li>• serves as the Orientation Officer in collaboration with Placement Liaisons and Supervisors</li> <li>• ensures all new Volunteers receive orientation.</li> <li>• serves on the Nominating Sub-committee</li> </ul>                                                                                                                                                                                                                                                             |

| Officer Position                                            | Overview                                                                                                                                                                                                                            | Minimum Commitment                                                                                        | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PAST-CHAIR</b><br>(role to be eliminated as of AGM 2025) | <ul style="list-style-type: none"> <li>the Past-Chair represents continuity on the Executive</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>has completed one term of office as Chair</li> </ul>               | <ul style="list-style-type: none"> <li>advises and supports the Volunteer Association Chair and Vice-Chair</li> <li>serves as Chair of the Nominating Sub-committee</li> <li>ensures the Volunteer Association Manual is maintained and updated as needed</li> <li>works collaboratively with the VAE and staff on a variety of platforms, to communicate with volunteers and keep them informed and engaged</li> </ul>                                                                                                                               |
| <b>SECRETARY</b>                                            | <ul style="list-style-type: none"> <li>maintains all records of the Volunteer Association, and ensures access to records as requested</li> <li>is skilled in records management and maintenance, and use of the internet</li> </ul> | <ul style="list-style-type: none"> <li>minimum of one year's experience as an Active Volunteer</li> </ul> | <ul style="list-style-type: none"> <li>maintains records of correspondence, meeting minutes, and all other proceedings of the Volunteer Association, its Executive and the Archiving Committee</li> <li>takes minutes of all VAE meetings</li> <li>prepares meeting reports and minutes and forwards them to VAE Members prior to each meeting</li> <li>takes care of special correspondence, upon direction of the Chair</li> <li>prepares all paperwork necessary for the Volunteer Association AGM, in collaboration with the Executive</li> </ul> |

| Committees                      |                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                     |
|---------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Committee                       | Overview                                                                                                                                                                                   | Responsibilities                                                                                                                                                                                                                                                                                    |
| <b>NOMINATING SUB-COMMITTEE</b> | <ul style="list-style-type: none"> <li>a committee of 3, comprised of the following VAE members: the Past-Chair (serves as Chair of this sub-committee), Chair, and Vice-Chair.</li> </ul> | <ul style="list-style-type: none"> <li>seeks and recommends candidates to temporarily fill positions on the Executive which may become vacant between Volunteer Association AGMs</li> <li>presents a slate of Executive Officers and Placement Liaisons at the Volunteer Association AGM</li> </ul> |

## Placement Liaisons

Placement Liaisons are Active Volunteers, preferably with six months of experience in their placement, who support the AGH Staff Supervisor and the Volunteers in their placements.

### **General responsibilities:**

- act as liaison among Volunteers, Staff, Supervisor, and the Volunteer Association Executive
- report monthly to the Executive, and annually to the VAE AGM, about programs, issues and activities of the Volunteers in their placements
- monitor and report on the nature and degree of involvement of Volunteers in their placements
- facilitate communication among the Volunteers in their placements
- encourage and facilitate Volunteers in recording Volunteer hours, assisting Supervisors in facilitating training and development as requested
- assist the VAE Orientation Officer in facilitating orientations as requested
- collaborate with Supervisors on team-building and communication
- update Volunteers about programs and events in their own placements and in the Gallery
- assist Supervisors in maintaining training manuals
- provide written reports to the Secretary before each Executive meeting and for the Volunteer Association AGM
- assist Supervisors in scheduling and contacting Volunteers about their schedules if requested.



## Appendix A: Current Volunteer Association Executive (2024-2025)

### Officers

Chair – *Hanno Weinberger*

Vice-Chair – *Michele Odette*

Past-Chair – *Margaret Fong*

Secretary – *Elinor Brown*

### Member-at-Large

– *Jennifer Powell-Fralick*

### Placement Liaisons

Docent – *Fiona Ellis*

Recruitment – *Frances Meyer*

Retail – *Cindy Robinson*

Special Events – *Melanie Kivell*

Visitor Services – *Unfilled; To be amalgamated in 2025*

Volunteer Engagement (Pilot Project) – *Elizabeth HT*

## Appendix B: Volunteer Committee Past Chairs

### Past Volunteer Committee Chairs (1950-present)

|                       |           |                    |           |
|-----------------------|-----------|--------------------|-----------|
| Mrs. J.A. McCuaig     | 1953-1955 | Freda Dayton Smith | 1989-1990 |
| Mrs. Hartley Hunter   | 1955      | Doris Festeryga    | 1990-1991 |
| Mrs. Dermott Keogh    | 1956-1958 | Paula Hampson      | 1991-1992 |
| Mrs. R.N. Steiner     | 1958-1960 | Marnie Fullerton   | 1992-1994 |
| Mrs. Murray Proctor   | 1960-1962 | Dianne Maziarz     | 1994-1996 |
| Mrs. G.H. Pullam      | 1962-1964 | Teresa Maas        | 1996-1997 |
| Mrs. F.F. Dalley      | 1964-1966 | Libby Hammond      | 1997-1999 |
| Mrs. C.W. Robinson    | 1966-1968 | Carol Stanton      | 1999-2000 |
| Mrs. F.M. Lazier      | 1968-1970 | Darlene Palermo    | 2000-2002 |
| Mrs. J.S. Marshall    | 1970-1972 | Debra Antoncic     | 2002-2003 |
| Mrs. G.I. Waters      | 1972-1973 | Marie DiSilvestro  | 2003-2005 |
| Mrs. A.A. McArthur    | 1973-1975 | Ann Manson         | 2005-2007 |
| Mrs. E.B. Macfarlane  | 1975-1977 | Rudin Knights      | 2007-2009 |
| Mrs. T.F. Rahilly Jr. | 1977-1979 | Maureen McKeating  | 2009-2011 |
| Mrs. Martin Luxton    | 1979-1981 | Bill Manson        | 2011-2013 |
| Mrs. J.M. Woolner     | 1981-1983 | Marilyn Hollick    | 2013-2015 |
| Mrs. H.J. Taylor      | 1983-1985 | Elizabeth Wensley  | 2015-2017 |
| Rosemary Mann         | 1985-1987 | Hanno Weinberger   | 2017-2019 |
| Miriam Stanbury       | 1987-1988 | Cam Theroux        | 2019-2021 |
| Grace M. Truman       | 1988-1989 | Margaret Fong      | 2021-2023 |

## Appendix C: Volunteer Code of Conduct

### Intent

The Art Gallery of Hamilton has experienced a long and successful history as one of the leading arts institutions in the Hamilton community. Our reputation in this regard is a priceless asset. It is our strong belief that the continuing commitment to the highest standards of integrity and professional conduct on the part of our volunteers has been a key factor in building that reputation.

The purpose of this policy is to educate volunteers with respect to the ethical standards under which the Gallery operates and to ask that all volunteers, through affixing their signatures to this policy, affirm their personal commitment to upholding those standards.

### Guidelines

It is the express policy of the Art Gallery of Hamilton to act in all situations in a manner that reflects the highest possible standards of professionalism and ethical practice. Respect for one another, the Gallery and its mission, beliefs and values is paramount. It is our expectation that all volunteers of the Gallery, all staff, associates, and third parties acting on behalf of the Gallery will adopt a similar high standard of conduct while engaged in any business or other activity in association with the Gallery.

Some of the policies referenced herein have been previously stated elsewhere; others may be stated here for the first time.

### **Operation in Compliance with the Law:**

It is the policy of the Gallery to operate in strict compliance with all Federal, Provincial and local laws and regulations. Such laws include, but are not limited to, laws relating to Employment Standards, Human Rights legislation, regulations relating to accounting practices, environmental legislation and laws relating to occupational health and safety. Any volunteer who has been requested to act in a way that they believe is in contravention of the law or of a Gallery policy should immediately report the request to Human Resources. Communication of such matters will be held in the strictest confidence and will be thoroughly investigated.

### **Conflicts of Interest:**

A conflict of Interest is defined as a situation in which circumstances exist that are likely to give rise to divided loyalty on the part of a Gallery volunteer. Examples of potential conflicts of interest include:

- Giving preferential treatment to relatives, friends or associates, or to organizations or businesses of which they or their relatives, friends or associates have an interest in, financial or otherwise.
- Deriving financial gain from the use of confidential information acquired in the course of their activities at the AGH.
- Using AGH equipment or resources for personal purposes unrelated to the AGH.

In all such situations or any other in which a volunteer senses that they may have a conflict of interest or even the perception of a conflict of interest, the volunteer must declare the conflict to their staff supervisor and act as advised by that supervisor.

Volunteers who do not declare a conflict of interest and act in ways that profit themselves, their friends or relatives at the Gallery's expense risk summary dismissal with cause as a consequence.

**Confidential Information:**

Some volunteers will from time to time become privy to information that the Gallery considers to be confidential in nature and which the Gallery must, or prefers, to keep private from the general public. Such information may include, but is not limited to:

- Information regarding the Gallery's financial performance or operating statistics
- Information regarding the Gallery's forward looking plans or strategies
- Information regarding targeted acquisitions
- Personal information or the personnel records of Gallery employees
- Information regarding the Gallery's members and donors.

Volunteers entrusted with such confidential information understand that it is confided to them for their internal use only and under no circumstances must it be shared with any external person or agency without the express permission of the Gallery's President and CEO. Failure to maintain the confidentiality of sensitive information will be viewed as major misconduct and will be subject to disciplinary action up to and including removal from the Volunteer Association.

**Unacceptable Actions/Behaviours:**

To preserve the core values and business principles that our organization is founded upon, we have compiled a list of unacceptable behavioural actions that have been classified as either:

1. Hazardous to individual safety;
2. Criminal;
3. A negative influence on volunteer morale; or
4. Detrimental to the success of our business.

The Art Gallery of Hamilton reserves the right to discipline and, in certain cases, remove the volunteer from the Volunteer Association, for participating in any conduct that violates the Art Gallery of Hamilton's Volunteer Code of Conduct standards and policies.

Unacceptable behaviours shall include, but not be limited to the following:

- Consistently arriving to shifts late without providing advance notice and/or without reasonable cause;
- Acting in a way that does not demonstrate our mission, beliefs and values; and
- Causing harm to another person through threats, harassing behaviour, bullying or disregard for cultural, racial and/or individual differences;
- Willful damage or destruction to AGH property, or another individual's property;
- Insubordination, disorderly, or indecent conduct;
- Violation of health, safety and security practices, policies and procedures as outlined in the volunteer manual
- Theft, including physical and intellectual properties;

- The use, possession, sale, or dispensation of any illegal drug, alcohol, weapon or paraphernalia associated with it while on the AGH property;
- The use of alcohol, cannabis or illicit narcotics off AGH premises that adversely affects the volunteer's performance, the volunteer's own safety or the safety of others on site, or the AGH's reputation in the community;

Volunteers are expected to perform their duties in a manner conducive to a safe workplace, following all AGH practices, policies and procedures.

**Acceptance of Responsibilities**

I acknowledge that I have read and understand the Volunteer Code of Conduct Policy and the Volunteer Association Operations Manual. Further, I agree to adhere to both documents and understand that if I violate the rules/procedures outlined, I may face corrective action, up to and including removal from the Volunteer Association.

I understand that I am not entering into an employment relationship with the Art Gallery of Hamilton, that I am subject to the Policies and Procedures outlined in the AGH Volunteer Association Operations Manual, the Volunteer Code of Conduct and that I represent the AGH.

**ACCESSIBILITY POLICY**

I have read the AGH Accessibility Policy and will adhere to and support this policy in all of my activities at the AGH. I am familiar with the policies and procedures outlined within and will ensure that my work supports the principles of dignity, independence, integration, and equal opportunity of people with disabilities.

**PHOTO RELEASE**

Yes  / No  While participating in AGH activities I grant permission to the AGH to use images captured of me through video, photo and digital camera for the purposes of promotional material and publications and waive any rights to compensation or ownership.

**CRIMINAL RECORD**

Have you ever been convicted of a criminal offense for which a pardon has not been granted?  
Yes  / No  \*If you have, please provide an explanation on a separate sheet outlining the details.

This agreement shall be governed by and interpreted in accordance with the laws of the Province of Ontario.

By signing below, I acknowledge that I have read and understood the conditions of this Volunteer Release/Waiver. I also acknowledge that I have read, understood, and will abide by policies as outlined in the current version of the AGH Volunteer Association Operations Manual.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature of Witness or Parent/Guardian (if under 18 years):

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_