



## **Delhi Museum & Cultural Advisory Committee**

### **VOLUNTEER POLICY**

#### **I Mission**

The Delhi Museum & Cultural Advisory Committee is dedicated to the preservation, documentation, illustration and promotion of the unique history and the agricultural and cultural development of the former Township of Delhi & District for the benefit and education of current and future generations.

#### **II Definition of a Volunteer**

- a) A volunteer is a person serving the Museum under the guidance and supervision of Museum staff in order to provide support to the institution in any area of its activities deemed necessary.
- b) The volunteer will work for the betterment of the Museum with no expectation other than to assist in the enhancement of Museum programmes, develop a better understanding of the institution and community and the fulfillment of one's personal satisfaction.
- c) Volunteers include: members of the Delhi Museum & Cultural Advisory Committee, secondary school students completing their 40 hours of community service and/or all members of the community who assist in all areas of museum operations (*i.e. special events, educational programming, workshops, site/grounds maintenance, collections management and exhibition development*).
- d) Volunteers do not include: summer students, co-op students and/or any person(s) receiving financial remuneration from the Corporation of Norfolk County, government grant programs, private institutions, sponsoring organizations or any other source.

### **III Expectations**

a) **Museum's Commitment to the Volunteer**

Museum staff will work in partnership with the volunteer to best utilize their time, expertise, skills and initiatives brought forward to the volunteer position. The Museum will provide an environment of mutual respect and will be open to new ideas, in keeping with the Museum's *Mission Statement*. The Museum will provide orientation and training for all programming in order to ensure that all volunteers feel safe in their environment and able to perform all required tasks. The Museum will inform all volunteers of opportunities to serve the Museum in all capacities well in advance. The Museum will provide the opportunity to develop skills within the Museum providing multiple areas for volunteering opportunities.

b) **Volunteer's Commitment to the Museum**

The volunteer will work under the supervision of the Museum staff with respect and integrity as shown and given to them. The volunteer will provide their full commitment to projects as outlined by their supervisor and will arrive on time for their scheduled service. The volunteer will inform their supervisor of any discrepancies or inabilities that they may have in fulfilling a project request in a timely manner. The volunteer will be able to work together with staff and fellow volunteers to the best of their ability.

### **IV Role of the Volunteer at the Museum**

a) The role of the volunteer at the Museum will vary depending on the interest of the volunteer and the needs of the Museum at any given time.

b) The role may include becoming an instructor for educational programming provided to both adults and/or children; learning collections cataloguing and database work; helping to develop exhibitions with Museum staff; re-organizing Museum spaces; helping to organize and present events; develop and lead workshops and/or any other opportunity as they may arise.

### **V Process of Becoming a Volunteer**

- a) Volunteering at the Museum is an on-going recruitment process where the volunteer may be required for assistance throughout the year and for various needs at the Museum.
- b) Volunteers may simply contact the Museum, expressing interest in becoming a volunteer and in what areas are of interest to the volunteer.
- c) The volunteer will meet with the Curator-Director to discuss volunteer opportunities at the Museum.
- d) The volunteer will provide a resume and/or complete either the Volunteer Application & Information Form or Youth Volunteer Application & Information Form specifying in detail his/her interests which will be kept on file at the Museum.
- e) All volunteers, 16 years of age or older, must provide a Criminal Reference Check with Vulnerable Sector Screening to the Museum prior to the date of service at the expense of the volunteer.
- f) The volunteer will receive orientation and training provided by the Museum, prior to service. See section VI Volunteer Training and Orientation below for further details.

### **VI Orientation and Training**

#### **Orientation**

- a) Volunteers will receive a mandatory orientation to the Museum on the first day of service, providing an opportunity for the volunteer to become familiar with their surroundings. A failure to obtain training will result in no volunteer service.
- b) Orientation will include: a tour of the Museum facility, an overview of Museum programming and schedule of events and an overview of the Museum's Emergency Response Plan and health & safety procedures.

**Training**

- a) Volunteers will receive mandatory training by Museum staff and/or senior volunteers and will vary depending on the volunteer service to be provided.
- b) Training may require a time allotted during the day or evening prior to the service day in preparation for service being provided.
- c) Training will include information regarding the service being provided, examples of the service in the form of verbal descriptions or case studies, videos or any medium that may enhance the information provided and time allotted for questions and discussions.
- d) Training may also include job shadowing as a means of enhancing skills required to provide the service.
- e) Training will also include a mandatory review of the Accessibility for Ontarians with Disabilities Act (AODA) and basic training regarding the automated external defibrillator (AED).

**VII End of Volunteer Service**

- a) Volunteer service may end at any time, providing that time is given in order to find suitable replacement for that position should that be required.
- b) A volunteer is not committed to a certain length of service to the Museum, unless you are that of a Delhi Museum & Cultural Advisory Committee member and the time committed to that service is outlined in the Terms of Reference for Norfolk County Appointed Advisory Committees to Community Museums.

**VIII Volunteer Ethics and Conflict of Interest**

- a) Volunteers will be expected to and must adhere by Norfolk County's HR-01 - Code of Conduct Policy. The policy refers to excellent professional behaviour and actions. This policy will be provided to the volunteer during orientation and training. Any action against this policy may result in the termination of services at the Museum.

- b) Volunteers may volunteer at any institution or with any organization other than the Delhi Tobacco Museum & Heritage Centre and in doing so is not seen as a conflict of interest for the Museum. Volunteers however, are asked that when commitments are made to the Museum that they are upheld.

**IX Recognition of Service**

- a) Volunteers will be recognized by the Delhi Tobacco Museum & Heritage Centre in an informal appreciation event at the beginning of each year.
- b) Volunteers will be recognized by Norfolk County every four years. Refer to Norfolk County's MC-04 – Volunteer Appreciation Policy.

**X Youth Volunteers**

- a) Youth volunteers must be 13 years of age or older prior to their volunteer participation at the Museum.
- b) Youth volunteers at the Delhi Tobacco Museum & Heritage Centre will receive mandatory orientation and training prior to their service to the Museum and is required for their participation. This will provide an opportunity for the volunteer to become familiar with their surroundings. Training will take place prior to their scheduled volunteer service either on the day of or will be a scheduled workshop prior to the service day. A failure to obtain training will result in no volunteer service.

**Policy Review & Approval**

The Volunteer Policy was last reviewed and approved by the Delhi Museum & Cultural Advisory Committee on

Signature: \_\_\_\_\_  
*Museum Advisory Committee Chair or Vice Chairperson*

\_\_\_\_\_  
Date

Signature: \_\_\_\_\_  
*Curator-Director Delhi Tobacco Museum & Heritage Centre*

\_\_\_\_\_  
Date