

**Gardiner
Museum**

Volunteer Handbook

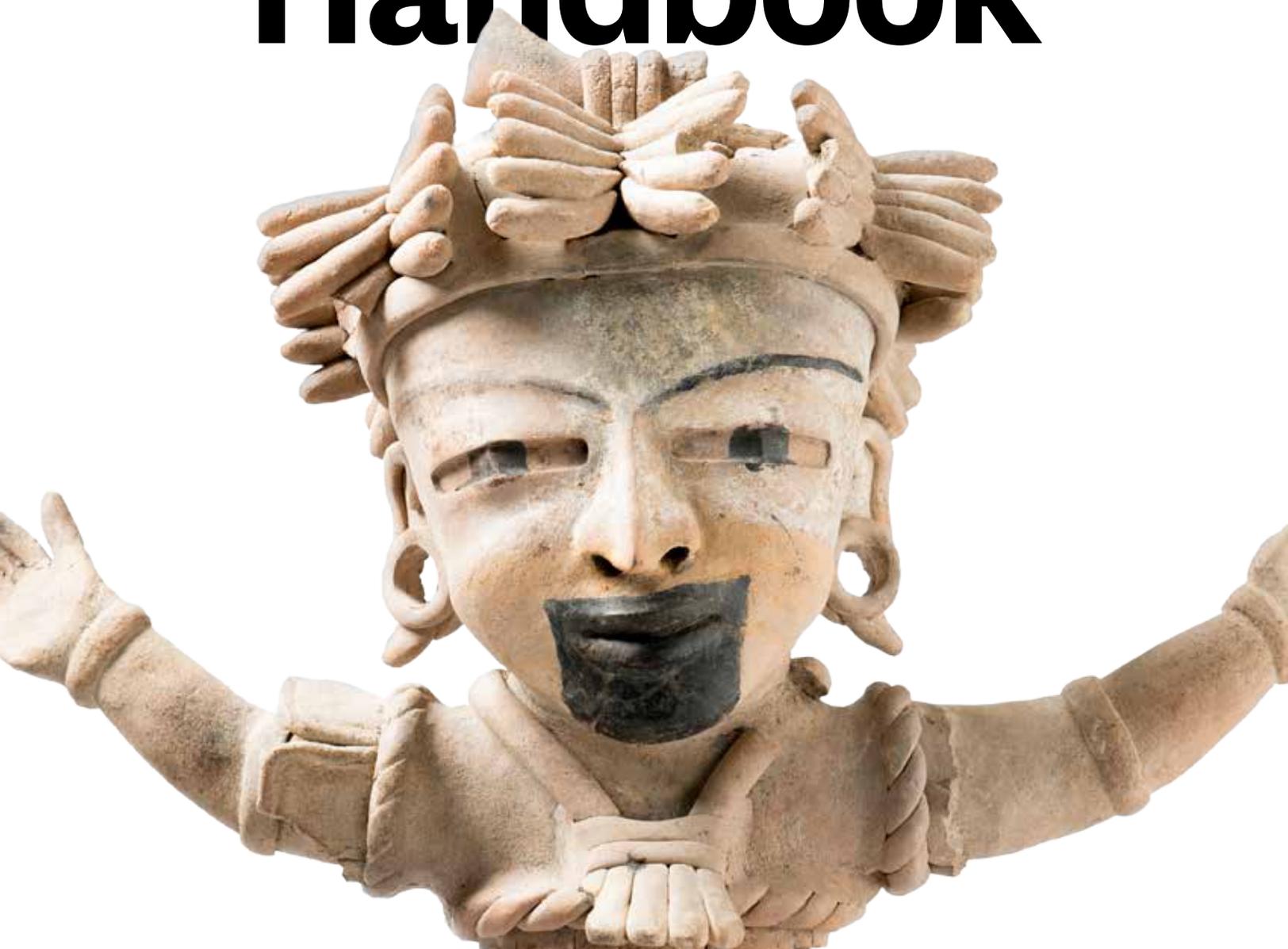


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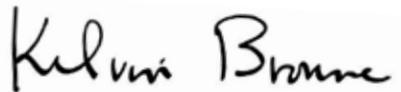
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Welcome to the Gardiner Museum!

Our Gardiner Volunteers are essential to our success. You participate in so many aspects of our operation—providing services to our visitors at the Front Desk, Gardiner Shop, and greeting them in the galleries; ensuring that our library and archives are cared for and accessible; and engaging the public in our collections and programs as docents, and as event and Family Sunday volunteers. Our Volunteers allow us to deliver superlative service and create a memorable visitor experience for everyone that walks through our doors. We are also grateful for your support as Gardiner Friends, through the annual Joy of Ceramics luncheon, and contributions to the Annual Friends Campaign. It is very much appreciated.

I hope you enjoy your experience with us, and we look forward to working with you. If you have comments or suggestions about how we can do things better, please make sure to let us know.

Thank you.



Kelvin Browne
Executive Director and CEO



b. Mission and Vision

Celebrating the Art of Ceramics

The Gardiner Museum celebrates the art of ceramics and engages local and international audiences by promoting understanding of the long history of people crafting and living with clay. Through the display of its permanent collections and special exhibitions, as well as through studio education, programs that engage diverse communities, and major contributions to scholarship, the Gardiner champions ceramics.

The Gardiner Museum Champions the Realness of Clay in a Virtual World

The Gardiner Museum wants people to experience ceramics as an art form that has enriched life for thousands of years, and as a craft that remains a vital medium for creativity. In a virtual world, the connection to the reality of clay, and to creating, is an imperative one. The Museum stewards a highly important collection, connecting visitors to the fundamental role of ceramics in many cultures throughout history, and offers special temporary displays, many highlighting the relevancy of ceramics to contemporary life. The Gardiner offers studio and educational programs for children and adults, as well as a varied, often audacious roster of programming that connects ceramics to important issues, usually produced with collaborators from the community. The Museum is intimate in scale and takes a personalized approach in all of its activities, even when communicating to an international audience.

c. Benefits of Volunteering at the Gardiner Museum

Volunteers-in-Training receive the following benefits:

- Free access to all lectures (RSVP required)
- Invitations to volunteer excursions to cultural institutions
- E-communications via *This Month* and *Gardiner Friend eNews*
- Invitation to annual Volunteer Appreciation Event
- Subscription to the *Harlequin News*, the GVC newsletter
- Invitation, but no voting privileges, to Gardiner Volunteer Committee (GVC) General Meetings

Trainees who become active volunteers and join as Gardiner members receive all member benefits (including free admission, access to special exhibitions previews and discounts throughout the Museum), all trainee benefits listed above, and these additional benefits:

- Volunteer Card, which provides reciprocal access to cultural institutions and attractions around Ontario
- Special volunteer discount of 30% off in the Shop
- Four complimentary passes to give to friends or family each year
- Voting privileges at Gardiner Volunteer Committee (GVC) General Meetings
- Service Awards (based on years of Active Service)

d. Roles and Responsibilities of Volunteers

Role	Skills Required	Responsibilities	Commitment
<p>Front Desk</p> <p>Volunteer Supervisor: Visitor Services Chair</p> <p>Staff Supervisor: Visitor Services & Reception Assistant</p> <p>Staff Trainer: Visitor Services & Reception Assistant</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Excellent customer service skills • Computer skills and ability to operate cash register/point of sale system • Attention to detail • Ability to work independently and/or in a team of two people 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, welcoming each visitor • Provide information to visitors about Museum exhibitions, collections, programs and clay classes • Sell admissions to the Museum • Ensure proper tracking of admissions on the computer • Assist with mailings when appropriate 	<ul style="list-style-type: none"> • Ideally 80 hours per year
<p>Shop</p> <p>Volunteer Supervisor: Shop Chair</p> <p>Staff Supervisor/Trainer: Shop Coordinator</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Excellent customer service skills • Computer skills and ability to operate cash register/point of sale system • Sales skills • Attention to detail • Ability to work independently or in a team 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, and provide excellent customer services to Shop visitors • Process sales and assist with wrapping and packaging • Learn about ceramic artists whose work we carry in the Shop • Provide information about Museum exhibitions, collections, programs and clay classes • Assist with mailings when appropriate 	<ul style="list-style-type: none"> • Ideally 80 hours per year
<p>Meet & Greet</p> <p>Volunteer Supervisor: Visitor Services Chair</p> <p>Staff Supervisor: Volunteer Coordinator</p> <p>Staff Trainer: Education & Programs and Curatorial departments</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Excellent customer service skills • An interest or background in the arts • Ability to engage with the public • Ability to work independently 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, and provide information about the Museum, its history and permanent collection to visitors • Provide information about Museum exhibitions, collections, programs and clay classes • Conduct research on specific points of interest in the permanent collection, with a focus on the European Porcelain Gallery • Steward and care for the collection, alerting Security of any issues with visitors as they arise 	<ul style="list-style-type: none"> • Ideally 80 hours per year
<p>Family Day</p> <p>Volunteer Supervisor: Visitor Services Chair</p> <p>Staff Supervisor: Education Coordinator</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Excellent customer service skills • Comfortable working with families and children • An interest or background in working with ceramics • Ability to work in a team 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, and provide excellent customer service • Work with families and children and engage them in hands-on activities with a clay component, alternating between clay workshops and tile painting • Provide information about Museum exhibitions, collections, programs and clay classes 	<ul style="list-style-type: none"> • Must commit to two Sundays a month from 11am - 3pm for at least six months.

Role	Skills Required	Responsibilities	Commitment
<p>Docents</p> <p>Volunteer Supervisor: Docent Chair</p> <p>Staff Supervisor: Volunteer Coordinator</p> <p>Staff Trainer: Education & Programs and Curatorial departments</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Excellent customer service skills • Computer skills and access to email • Ability to engage with the public and speak in front of large groups of people • Strong sense of initiative, organizational skills and research capabilities • Background and interest in the arts and particularly ceramics • Ability to work independently and in a team • Knowledge of a second language is useful 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, and provide excellent customer service • Ability to create and conduct tours of both the permanent collection and special exhibitions within a given timeframe • Through self-study and regular meetings, research the permanent and special exhibitions to create and improve tours 	<ul style="list-style-type: none"> • Must be able to commit to a 6 month intensive training period. Note, this training is not offered regularly. • Once training is completed, successful docents must commit to two tours per month which regularly take place at 2 pm.
<p>Library</p> <p>Volunteer Supervisor: Archives and Library Chair</p> <p>Staff Supervisor: Volunteer Coordinator</p> <p>Staff Trainer: Education & Programs and Curatorial departments</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Previous experience working in a library or operating cataloguing systems an asset • Attention to detail • Ability to work in a team • Computer skills 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum, and provide excellent customer services to visitors to the library • Help catalogue and care for the library collection • Provide services to researchers and others interested in ceramics 	<ul style="list-style-type: none"> • The library operates and is open to the public on Mondays from 10 am – 1 pm • Volunteers must be available during these times and commit to ideally 80 hours per year
<p>Archives</p> <p>Volunteer Supervisor: Archives and Library Chair</p> <p>Staff Supervisor: Volunteer Coordinator</p> <p>Staff Trainer: Education & Programs and Curatorial departments</p>	<ul style="list-style-type: none"> • Communication and interpersonal skills • Detail oriented • Previous experience working in an Archives setting an asset • Ability to work in a team • Computer skills 	<ul style="list-style-type: none"> • Act as ambassadors for the Museum and provide excellent customer service to visitors to the archives • Undertake the Arrangement and Description of the administrative records of the Museum and its Volunteers • Provide services to researchers and others interested in the Museum and its history 	<ul style="list-style-type: none"> • The Archives committee operates on Wednesdays from 10 am – 1 pm • Volunteers must have availability during these times and commit to ideally 80 hours per year



e. History of the Museum

The George R. Gardiner Museum of Ceramic Art was founded by Toronto businessman and philanthropist George Gardiner and his wife Helen in 1984, and was established in a new building designed by Keith Wagland on the campus of Victoria University in the University of Toronto. The Museum was managed by the Royal Ontario Museum from 1987 to 1996 and then, with an additional endowment from George Gardiner before his death in 1997, became and remains an independent, non-profit museum. The Gardiner's remarkable building was substantially renovated in 2004 by KPMB Architects.

The Gardiner Museum's collection of ceramics comprises approximately 4,000 objects, and focuses on specific areas which have been collected in depth. These include the most important collection of European porcelain in Canada, with particular strengths in Meissen, Vienna, and Hausmaler decorated porcelain, as well as a comprehensive collection of figures inspired by the commedia dell'arte. It holds the best collection of Italian Renaissance maiolica in Canada, and a superb collection of English tin-glazed pottery. The Gardiner preserves highly significant collections of ceramics from the Ancient Americas, Chinese blue and white porcelain, Japanese porcelain, and contemporary Canadian ceramics. It also houses a research library and archives.

The Gardiner Museum is among the few museums in the world focused on ceramics, and is one of the most important specialty museums internationally.

f. History of Volunteering and the Gardiner Volunteer Committee

Since it was decided that volunteers were necessary to its operation, the Gardiner Museum (Gardiner) borrowed a few volunteers from the ROM to set up a volunteer committee. They began meeting in the fall of 1983 to define the new committee's purpose, discuss the training of volunteers and write the first by-laws. ROM volunteer Maureen Callahan became the GVC's first President and Margaret Elizabeth Taylor its second. Enthusiastic but sometimes uncertain, they worked in the basement of the unfinished building amidst the noise and the dust. They set up three committees: Shop and Desk, Touring, and Special Events. (Through the years, new committees were added according to needs, such as Archives, Travel, and Hospitality, the latter two eventually closing down.) It was not difficult to recruit volunteers through ads, lectures, and word-of-mouth and, initially, there was a capped number of 75 - all had to be Museum members before applying.

The Gardiner opened to the public on Tuesday, March 6, 1984, the day Toronto celebrated 150 years. Before this opening, Front Desk and Shop volunteers practised on the cash registers and tour guides studied. The first GVC meeting occurred on Wednesday March 28, 1984, 7:30 pm. It was decided the annual fee would be \$10 since the Museum could not afford to pay for all the GVC expenses. (In 2015, GVC fees were eliminated.) Volunteers also had to contribute 80 hours a year. (In 1988, the Sustaining category became available after three years of Active service, and in early 1990, the three-month introductory period for potential volunteers appeared.)

A dedicated tight-knit group, volunteers worked hard to help the Museum thrive. As well as serving on the Desk and in the Shop and giving pre-booked paid tours – public tours began on a trial basis only in the spring of 1985, they assisted as needed – by working at Shop openings and lectures, stuffing envelopes, delivering pamphlets, sweeping floors, washing dishes and baking. In the volunteer office, now the kitchen, letters and short newsletters could be typed as were the first volunteer directories with names and addresses. (The last directory appeared in 2012.) Volunteers have been very loyal: in 1989, 40 had served the five years since the opening. In 2009, there were still 13, and in 2016, seven original volunteers remained. Every five years, volunteers receive a ceramic pin from the GVC; every year, up to six volunteers may receive a service pin from the Ontario government (OVSA). The Gardiner staff also hosts regular thank-you parties for volunteers.

For financial reasons, George Gardiner arranged with the ROM to take over management of the GM on December 1, 1987; it was a challenging time for all with extra meetings. As of January 1, 1997, the GM was independent again because George

had increased the endowment. The Museum then closed for six weeks for minor renovations during which regular outings were arranged for volunteers to keep them involved. It was also closed for renovation and the addition of a third floor from January 2004 to June 2006. Volunteers were still busy: they worked in the Gardiner Shop at 60 McCaul; they helped with school children; Archives filmed the construction and continued with interviews for their Oral History Project; docents studied; and many volunteers worked at the Picasso exhibition at the U of T Art Centre, September 2004 to January 2005.

Over the years, the volunteers have worked at various events, such as 12 Trees, Decorative Arts Institute Symposia, and the Antique Dealers Association shows. The GVC has joined other organizations, e.g., Allied Arts and Volunteer Toronto, and has hosted or co-hosted other groups, both local and international, e.g., the Textile Museum volunteers and the National (North America) Docent Symposium in 2009.

Fundraising: The volunteers raised money in various ways, including tours, talks in volunteers' homes, hospitality events, e.g., teas and lunches with home-baking, and an annual lunch, the idea of long-time volunteer and former board member Molly Anne Macdonald who called it the Joy of Ceramics; the first lunch was in 1992. This lunch has raised an average of \$7,000 a year. The GVC gave \$125,000 to Harlequin Unmasked which was published in 2001. Its author, Founding Curator Meredith Chilton, dedicated this book to the GVC. (In 2004, after her resignation, Meredith became an honorary volunteer.) In 2015-16, the volunteers also gave \$15,000 for the GM's second floor renewal. For other financial contributions, please see the board in the volunteer office.

g. Museum Information

The Gardiner Museum is open every day of the year including holidays, with the exception of January 1 (New Year's Day) and December 25 (Christmas Day).

Hours of Operation:

Monday to Thursday: 10 am – 6 pm

Friday: 10 am – 9 pm

Saturday and Sunday: 10 am – 5 pm

Holiday Mondays: 10 am – 5 pm

Admission Prices (which include entrance to special exhibitions):

Gardiner Friends: FREE

Youth 18 and under: FREE (children under 12 years of age must be accompanied by an adult)

Adults: \$15

Seniors (65+): \$11

Students: \$9

Gardiner Friend (membership) Prices:

Core benefits for all Gardiner Friends include: free admission for one year, access to special exhibition previews and tours, discounts on programs, clay classes, events, and at the Shop and Gardiner Bistro, and more.

Student: \$30

Nat/Intl: \$30

Individual: \$65

Friend Plus/Dual: \$100

Family: \$100

Contributing: \$250-\$749

Sustaining: \$750-\$1,499

Young Patrons Circle: \$500 (aged 45 and under)

Patron Circle: \$1,500 +

2. Policies and Procedures

All Gardiner Museum policies apply to volunteers. Policies and procedures relevant to the Gardiner Volunteer Committee and volunteers are outlined in this section.

The Gardiner Volunteer Committee (the “GVC”) is integral to advancing the mission of the Museum. While volunteers play a critical role at the Museum they augment, and do not replace, paid employees. The activities of the GVC are supported by the Volunteer Coordinator, an employee of the Museum, who acts as a liaison with the GVC to ensure cooperation and communication. The Volunteer Coordinator is responsible for volunteer recruitment, placement, orientation and performance management.

It is the policy of the Gardiner Museum to:

- Foster a working atmosphere characterized by open and honest communication with all volunteers;
- Treat all volunteers with dignity, respect, courtesy and on the basis of merit without discrimination as defined by the Province of Ontario’s Human Rights Codes;
- Provide a safe and healthy working environment for all volunteers;
- Respect and value the contributions and input of all volunteers.

(from Gardiner Museum HR Policy, June 2016)

a. Screening

Prospective volunteers who apply to join the volunteer program, attend an Information Session and meet the role requirements, will be invited for an interview. Prospective volunteers who are interviewed may be asked to provide references.

Volunteers who will be in contact with vulnerable members of society, who are defined as such because of age, disability or circumstance, will be required to obtain a Vulnerable Sector Screening through the Police Reference Check Program. Thereafter, they will be required to sign a declaration affirming that they have not been charged with any criminal offense since the date of their last criminal record check. The Gardiner Museum will reimburse any expenses related to the Police Reference Check Program.

b. Non-discrimination

As per the Human Resources Policy, the Museum is committed to non-discrimination with respect to volunteers on the basis of race, ancestry, place of origin, colour, ethnic origin citizenship, creed, sex, sexual orientation, age (unless this is illegal), marital status, same sex partnership status, family status or disability. (From Gardiner Museum Employee Handbook)



c. Confidentiality

Gardiner Museum volunteers have access to information that is confidential including, but not limited to, information relating to donors, patrons, members, artists, finances, and Museum programs. As per the Code of Ethics, it is the responsibility of each volunteer to keep such information confidential, and failure to do so may be cause for disciplinary action, up to and including termination. No volunteer shall disclose such information to third parties (except as required by law) or use such information for personal use or use by any other person at any time during employment or anytime thereafter. Volunteers working in areas involving sensitive materials have a special responsibility to protect the confidentiality of information and documents with which they work. Questions/concerns about the confidentiality of any material should be brought to the attention of the respective Staff Trainer.

d. Privacy

The Gardiner Museum collects and uses personal information from volunteers to support program delivery and for the following specific reasons:

- Application and recruitment process of volunteers
- Maintaining contact
- Satisfying statistical reports and for identifying service award winners

Each volunteer's personnel file will be kept locked in a filing cabinet in the GVC office area. It will only be accessible to the relevant Committee Chair, GVC Executive and Volunteer Coordinator. Additional information, including contact information, emergency contact and resumes will be stored on the GVC website and only accessible to the Volunteer Coordinator, GVC President, and anyone responsible for GVC Admission and Placement and Membership. Security will have records of each volunteer's personal contact information and emergency contact.

e. Orientation and Training

Prospective volunteers who are accepted into the volunteer program will undergo a training period, the length of which is dependent on the specific volunteer role. During this period they will receive a number of training shifts with a staff member or trained volunteer, and will be expected to perform all duties relevant to their role by the end of the training period. All trainees and recently inducted active volunteers will be expected to attend the annual Orientation Day, which includes emergency procedures training, and customer service training.

f. Signing up for shifts

All volunteers are expected to sign up for their shifts on the GVC website. All trainees will be provided a temporary password to access the website and sign up for shifts. Once trainees become active volunteers, their membership ID will become their password. Ideally, volunteers will sign up for shifts two weeks in advance, and provide at least one week notice if they must cancel a shift.

g. Membership

Following the three-month training period, it is expected that volunteers become members of the Museum, and through this, members of the Gardiner Volunteer Committee. Volunteers who are unable to contribute financially should discuss this with the Volunteer Coordinator.

h. Evaluation, Feedback and Review

The Gardiner Museum wants to ensure that volunteers are supported and fulfilled in their roles, and that they are provided with opportunities to provide feedback, both written and verbal. The Museum will also conduct reviews of performance to ensure volunteers are effective in fulfilling their roles and adhering to Gardiner Museum policies. These reviews will be conducted annually. Any feedback received from visitors, staff members or other volunteers may be addressed when it is received by the Volunteer Coordinator.

i. Dress code and scent policy

Considering many volunteers who represent the Museum work directly with the public, it is important to maintain a clean and tidy appearance. We ask volunteers to dress in a business casual manner. Due to sensitivities and health issues resulting from scented products, we ask volunteers to refrain from wearing any scents during their shift. (Adapted from Human Rights Commission)

j. Code of Conduct and Ethics Policy

The Gardiner Museum is committed to conducting its affairs to the highest standards of ethics, integrity, honesty, fairness and professionalism.

In all areas of activity, volunteers will:

- Be courteous and respectful in all dealings with the public and other employees and volunteers, and in all other Museum related business relationships;
- Show respect for everyone they work with, treat them fairly and take personal responsibility for high performance enabling the Museum to achieve its strategic goals;
- Comply with applicable laws and international conventions, treaty obligations, trusts and conditions relevant to collections, and standards of the wider museum community as articulated by the Canadian Museum Association and the International Council of Museums.

All volunteers are obliged to report, in a timely fashion, any violations of this Policy they may witness or reasonably suspect, ask questions about the Museum's culture of integrity and raise good faith concerns about compliance with the Policy. The Gardiner Museum is committed to conducting all of its affairs with fairness and equity and fostering a unique and inclusive culture by providing a safe and respectful work environment that is free from harassment, discrimination, violence and other unacceptable behaviour as defined in the Workplace Harassment Policy and the Workplace Violence Policy. Employees and volunteers share the responsibility of maintaining a healthy, safe and respectful work environment. We are all expected to observe the established health and safety policies, and report accidents, injuries and unsafe equipment, substances, practices and conditions.

k. Usage of Museum Resources/Internet

Volunteers can use the Museum resources if use does not interfere or conflict with the job responsibilities or the work duties of other staff. Volunteers are not permitted to access or download websites or files, or send or receive e-mails involving content that can incite hatred against identifiable groups. Volunteers must ensure that any personal messages sent using the Museum's network or equipment are not construed to represent the views of the Museum and do not embarrass the Museum. Abuse or misuses of the Museum's resources may result in disciplinary measures including dismissal.

l. Conflicts of Interest

As representatives of the Gardiner Museum, volunteers must avoid activities or circumstances that create conflicts between their personal interests and their responsibilities as volunteers. Volunteers must avoid having their decisions on behalf of the Museum influenced (or to even be seen to be influenced by) conflicting interests.

Where a potential conflict may be faced, volunteers must disclose the situation to the Volunteer Coordinator.

m. Leave of Absence

An active volunteer may request a Leave of Absence for up to one year by applying, in writing, to the Chair of his/her Committee and the Volunteer Coordinator.

n. Resignation

Volunteers wishing to resign must notify the Volunteer Coordinator and the Chair of his/her Committee in writing. Volunteers who have resigned may apply to the Volunteer Coordinator and Chair of the relevant committee for reinstatement.

o. Sustaining

After three years as an active volunteer, with an active membership, a volunteer may request a transfer from active to sustaining status. A volunteer who is unable to fulfill their volunteering time commitments for good reason may apply to become a sustaining volunteer in writing to the Chair of his/her Committee with a copy to the Volunteer Coordinator. Requests will be considered by the Chair of his/her Committee and the President.

If the request is granted, the member will then be a “Sustaining Member” and will be required to continue membership in the Museum.

Sustaining Members may not vote nor hold office but may participate in all other GVC activities.

Sustaining Members may request a transfer back to active status by applying in writing to the Chair of the relevant committee and the Volunteer Coordinator.



p. Disciplinary Action and Dismissal

Volunteers are expected to represent the Gardiner Museum and the Gardiner Volunteer Committee in a positive and professional manner at all times.

Disciplinary action will occur for any of the following:

- Failure to abide by the Gardiner Museum's operating procedures
- Failure to abide by the Gardiner Volunteer Committee's Terms of References and Policies outlined in this document
- Disrespectful behavior to visitors, staff or other volunteers
- Failure to perform assigned duties satisfactorily
- Misuse of Museum equipment and/or materials
- Continued lateness or absence

If a volunteer exercises poor judgement or performance, and their actions are not deemed reasons for immediate dismissal, the following steps will be taken:

- First Reprimand: this will involve a meeting with the volunteer and Senior Manager, Development, in which written observations of misconduct or bad behavior will be recounted, as well as steps on how this should be corrected.
- Second Reprimand: this will involve a second meeting with the volunteer and Senior Manager, Development along with the Committee Chair, in which the first reprimand is recounted and new observations discussed.
- Dismissal: In the case that no rehabilitation is envisaged, a dismissal letter will be sent to the volunteer.

A volunteer will be immediately dismissed for reasons of gross misconduct, such as fraud, threats, gross insubordination, violence or threat of violence. In this case, the volunteer is required to leave the premises immediately.

3. Emergency Procedures

In case of an emergency in which you are in distress, first ensure you are safe, and then call Security at extension 5056.

Evacuation

Except in a blackout (when the PA system is not operational) instructions will be given over the PA telephone paging systems. Note that it is Security's job to evacuate museum visitors. However, volunteers whose personal safety is not at risk may want to help evacuate their tour guests.

Steps to follow if an evacuation is announced

- Leave by the nearest safe exit. Do not use elevators. If a visitor is physically unable to use stairs, please calmly position them at the top of a staircase and alert Security to his/her location as soon as possible.
- Proceed to the front lawn at Annesley Hall (the next building to the south on Queens Park).
- Wait there for further instructions. Do not leave so that your safety can be confirmed.

First Aid

Only certain trained staff members may administer first aid so do not take this upon yourself, but you can be a calm presence and help to create a supportive and orderly environment. Call Security at extension 5056.

Fire

If you discover a fire, leave the area immediately. Close, but do not lock doors to the immediate area, activate the nearest pull station, and follow evacuation procedures above. For additional instructions refer to the Gardiner Museum's Fire Plan.

Note: Extinguishers are for Toronto Fire Services only.

Hostile Visitors

Remain calm, and do not confront the person. Notify Security. The Front Desk and Shop have panic buttons for use when you feel your safety is threatened. It is located to the left of the cash register #1 at the Front Desk and in the Shop, to the right of cash register #1. The Panic button is only to be used when calling the Security office is not practical but you feel you are in distress.

If there is a hostile visitor on a docent tour, the docent should stop the tour, proceed to the closest telephone and call Security. Please be able to direct Security to the visitor.

Because of its isolated location, the Archives /Library committee has a special protocol that members of that committee know about. If a security concern arises when you are in the library, phone Security and say "Rey's books are here." This message communicates that there is a hostile visitor.

Note: Security number is posted right on the telephone in the Library as is the message "Rey's books are here".

Robbery

Remain calm. Do not use force or attempt to apprehend the intruder, and comply with demands. Contact Security (extension 5056) when possible. If an opportunity presents itself, use the panic button located to the left of the cash register #1 at the Front Desk and to the right of cash register #1 in the Shop.

Pandemics

Front Desk and Shop volunteers, please use hand sanitizers and wipe keyboards after each shift (or more often as appropriate). Use of information kiosks, archives, library, and docent tours will all be suspended during a pandemic.

Volunteers should stay home if they are ill or just feel more comfortable not travelling or being at the museum, but do notify your committee chair in good time. If the museum's disaster/pandemic plan is activated, this will be communicated to you by either the Volunteer Coordinator or GVC Committee Chair.

Communications about Emergencies/Incidents

Enquiries from visitors or the public about emergencies or incidents should be directed to a Senior Manager. Please do not discuss them with visitors, any member of the public, or the media.

Additional information and procedures for emergency situations can be found in the Gardiner Museum's Disaster Plan.

4. Organization Charts (2016)

Gardiner Volunteer Committee Executive - 2016

Officers:

President: n/a
Vice President : Marlene Wallace (VP and Acting President)
Secretary: Marlene Hutzul
Treasurer: Mary Ann Lundy
Past President: n/a

Staff Chart - 2016

Please see Appendix A

Standing Committee Chairs:

Archives and Library Chair: Ruth Wolff
Docent Chair: Anne Harper
Shop Chair: Susan Weinert
Front Desk Chair: Patricia Hotchkiss
Meet and Greet Chair: Marlene Wallace
Fundraising Chair: Sheryl Mercer



Confidentiality and Volunteer Agreement for Volunteers-in-training

As a Gardiner Museum volunteer, I will have access to information that is confidential including, but not limited to, information relating to donors, patrons, members, artists, finances, other volunteers, and Museum programs. As per the Code of Ethics, it is my responsibility to keep such information confidential, and failure to do so may be cause for disciplinary action, up to and including termination.

Please note the following:

- Cell phones should only be used in non-public areas of the Museum
- Volunteers should report 15 minutes prior to the start of their shift
- Dress code is business casual
- The Gardiner Museum is a scent-free environment

I have read the policies and procedures in the Volunteer Manual and understand and agree to the above statements.

Name (written): _____

Signature: _____

Date: _____

EMERGENCY CONTACT INFORMATION:

Name: _____

Relation: _____

Phone number: _____