

Sooke Region Museum*

Volunteer Policy



***Operated by the Sooke Region Historical Society**

Accepted by the Board on 7 December 2022

The Sooke Region Museum operates in the territories of the T'Sou-ke, Scia'new, and Pacheedaht peoples, who have inhabited this land since time immemorial.

Purposes of the Society:

1. To gather and preserve information, records and objects of educational, historical and cultural value associated with the area, and without limiting the generality of the foregoing.
2. To establish and maintain a museum for the purpose of preserving, recording and exhibiting for public enjoyment such material.
3. To support the development of the arts through exhibition, presentation, performance, commission, development and production.

Vision

To be a community museum that makes a difference ... improving the lives of residents and visitors to the Sooke Region.

Mission

Inspiring an appreciation of the Sooke Region's past and its relevance to our present and future.

Policy Statement:

The Volunteer policy serves as a guiding document for volunteers, staff, the Executive Director and the Board of Directors for ensuring a safe and effective work environment. This policy provides a framework for recruiting, position descriptions, contracts, volunteer training, dismissals, health and safety, confidentiality, conflict of interest, and ethical conduct.

This Policy addresses strategic goal #4, Staffing and Volunteers, as outlined in the *Sooke Region Historical Society Strategic Plan (2018)*.

Equity, Diversity, and Inclusion Statement:

The Sooke Region Museum (SRM) is committed to embodying the values of equity, diversity, and inclusion throughout all aspects of the museum's governance, management, and operations. This policy adheres to the guiding principles set out in the *Equity, Diversity, and Inclusion Policy* to ensure that these values are translated into actionable practices.

Goals of the Volunteer Program:

1. Community Building – The SRM aims to engage community members through the volunteer program and give them the opportunity to make valuable contributions to the museum.
2. Inclusivity – The SRM will work to reduce barriers to volunteer recruitment and encourage participation from diverse community members.
3. Enriching Experiences – The SRM will provide volunteers with comprehensive training and opportunities to build professional and personal experience.

Responsibilities:

1. Board of Directors:

1.1. As per the constitution of the Society, the Board of Directors are responsible for overseeing the governance of the Society, as such, they will approve the Volunteer Policy, ensuring that all aspects of the policy comply with provincial and federal legislation, and align with the SRM's, constitution, by-laws, vision, and mandate.

1.2. The Board of Directors will conduct annual reviews of the policy alongside the Executive Director.

2. Executive Director:

2.1. The Executive Director will oversee the application of the policy and ensure that staff and volunteers are familiar with the policy.

2.2. The Executive Director will conduct annual reviews of the policy alongside the Board of Directors.

2.3. The Executive Director or their delegate will oversee the recruitment of volunteers and ensure that all onboarding procedures are followed. The Executive Director will provide volunteers with current and accurate position descriptions. Positions will be created in conjunction with supervisory staff.

3. Staff:

3.1. Staff will ensure they have read, understand, and adhere to the policy.

3.2. Staff will provide onboarding training for new volunteers and ensure that all volunteers are adequately qualified for the role they are taking on.

3.3. Staff will supervise volunteer and ensure that all volunteer goals are being met.

4. Volunteers:

4.1. A volunteer is an individual who freely chooses to aid the SRM without financial remuneration. A volunteer is reflective of their community and is vital to the SRM for their diverse points of view. The SRM relies on volunteers to support its activities and help ensure strong ties and relationships with our community.

4.2. Volunteers will ensure that they have read, understand, and adhere to the policy.

4.3. Volunteers will ensure that all safety concerns are brought to the attention of the Executive Director. Issues that pertain to the Respectful Workplace policy must be resolved following the procedures laid out in the policy document.

4.4. Volunteers will complete all required onboarding training and obtain a criminal record check and/or vulnerable sector check when applicable.

Staff/Volunteer Relations:

5. A healthy and respectful staff/volunteer relationship is an important aspect of a safe and effective work environment. To maintain this relationship staff, volunteers and board members will adhere to the following:

- Staff will regard volunteers as colleagues and ensure that all volunteers are given tasks that reflect their skills and experience;
- Volunteers will respect staff organizational hierarchy and reporting authority, and will accept guidance and direction;
- Board Members volunteering outside of board activities will do so as volunteers, and the museum's reporting authority applies.

Recruitment:

6. Prospective volunteers must fill out the *Volunteer Application Form*. The form will be updated regularly to reflect any changes in the volunteer program goals. Filled forms will be kept on file for a period of one year before being discarded in an appropriate manner.

6.1. Contact information and emergency contacts for current volunteers will be kept on file by the SRM and will be made accessible for staff working with volunteers.

6.2. The Executive Director or their delegate will review incoming applications and approve new volunteers based on their skills and experience, and current organizational needs. This process will be done in conjunction with supervisory staff members to ensure that the specific needs of each department are being met.

6.3. The SRM reserves the right to decline volunteer applications when a prospective volunteer's role would not result in meaningful work or would not align with the volunteer program's goals.

6.4. The SRM recognizes that while volunteers make invaluable contributions to the museum, the management of volunteers can be costly. These costs are represented by the commitment of time and resources by SRM staff.

Accommodation:

7. Volunteers are encouraged to request accommodation for any access needs. The SRM will endeavor to make the requested accommodations in a timely manner to the extent that it is feasible at the time of the request. When a request is not feasible, the SRM will work with volunteers to find alternate solutions.

Training:

8. Incoming volunteers will receive an onboarding package developed by the Executive Director and relevant supervisory staff. Onboarding training will include the review of the following policies:

- Volunteer policy;
- Respectful Workplace policy;
- Equity, Diversity, and Inclusion policy;
- Additional policies when relevant.

8.1. Volunteers assigned to the Visitor Centre Desk must complete the *Tourism/Visitor Information Counsellor Training Program*, which will be provided free of charge.

Volunteer Appreciation:

9. The SRM will endeavor to host an annual volunteer appreciation event to recognize the commitment and contributions made by the volunteers.

Dismissals:

10. A volunteer may be dismissed from their position if they breach any of the pertaining policies. Dismissals are subject to approval by the Executive Director.

Health and Safety:

11. New volunteers will provide two emergency contacts on or before their first day of volunteering.

11.1. All volunteers will be informed of potential health and safety hazards in the workplace and trained in their management or mitigation. Volunteers have the right to refuse unsafe work and the responsibility to report workplace hazards.

11.2. In the event of a workplace injury, volunteers must fill out a *Workplace Injury Report*.

Confidentiality:

12. Volunteers will avoid the careless or deliberate disclosure of any information concerning the management and security of the SRM. Volunteers will respect the privacy of donors, lenders, other volunteers, members of the public, partner organizations, and staff.

Conflict of Interest:

13. Volunteers will avoid all activities which could be construed as an actual, potential, or perceived conflict of interest with respect to that of the SRM. Volunteers may not use their affiliation with the SRM for personal gain or to benefit any third party.

Ethical Conduct:

14. All volunteers will follow the Canadian Museums Association (CMA) Ethical Guidelines and the International Council of Museums and Museum Professionals (ICOM) Code of Ethics for Museums.

14.1. Staff with a supervisory role over volunteers are responsible for informing the volunteers of the CMA Ethical Guideline and the ICOM Code of Ethics.

15. All volunteers must review and adhere to the Respectful Workplace policy.

15.1. All volunteers must review and adhere to the Equity, Diversity, and Inclusion policy.

15.2. Volunteers may raise any concerns or suggest updates to any pertaining policy with their supervisor. Supervisory staff will bring volunteer concerns and/or suggestions to the Executive Director.

16. The Executive Director and Board of Directors will ensure that this policy adheres to and remains up to date with all provincial and federal legislation.

Resources

Huronian Museum - HR Policy

<https://huroniamuseum.com/about-2/huronian-museum-policies/human-resources-policy-for-huronian-museum/>

City of Waterloo Museum - HR Policy

<https://www.waterloo.ca/en/government/resources/Documents/Cityadministration/Policies/Corporate-Policy/Administrative/City-of-Waterloo-Museum-human-resources-policy.pdf>

Human Resources Management – Best Practices in the Cultural Sector

<https://www.workinculture.ca/getmedia/8ff7473f-ab17-4b8f-8d1e-eef0782799e8/toolsBestPractices.pdf.aspx>

Fort Point Museum- Volunteer Policy

<https://www.fortpointmuseum.com/volunteer-policy>

Association of Nova Scotia Museums – Volunteer Policy Template

<https://ansm.ns.ca/management/>