



County of Peterborough Policy Manual

Department:	Lang Pioneer Village Museum
Policy No.:	LPV-12
Subject:	Volunteer Management
Approved by Leadership Team:	February 8, 2023
Originally Approved by Council:	September 3, 2014
Revised by Council:	April 19, 2023
Approved by:	Resolution No. 99-2023

Purpose:

Lang Pioneer Village Museum can best fulfil its mission and mandate and honour its values, by accepting and encouraging the active participation of citizens from our community. The purpose of this policy is to provide overall guidance and direction to staff and volunteers engaged in the volunteer program.

Scope:

This policy pertains to all volunteers and to all staff working with volunteers at or for Lang Pioneer Village Museum be they permanent, part-time, summer seasonal, contract workers, interns, students, or researchers.

Definitions:

Volunteer: A volunteer is an individual who, in collaboration with museum staff, has agreed to work in a role or on a task for the museum without financial remuneration and without expectation of financial remuneration. Due to the restraints in the number of full-time museum employees, volunteers are essential to fulfil the needs of museum operations. The work is as varied as the museum itself and can include functions such as interpretation, demonstration, exhibit assistant, costuming, research, clerical, food services, fundraising, and grounds and historic building maintenance. A volunteer is reflective of their community and is vital to the museum for their diverse talents and point of view.

Position: A voluntary job or work that falls under a department and staff. For example: costuming, gardening, or facilities.

Project: An individual or collaborative undertaking that is planned to achieve a particular goal and the tasks and activities relating to an undertaking.

Policy:

Lang Pioneer Village Museum will strive to involve volunteers within all appropriate programs and activities. All staff are encouraged to assist in the creation of meaningful

and productive roles in which volunteers might serve and to assist, as directed, in recruitment, training and, in some cases, the supervision of volunteers from the community.

Recruitment

A genuine effort will be made to recruit and select volunteers from a broad range of backgrounds, experiences and locations in Peterborough County and surrounding areas to represent our community to the fullest. Potential volunteers will be clearly advised of screening procedures that are in place. Selection of volunteers will be based on position requirements and pre-determined screening criteria.

Application & Screening Process

All potential volunteers are required to submit a completed volunteer application form. Individuals who have been inactive for 4 years or more must reapply to the volunteer program.

All volunteers will be required to adhere to County of Peterborough Policy HR-36 with respect to Criminal Background Checks and Vulnerable Sector Checks.

Interview

All potential volunteers will be interviewed by the Volunteer Coordinator and the staff supervisor they are most likely to be working with to screen them as a volunteer. Once an interview is complete, the potential volunteer will later be contacted with a response of acceptance or non-acceptance.

Volunteer Expectations and Rights

Volunteers at Lang Pioneer Village Museum can expect:

- to be treated with dignity and respect
- to be recognized for their valuable contribution to the museum
- that the museum commits to providing a safe and supportive environment for volunteers
- to receive orientation, training and professional development for any activity/project undertaken to fulfill their position as a volunteer
- to learn of changes in the organization through periodic email notifications, posts to the LPVM- Staff, Volunteer & Alumni Facebook page and/or on the volunteer board
- that volunteer projects will address the mission, mandate and values of the museum and involve volunteers in meaningful ways that respond to their various abilities, needs and backgrounds
- that volunteer project(s) will be determined, approved, and/or be directed by staff supervisors in charge of the project
- that policies and procedures will be consistent with Human Rights Codes and will be in accordance with the Freedom of Information and Protection of Privacy Act

Volunteer Responsibilities

Lang Pioneer Village Museum recognizes that its volunteers are valuable and integral members of the museum's human resources. As such, the museum expects volunteers to:

- always conduct themselves in a professional manner while representing the museum
- be willing to learn
- accept supervision
- work cooperatively with others
- appreciate time pressures of museum staff by scheduling appointments and arriving on schedule when arrangements have been made. Notice of inability to meet scheduled work commitments should be given, whenever possible, well in advance
- respect confidence and protect privileged information
- not accept financial remuneration for volunteer services rendered on behalf of the museum from either the museum or from organizations receiving services
- promptly contact the project lead or Volunteer Coordinator if they have any difficulties or concerns
- comply with the following County of Peterborough Policies and Procedures, including but not limited to;
 - Health & Safety
 - Workplace Bullying & Harassment
 - Technology Code of Conduct
 - Workplace Violence Prevention

Volunteer Dismissal

Situations requiring reprimand and/or dismissal will follow policies and procedures fairly and consistently while respecting the safety and dignity of all concerned. Staff will ensure that volunteers are aware of their expectations and responsibilities, are provided guidance where appropriate, and clearly understand the possible consequences for failing to meet expectations, breaching a boundary or inappropriate behaviour. LPV-12-PR01 further details procedural expectations.

Maintenance of Records

A system of records will be maintained on each volunteer with the museum, including dates of service, hours of service, positions held, duties performed, evaluation of work, and recognition received. Access to volunteer personnel records shall be limited to authorized staff only and will be treated in accordance with the provisions of the Municipal Act 2001 and Municipal Freedom of Information and Protection of Privacy Act.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client, or other person or involves

overall museum business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the museum or other corrective action.

Access to Archives & Collection

Lang Pioneer Village Museum provides access to our archives and collection as part of our public trust responsibilities. However, we are obligated to ensure that the archives and collection are adequately secured. Access to the archives and collection will be limited to authorized staff and volunteers only as designated by the Museum Operations Manager and/or Curator.

Access to Behind-the-Scenes Locations and Equipment

Lang Pioneer Village Museum has many buildings and spaces on the property that are not public access and are considered behind the scenes. This includes equipment used for museum demonstrations and operations. Volunteers will need to speak to staff supervisors to ensure they have everything that is required to be in that space and operate that equipment prior to access being provided.

Dress Code

As representatives of the museum, volunteers are responsible for presenting a good image to visitors and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

Volunteer Recognition

Lang Pioneer Village Museum acknowledges the valuable and important work of volunteers and for this reason we will work to ensure that a range of recognition programs are in place. The opportunity for training, education and service to the community are the primary benefits offered by the Museum's volunteer program. In addition, the museum provides other regularly reviewed/updated benefits identified in the Volunteer Management Procedure.

Evaluation of Volunteer Performance and Utilization

The Volunteer Coordinator will meet with staff supervisors at the end of each year to complete a Volunteer Performance Appraisal of the volunteers that the staff worked with that year. This information will form part of an annual strategic review of the utilization of volunteers by the museum. These will be kept on file.

Insurance

Liability insurance is provided for all volunteers while they are engaged in museum business. This insurance is subject to age restrictions set out in the Terms of Coverage. Specific information regarding such insurance is available from the Museum Operations Manager or Volunteer Coordinator.

Review Cycle:

This policy and corresponding procedure (LPV-12-PR01) shall be reviewed at least once each term of Council.