



1. GENERAL STATEMENT

The Whitchurch-Stouffville Museum & Community Centre (Museum & CC) is part of the Leisure and Community Services Department in the Corporation of the Town of Whitchurch-Stouffville. The Town, as a responsible employer, is concerned with the safety, security, well-being and continued motivation of the people working for it. The Town has adopted a set of procedures related to human resource management in order to ensure that the Corporation is able to meet its mandate, carry out the appropriate operations and comply with relevant municipal, provincial and federal legislation. This collection of human resource procedures is entitled, "Town of Whitchurch-Stouffville Administrative Procedures Manual" and it forms the core of human resource management policy at the Museum & CC. The Town realizes that the Museum's ability to fulfil its purpose depends to a large degree on the professionalism and capabilities of its employees.

The Museum & CC applies each year for the Community Museum Operating Grant (CMOG) through the Ontario Ministry of Tourism, Culture, and Sport. This policy complies with the policy and operational guidelines of the CMOG grant program.

2. ROLES & RESPONSIBILITIES

The Human Resources Manager for the Town of Whitchurch-Stouffville is responsible for ensuring that the Town's Administrative Procedures Manual:

- complies with current legislation,
- is consistent with accepted human resource management practices,
- provides adequate standards for safety and security in the workplace and provides training for management and mitigation of same,
- promotes the motivation and effectiveness of employees, and
- provides adequate direction for evolving methods of doing business and/or the addition of new business functions.

Any revisions or proposals for new procedures developed by the Human Resources Manager are considered by the Senior Management Team and then subject to review and adoption by Town Council before taking effect. The Senior Management Team includes the CAO and all Department Heads.

The Manager, Culture and Community Services (Manager) reports to Town Council through the Director, Leisure and Community Services (Director) and the CAO. The Manager is responsible for ensuring that Corporate procedures are

adhered to and implemented at the Museum. The Manager makes recommendations to hire or terminate, subject to approval by the Director and CAO.

It is the responsibility of the Supervisor/ Curator, who reports to the Manager, to ensure that Museum functions are carried out by adequately trained personnel.

3. **COMMITMENT TO MAINTAINING A QUALIFIED STAFF**

3.1 **Job Descriptions**

3.1.1 **Paid Employees**

In accordance with the Town's Administrative Procedures #20 – *Staff Recruitment Policy* and #48 – *Compensation & Benefits*, job descriptions are developed for all paid employees including full-time, part-time, casual, contract and summer student employees. Each new and existing job description states the minimum educational and experiential requirements for the specific position and is assessed by the Town's Job Evaluation Committee to ensure equity and consistency among all positions within the Corporation.

Job descriptions are reviewed and revised prior to recruitment and/or by the initiation of the employee or supervisor as a result of changes in job duties and responsibilities. Revisions to job descriptions are subject to approval by the Director and CAO and/or Town Council.

A copy of the job description is provided to the employee on the first day of employment as part of their orientation.

3.1.2 **Volunteers**

W-S Museum volunteers are provided with a copy of the *Volunteer Manual* which includes job descriptions for common volunteer tasks as well as information and guidelines related to

- the Museum & CC's organizational structure,
- FAQ's on volunteering as well as about the Museum,
- performance standards and ethics,
- recording of hours,
- reimbursement of expenses,
- risk management and incident reporting,
- roles and responsibilities of employees and volunteers,
- interpretive and customer service tips and hints,
- emergency contact numbers and procedures, and
- locations of first aid kits and basic first aid guidelines.

3.1.3 **Museum Advisory Committee (Committee) Members**

All Committee members are provided with an updated copy of the *W-S Museum Advisory Committee Policies & Procedures Manual* which serves as the basic training tool and reference guide. This manual includes:

- the current Museum Advisory Committee Terms of Reference by-law which provides a description of the Committee's duties and functions as well as its purpose, responsibilities and procedural requirements,
- an organizational chart,
- a copy of the Code of Ethics which must be signed by all Committee members and submitted to the Clerk's Department,
- the Canadian Museum Association's *Ethics Guidelines*,
- Imagine Canada's *Ethical Fundraising & Financial Accountability Code*,
- the municipal by-law governing the proceedings of meetings,
- the Museum & CC's promotional brochures,
- a volunteer manual and all current policies.

3.2 **Training**

In accordance with the Town's Administrative Procedure #32 – *Staff Training Policy*, it is recognized that ongoing training and development of paid and volunteer personnel is critical to the Museum & CC's continuing success in achieving its objectives and satisfying visitor expectations. The Museum & CC is committed to providing a variety of professional development and training opportunities to employees, members, volunteers and members of the Committee within budget and operational needs.

3.2.1 **Training Program**

In accordance with the Town's Procedures #32 - *Staff Training Policy* and #47 – *Professional Memberships*, the Museum & CC's training program will facilitate participation in a variety of types of educational opportunities. All training & associated costs are subject to approval by the Manager and/or Director.

3.2.1.1 Professional Development Courses/Seminars/Conferences

Museum & CC personnel will be encouraged to further their education and upgrade their skills in areas related to their field of work and/or in accordance with objectives set in strategic and business planning exercises. A dedicated budget for registration and tuition fees for professional development courses/seminars/conferences will be included in the annual budget.

3.2.1.2 Professional Organization Affiliation & Networking

The Museum will hold institutional memberships with the Canadian Museum Association, Ontario Museum Association, Ontario Historical Society, Ontario Genealogical Society, York Durham Association of Museums & Archives and other relevant professional/heritage organizations. Museum & CC personnel will be encouraged to attend meetings and participate in activities of these organizations.

3.2.1.3 In-House Training Sessions

Summer students, part-time or casual employees and contract workers will undergo an orientation and general in-house training program including training for occupational health and safety, office techniques and museum skills as well as the provision of background information about the Museum and its place in the community. The Curator or his/her qualified designate will ensure that the materials included in the orientation and training session are current and complete.

In-house training for specific tasks/projects will be provided at their outset including direction as to the overall scope of the project and the employee's role within it.

The Interpreter's Manual serves as the basic training tools for personnel involved in educational program delivery. All Interpreters (paid and/or volunteer) are provided with written copies of the programs they will be delivering and will observe the program at least once before leading it on their own.

3.2.1.4 Committee Orientation & Training

At the first meeting of a newly-appointed Committee, an Advisory Committee Policy & Procedures Manual is provided. The first meeting also includes an Orientation Session featuring information on the history and development of the Museum & CC and a review of the contents of the Manual. This introductory orientation session is followed up by a comprehensive tour of the Museum's facilities and grounds at a subsequent meeting. The Town provides budget allocation for further related training for Committee members.

3.2.1.5 Volunteer Training

Volunteer engagement and management is a shared responsibility among Culture and Community Services employees. Job descriptions identify the roles and responsibilities of each volunteer position in terms of recruitment, training, supervision and administration.

General Adult Volunteers

The Museum Volunteer Manual serves as the basic training tool for Museum & CC volunteers and a copy is provided to volunteers who apply to volunteer on a regular basis. Copies are available for reference in each of the Museum's buildings. A brief orientation session to introduce volunteers to the site's facilities and location of supplies and materials is provided. Volunteers are then either paired with an employee or veteran volunteer or provided with task specific training. Specific tasks/projects are outlined and direction is given as to the overall scope of the project and the volunteer's specific role or responsibility within the project. The necessary training specific to the task including written and/or verbal instructions, working through an example together and/or the provision of a previously completed sample will be provided at the outset of each project/task.

Event Volunteers – Adult and Youth

A number of the Museum & CC's volunteers assist only during the Annual Antique & Classic Car Show event. A Volunteer Prep Rally is held during an evening before the Car Show to provide an overview of the event, to highlight any changes or new additions from the previous year, and to provide appropriate training for specific functions -- especially admissions and food service. It is also an opportunity for volunteers to ask any questions. Written instructions are shared that evening and available at each volunteer work station during the event.

Volunteers contributing at other events receive similar pre-training, specific to their event.

Youth Volunteer Interpreters

People under 16 years of age who apply to serve as Youth Interpreters to work in the Museum's heritage buildings must complete the Youth Volunteer Training Session in order to be eligible to volunteer in the historic buildings during an event. This training session covers topics such as appropriate behaviour and dress, safety issues, how to handle problems or situations and respect for the artifacts. The Program Coordinator is responsible for maintaining and delivering the Youth Volunteer Training Session.

Youth volunteering for a single event are not required to complete the formal training but will be provided with instructions regarding appropriate behaviours and attire. In addition, each of these

volunteers will be provided with written job descriptions of their responsibilities and will be paired with an employee or veteran volunteer.

The Museum & CC offers multiple opportunities for secondary school students to complete community service hours as required for graduation by the Board of Education.

Court-Ordered Service

The Museum & CC will follow the Town's procedures for engaging volunteers completing court-ordered service hours.

3.2.1.6 Maintenance and Development of Reference Library

The Museum maintains a reference library for on-site use by Museum & CC personnel and the public. The reference library includes resources on history, genealogy, material culture, and museological functions. The reference library is developed by adding new resources on an annual basis.

3.2.2 Identification of Training Needs

Staff training and development is a shared responsibility of the employee (and volunteer) and the Town of Whitchurch-Stouffville. Employees and volunteers have an obligation to remain current in museological practices and identify specific training needs. The Museum & CC also has a responsibility to identify training needs through regular performance reviews and strategic or business planning exercises. Priorities are set annually through mutual agreement of employees/volunteers and management.

3.2.3 Support for Training

The Museum & CC's annual operating budget includes an allocation of funds associated with attending professional development opportunities. Mileage (in accordance with the Town's Administrative Procedure #30 - *Vehicle/ Travelling Expenses*) and meal expenses will be reimbursed according to Town policy and covered within the facility's operating budget allocations for Mileage and Miscellaneous expenses. The operating budget also includes an allowance for the purchase of reference materials within the Artifacts/Conservation and/or Miscellaneous budget lines.

4. COMMITMENT TO ETHICAL CONDUCT

In addition to abiding by the Town's policies regarding ethical behaviour

(Procedures #37 - *Confidentiality*, #38 - *Conflict of Interest*, #40 - *Political Issues*, AP63 *Violence-free workplace*, #42 - *Harassment and Discrimination Free Workplace*, #50 - *Acceptable Use Policy for Computer, Internet and E-mail*, #60 – *Employee Code of Conduct*, and #63 – *Violence Free Workplace*), all Museum & CC employees will comply with the Canadian Museum Association’s (CMA) ethical guidelines. A copy of *Ethics Guidelines* published by the CMA (2006) will be provided as part of the employee’s orientation.

The Supervisor/Curator or his/her designate, is responsible for ensuring that volunteers are aware of ethical issues relevant to the tasks they are undertaking on behalf of the Museum and that the volunteers conduct themselves in accordance with ethical standards.

All Museum & CC employees, volunteers and Committee members involved in fundraising will also conduct themselves in accordance with Imagine Canada’s (formerly Canadian Centre for Philanthropy) *Ethical Fundraising & Financial Accountability Code (2009)*. A copy of this code is included in the Museum Advisory Committee Policies & Procedures Manual as well as AP-60 and provided to any employees or volunteers engaged in soliciting sponsorship for the Museum.

5. HEALTH & SAFETY

The Museum & CC and its personnel will participate in and comply with the Town’s health & safety policies and procedures as outlined in Procedure #52 - *Occupational Health and Safety*.

At least one paid employee will hold current certification in:

- First Aid
- AED (Automated External Defibrillator)
- Smart Serve
- York Region’s Food Handler Safety Program
- Workplace Hazardous Materials Information System (WHMIS)

The Museum receives regular inspections from members of the Town’s Joint Health and Safety Committee.

6. ACCESSIBILITY

The Museum & CC will participate in, and comply with, the Town’s development and implementation of annual Accessibility Plans and subsidy programs. The Museum will endeavour to provide equal access to the workplace for employees & volunteers of all abilities. All employees, volunteers, and appointed Committee

