



the Art Gallery of Hamilton

Volunteer Committee



From AGH Volunteer Committee Executive

We are delighted to welcome you as a Volunteer at the Art Gallery of Hamilton. By giving your time and effort to the AGH you are enhancing visitor experiences, assisting staff, and aiding the Gallery in generating revenues.

Aside from knowing you are personally supporting the Gallery through sharing your time and talents, there are other benefits of being a Member of the Volunteer Committee. Among them are connecting with other people who share your interests, behind the scenes view of the AGH and its operation, recognition at annual meetings and awards ceremonies, receipt of our quarterly Volunteer e-newsletter (galleryGAB), and a variety of discounts including a 10% discount on purchases at Shop at AGH and at the Cafe, discounts for admission to guest lectures at AGH, and reciprocal discounts at many other art galleries and museums.

As a Volunteer, you are an ambassador for the Gallery. It is important that you know what is expected of you, how the Gallery operates, and how to interact with the public. This manual has been designed to help you feel comfortable in your role as a Volunteer. We ask that each Volunteer practice the following guidelines so that we can all work most effectively as a team. Thank you for choosing to Volunteer with AGH, and we trust that you will find your Volunteer experiences enjoyable and rewarding. For our part, we respect your time and talents, and will do our best to ensure that both are used efficiently and effectively.

From Louise Dompierre, AGH President and CEO

Art Galleries have undergone major if not revolutionary changes in the past decade. At all levels of these key cultural organizations, from curatorial research and production to management, a higher level of professionalism has been introduced and implemented. More importantly, art galleries are now more self-sufficient, welcoming, and responsive to the communities in which they operate.

Does this mean that Volunteers, who launched, sustained and participated in the growth of art galleries no longer have a role to play? On the contrary. More than ever your generous donation of time is needed. The AGH together with peer organizations across the country depends on the involvement of dedicated Volunteers. We need you as ambassadors in the City to share with others the best that the AGH can offer. We need you as interpreters of our great programme of exhibitions and we need your expertise in our library and in many other areas of activities. Finally, we need your help to build our revenues further.

In 2010, the Members of the Volunteer Committee provided over 6,100 hours of service to the Art Gallery of Hamilton. Your contribution to the Gallery is invaluable, and we appreciate your efforts. You lend your expertise, your time, and your efforts so generously. On behalf of the Art Gallery of Hamilton, I salute your achievements and thank you for all you do for the betterment of our Gallery and our community.

To all those of you of have been working with us for many years – thank you - and a warm welcome to all those of you who are new to the AGH.

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1.1 General Information

Founded in 1914, the Art Gallery of Hamilton is now one of Ontario's largest public galleries. Over its 90-year history, it has grown and developed along with the communities it serves, building a permanent collection distinguished by its quality and integrity. Our permanent collection is one of the finest in Canada, respected nationally and internationally, and recognized as being particularly distinctive due in part to a significant number of iconic works that serve to distinguish the collection. Numbering over 9,500 works of art, the collection focuses on three areas: Canadian Historical, Contemporary, and European Historical.

The cornerstone of the collection is the Bruce Memorial, a donation of 29 paintings made in 1914 to the City by the family of Hamilton-born artist William Blair Bruce (1859-1906). This donation saw both the establishment of the Gallery and the inception of the permanent collection. As an important nineteenth-century Hamiltonian who trained and worked abroad and exhibited both nationally and internationally, Bruce's skill and activities reflect the scope and nature of Hamilton's permanent collection: regional, national and international in scope, chronicling the efforts and activities of artists who have exerted an impact on the visual arts past and present.

For a brief chronology of the AGH see **APPENDIX A**

1.2 Frequently Asked Questions

What is the cost of attending the Gallery?

Admission to the second floor of the Gallery is free, courtesy of Orlick Industries Ltd. Our banner exhibitions on the first floor require ticketed admission. Members of AGH have free admission to all exhibitions at all times. Admission costs are posted at the Front Desk.

How often do you change exhibitions?

We offer a variety of historical and contemporary exhibitions that include works by regional, national, and international artists. Often exhibitions are planned three years in advance, and typically remain up for three to six months. We have three exhibition seasons a year.

What does a visit to the Gallery include?

You can visit the Gallery and explore it on your own, you can book a guided tour with your group, or on Sunday afternoons you can participate in a docent-guided tour with price of admission. You can also get involved in one of our many public programs, visit our Shop at AGH, relax in our café, and even book a space in the Gallery for a future special event.

Can I take photographs? What are the copyright policies?

Photographs and video-taping are not allowed in the exhibition spaces for a few reasons. First, there are copyright issues involved. Secondly, exposure to lights from flash cameras can damage paintings and works on paper. The Shop at AGH carries some reproductions of our works. If you are looking for reproductions for use in a publication or for scholarly research, please contact our Registrar.

What is the oldest work in the collection?

The oldest work in the collection is a Greek red figured kylix from the 5th century BCE. The oldest collection of paintings is the Dutch Collection containing works executed in the 16th and 17th Century.

Why can't I touch the art, frames, or sculptures?

There are acids and oils in your skin that will damage the art. When we are hanging or taking shows down, our staff wear cotton gloves to protect the artwork. Even large sculptural works and the frames of paintings need consideration. If we didn't take such precautions, over time fingerprints would show up, soft materials would absorb acids and oils, and patina or faux finishes would wear off.

How do you care for your works?

Four large vaults on-site store works that are not on exhibit, either on site or as part of an AGH traveling exhibition. The Gallery collection houses over 9,500 works of art, so at any given time, the majority of these are in storage. Our exhibition spaces and vaults are carefully monitored by machines that measure temperature and humidity levels, the vaults are kept dark, and works on paper are stored in acid free boxes. Staff wear cotton gloves, and keep handling the art to a minimum.

What is the annual budget of the Art Gallery of Hamilton?

The AGH's annual budget is approximately \$4 million.

What is the ratio of public/private monies in that annual budget?

About \$1.5 million comes from federal, provincial and city monies. The rest the Gallery raises itself, some from operations and some from special project funding.

Who are the AGH outside partners, and why did they decide to contribute?

We have thousands of "outside partners", including 2,000 AGH Members, major corporations, and all levels of government, foundations, small businesses, and individuals. In the end, the decision to give is a highly personal one. Some give for the love of art, or in the case of sponsoring an exhibition, for the love of one artist's work, for example; others like the fact that their contributions allow the Gallery to offer low-cost or free activities for families; others believe that their show of support helps revitalize downtown Hamilton.

2. Volunteer Qualifications

All AGH Volunteers:

- are interested in art and in the AGH
- are enthusiastic and willing to learn
- are reliable and punctual
- possess good interpersonal and communication skills
- provide a successful level of job performance
- abide by the AGH policies and procedures for Volunteers as outlined in this manual
- ensure the safety of patrons, Volunteers, and staff through the proper implementation and enforcement of emergency procedures
- commit to a minimum number of Volunteer hours per month. (see specific job descriptions in Section 3 below).
- have access to email and the internet
- attend a general orientation session as arranged by the Orientation Officer of the Volunteer Committee Executive
- undergo specific training in their assigned placements as arranged by the Liaison of the Volunteer Committee Executive and/or the AGH supervisor) of the placement area
- discuss any questions, issues, or problems with their Liaison and / or the AGH supervisor in their placement area

2.1 Benefits of Volunteering

Aside from knowing that you are personally supporting the Gallery through sharing your time and talents, there are other benefits of being a member of the Volunteer Committee. Among them is the opportunity to connect with people who share your interests and gain a behind the scenes view of the AGH and its operation. Volunteers are also recognized at annual meetings and awards ceremonies, and receive the Volunteer Committee's quarterly Volunteer e-newsletter (galleryGAB).

As Members of the Gallery, Volunteers receive exclusive mailing of insights magazine, complimentary admission to all Gallery level one exhibitions, a 10% discount at the Shop at AGH and at the Cafe, a 40% discount on AGH ♥filmseries tickets, a discount on AGH programming, and the exclusive opportunity to rent original art from Art Rentals + Sales. In addition, Gallery Members receive a 50% discount on admission at the Royal Botanical Gardens (including a 10% discount in the Shop). Under the *Ontario Association of Art Galleries* reciprocal benefits, granted to all AGH Members, Volunteer gain free admission to a number of Galleries and Museums including: McMaster Museum of Art, The Bata Shoe Museum, Burlington Art Centre, Canadian Clay and Glass Gallery, The Power Plant Contemporary Art Gallery, Art Gallery of Ontario, and the CN Tower. A complete listing can be found online at: <http://www.oaag.org/membership/reciprocal.html>

Finally, as major contributors to the Gallery, Volunteers receive reciprocal benefits under the *Attractions Ontario Reciprocal Admission Program*. This list is available only to Volunteers and Staff, and offers complimentary admission and discounts to various attractions across Ontario. Highlights include free admission to the Art Gallery of Ontario, Casa Loma, CN Tower, Hamilton Civic Museums, Hockey Hall of Fame, McMichael Canadian Art Collection, Steam Whistle Brewing, and the Royal Ontario Museum. Benefits also include 50% off at Medieval Times and 2 for 1 admission to Second City Theatre. For a complete listing please contact the Manager, Human Resources.

3. Volunteer Placement Areas

Art Gallery of Hamilton

In addition to those criteria listed in [Section 2](#) under Volunteer Qualifications above, each Area Placement has specific duties and responsibilities. These are outlined below for each Area Placement.

3.1 Administration Assistance Volunteers

Commitment

- make a minimum commitment for 1 year, 1-3 times a month. Daytime administrative tasks are scheduled between 9:00 am and 5:00 pm, Monday through Friday, and are on average 3 hours in length.

Duties and responsibilities

- assist with Membership mailings
- assist with administration support for special events
- prepare packages for new and potential AGH Members, hospitality clients, and AGH partners
- assist with computer tasks, including data entry, research, and database creation and maintenance
- possess good computer skills needed for administrative tasks, including Word and Excel

3.2 Education (Docent & Library Volunteers)

Commitment

- make a minimum commitment for 2 years
- attend bi-monthly education meetings (2 hours on Monday afternoons September through June) to learn about new exhibitions, to develop professionally, and to refine touring strategies
- are available for a minimum of 2-4 tours monthly, given the demand. Tours normally last between 1-2 hours.

Training

- attend an 8-week training session on successive Mondays from 4:00-6:00 pm
- shadow active docents for up to 5 tours
- have an evaluation with the Educator or designate(s) prior to touring a group

Duties and responsibilities

- have a background or keen interest in art
- commit to additional time for independent reading, research, and tour planning
- are skilled in public speaking and facilitating small groups including young school children, high school students, adult, and special-needs
- work as team-players when facilitating and planning large group tours, but are able to work independently in dealing with smaller groups
- plan each tour appropriate to the age and needs of group, using inquiry, discussion and interactive strategies to help visitors make personal connections with the art
- use the computer and internet to facilitate research, communication, and tour- scheduling
- follow all conduct and procedure as outlined in the Docent Handbook
- undergo a Vulnerable Sector Screening security check at the expense of the AGH. This will be reimbursed after three months of successful Volunteer involvement, at the point that a Volunteer graduates from a [Provisional](#) to an [Active Volunteer](#). Acceptance of a Volunteer with a criminal record is at the discretion of AGH staff.

3.3 Film and Performance Volunteers

Commitment

- make a minimum commitment for 1 year, 1-2 times a month. The commitment for an evening media event is usually 4 hours. AGH film screenings take place monthly with two Saturday matinee screenings at Westdale Theatre and one Wednesday evening screening at Empire Jackson Square Six Cinemas. AGH performances are musically based, happen twice annually, and generally take place evenings or weekends.

Duties and responsibilities

- are interested in today's independent film, music and/or literary cultures
- greet the public, support ticket sales on-site and represent the Gallery
- set-up and tear-down event spaces when necessary, and direct and assist with seating

3.4 Membership Promotion Volunteers

Commitment

- make a minimum commitment for 1 year, 1-2 times a month. The average time commitment for an afternoon or evening Membership event is approximately 3-4 hours. Daytime administrative tasks are scheduled between 9:00 am and 5:00 pm, Monday through Friday, and are 3 hours in length.

Duties and responsibilities

- are comfortable talking with patrons, promoting Gallery Membership at community events, and taking registration and payments
- assist in maintaining Members' contact information through telephone calls, email and mailings
- assist with managing files for the Finance and Membership departments

3.5 Shop at AGH / Art Rental + Sales Volunteers

Commitment

- make a minimum commitment for 1 year, 2-4 times a month. Shifts are 3-4 hours during the day, Tuesday–Friday, evenings on Thursday and Friday, as well as Saturday and Sunday afternoons
- work an occasional weekend, Friday night or holiday shift, and assist at special Shop events

Duties and responsibilities

- provide excellent customer service, greeting customers, answering questions, and using good judgment to determine the level of service required
- possess excellent interpersonal skills
- keep up to date on products in the Shop, and convey this information to customers
- receive, price, and inventory merchandise
- assist in upkeep of the shop appearance
- are physically able to be on their feet for 3-4 hours, to bend, to climb, and to lift up to 20 pounds

3.6 Special Events Volunteers

Commitment

- make a minimum commitment of 1 year, helping with Special Events and special projects as necessary (Special Events arise monthly. The biggest events are the Gala, May, the World Film Festival, Sept/Oct, and Style and the City, Nov).

Duties and responsibilities

- provide all guests with a positive first impression of the AGH by offering superior, individualized guest services, and maintaining an approachable manner
- genuinely enjoy helping people

- maintain a relaxed and confident demeanor
- participate in special events in one of many roles: ticket sales, promotion, registration, information desk, set-up, coat check, gallery ambassador, usher, performer assistant, and team lead
- set-up and tear-down event spaces when required

Note: Staff of the Art Gallery of Hamilton assumes responsibility for the recruitment, orientation administration and supervision of Provisional Volunteers in this placement, and informs the Volunteer Committee Executive when Provisional Members qualify to become an Active Members of the Volunteer Committee.

3.7 Front Desk Volunteers

Commitment

- make a minimum commitment for 6 months of one 4-hour shift per week during Gallery opening hours

Duties and responsibilities

- provide guests with a positive first impression of the Gallery by offering superior, individualized guest service, and by maintaining a friendly and approachable manner when dealing with guests
- process in-person, telephone and on-line sales
- fill in and submit cash management reports and deposits
- are fully-versed in Gallery exhibitions, activities, programmes, and events
- monitor the AGH website for current and new exhibitions, programmes, and event calendars
- feel confident about directing inquiries to AGH staff when uncertain of answers
- are familiar with Board and Staff Members, and their duties and responsibilities
- answer telephone inquiries and direct calls from the switchboard to appropriate departments / staff Members.
- keep track of attendance, and take demographic information from visitors
- aware of events and attractions in the City
- respond to patrons on room rental and function inquiries, and processes room rental and event payments
- maintain a neat and orderly front desk area, and manage displays of brochures and community information
- possess excellent computer skills, including the ability to learn new software
- undergo a Vulnerable Sector Screening security check at the expense of the AGH. This will be reimbursed after three months of successful Volunteer involvement, at the point that a Volunteer graduates from a [Provisional](#) to an [Active Volunteer](#). Acceptance of a Volunteer with a criminal record is at the discretion of AGH staff.

4.1 Accountability for Job Performance

Volunteers are accountable for their job performance to the supervisors of the AGH department(s) in which they are placed. Please review [Course of Action for a Breach of Policy or Performance Requirements in Section 5.4](#)

4.2 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they may be privy while serving as a Volunteer with AGH. This applies to information involving staff, Volunteers, clientele, and to all information involving Gallery business.

4.3 Conflict of Interest

If a Volunteer transacts business with a current or potential supplier of the AGH, the transaction will be carried out in the best interests of the Gallery, and not influenced by the Volunteer's own personal considerations. Generally, a conflict of interest exists where the Volunteer, or a Member of the Volunteer's family, might profit monetarily from an action undertaken by the Volunteer in the course of performing his/her assigned Volunteer duties.

4.4 Membership in AGH

All Volunteers will be Members in good standing of the AGH. The Gallery provides a Volunteer Financial Assistance program for Memberships; please contact the Manager, Membership & Audience Development, for further information.

4.5 Orientation and Training

Volunteers will be active participants in the orientation program provided by the Volunteer Committee Executive, and will be active participants in training programs offered by AGH.

4.6 Speaking on Behalf of the Organization

Volunteers will not speak on behalf of AGH, unless specifically directed by the Board or Management to do so. Other than answering queries directly linked to their Volunteer position, Volunteers will not make any statements that might affect or obligate AGH.

4.7 Attendance

The Gallery depends on Volunteers to provide essential support to its programs. Therefore, once you have committed to a program/position/shift, be prepared, on time, and on task. If for some reason you are unable to fulfill your commitment, contact your staff supervisor through the Gallery switchboard (905 527 6610 ext 0).

4.8 Dress-Code

Because the AGH does not have a Volunteer uniform, clothing choice is left to the discretion of the individual Volunteer. Keep in mind that you are representing the Gallery, and in many cases you will be the only contact visitors will have with the Gallery. Generally, a neat, clean, business-casual look is appropriate. For many special events, we ask Volunteers to wear all black. If in doubt, ask your staff supervisor.

4.9 Public interactions & no-touch policy

The AGH strives to create a friendly, inclusive and barrier-free environment. As such, Volunteers will always maintain a professional attitude, behaviour and attire. You must treat all visitors with courtesy, kindness, patience and respect, and must not ever harass, discriminate against, belittle, embarrass or alienate a visitor, regardless of age, ability, ethnicity or socio-economic position.

We maintain a no-touch policy: You must not touch a visitor, regardless of age or ability without first asking permission; in the case of a minor, you will not touch without obtaining permission first from the supervising adult.

4.10 Communication

Communication with, and among, Volunteers is extremely important. We request that all Volunteers have access to email and check it regularly.

Insights magazine - published three times annually, includes Volunteer news. As a Member of the AGH you will receive these publications through the mail.

galleryGAB – the Volunteer Committee Executive e-newsletter, published four times a year and e-mailed to you. Back issues appear on the Volunteer Page of the AGH Web Site.

AGH E-Newsletter - news of interest to Volunteers and Volunteer activities are published monthly in the AGH e-newsletter that is emailed to all AGH Members.

Meetings - There is at least one meeting of the Volunteer Committee annually: the Annual General Meeting in the Spring. Some placement areas have regular meetings where information is disseminated and shared.

E-mail - Sending e-mails is the easiest ways to get information to Volunteers quickly.

Post - If you do not have an e-mail address, notification of, and invitation to, events sponsored by the Volunteer Committee Executive will be mailed to you.

Change of address - Please ensure that your phone and contact information is up to date with the AGH Membership Department or Human Resources.

Volunteer Placement Liaisons / Staff Department Supervisors - Communication is a two-way street. Please share information with your Volunteer Liaison and your staff supervisor.

5.1 Volunteer Screening

All Volunteers must submit a signed Waiver before beginning their duties. Acceptance of a Volunteer with a criminal record is at the discretion of AGH staff.

5.2 Conflict of interest

Volunteers who believe a conflict of interest exists will report the situation to their staff supervisor. Please review Conflict of Interest Policy in [Section 4.3](#) for a definition.

5.3 Addressing Volunteer Concerns

Please direct any questions or concerns that you have about your Volunteer assignment to the staff supervisor of the department in which you are placed, to your Volunteer Liaison, or to the Manager, Human Resources. We will seek to address your concerns promptly.

5.4 Course of Action for a Breach of Policy or Performance Requirements

In instances of policy violation, this includes but is not limited to: internal or external complaints, non-attendance, and violation of policy or procedure, there is a three-step process.

1. For a first incident, the Staff Supervisor or Manager, Human Resources will discuss the violation with the Volunteer (and placement Liaison if requested). The Volunteer will be given the opportunity to voice their side of the violation. A resolution to the problem will be agreed upon and will be documented.
2. For a second incident, the Staff Supervisor or Manager, Human Resources, will provide a written statement, documenting the concern, outlining the required solution and the course of action to be taken if the solution is not achieved – in most cases, termination from the Volunteer Programme. The statement will be copied to the placement Liaison and the Chair of the Volunteer Committee.
3. For a third incident, if no suitable resolution has been achieved, a meeting between the Volunteer, the Staff Supervisor and/or Manager, Human Resources, and Staff Department Director will be called (or designate) will be called. The Volunteer will be asked to leave the Team, and the Chair of the Volunteer Committee will be so notified in writing.

In cases of very serious violations (including harassment, touching, endangerment), the placement Supervisor and/or Manager, Human Resources, placement Liaison and Volunteer Committee Chair can proceed immediately to step three at their discretion.

5.5 Positions on the Volunteer Committee Executive

Volunteers who have been active for at least one year and who are interested in positions of responsibility, liaison, or committee involvement, are strongly encouraged to submit their names to the Chair of the Volunteer Committee for consideration by the Nominating Committee, as current terms of office expire.

5.6 Recording Volunteer Hours

There is a *Volunteer Hours Log Book* located at the Front Desk for Education, Front Desk, Membership Promotion, and Administrative Assistance Volunteers. All other Volunteers will find a *Volunteer Hours Log Book* in the placement area in which they work (*Shop Log Book* located in the Shop, *Film and Performance Log Book* located on-site and stored in the cash box). If you need to start a new recording sheet, these can be found at the back of the binder.

This Log Book allows the Volunteer Committee Executive to keep track of who is actively Volunteering. Records of Volunteer activity are also used by the Gallery for Volunteer recognition, in public reports and grant applications.

The Secretary of the Volunteer Committee Executive tabulates Volunteer hours at the end of February, April, June, August, October and December. While it may be easier to keep track of your hours on a day-by-day basis, this practice also ensures we have an accurate record of hours.

If you have not recorded any hours over a two-month period, you will be contacted to ascertain whether you intend to remain an active Volunteer.

5.7 Reimbursement for Parking

The AGH cannot directly reimburse Volunteers for parking expenses. The Gallery does, however, offer Volunteers the opportunity to receive a tax receipt totaling the amount of parking paid while on Gallery duties.

The procedure to receive a parking tax receipt is as follows:

- retain all applicable parking receipts during the year.
- total the parking receipts and complete an expense report annually.
- attach a personal cheque made payable to the Art Gallery of Hamilton for the total amount of the parking receipts.
- submit the expense report and cheque to the Finance Department by the beginning of December. If it is not possible to submit the receipts by this due date, include them with the following year's report. The Gallery will cash the Volunteer's cheque on the last working day of December
- the Finance Department will issue the Volunteer a cheque for the same amount as the parking receipt total. The Volunteer should cash the Gallery's cheque upon receipt.
- a tax receipt will be mailed to the Volunteer for the same amount as the cheque / receipts.

The Art Gallery of Hamilton has numerous security programs in place for the safety and security of all staff and visitors, our collections and property, and our information. It is the responsibility of all AGH staff and Volunteers to be active participants in these security programs by adhering to the following policies and procedures.

6.1 Personal Vehicle and Property Insurance

The AGH does not insure personal vehicles or property for either employees or Volunteers. Volunteers who bring personal property with them, or who will be driving their own vehicles on Gallery business, should contact their insurance broker to ensure that they have adequate personal automobile and property insurance coverage.

6.2 Medical / Health Insurance

No medical/health insurance will be provided by the AGH. In the event of a medical/health problem, the Art Gallery of Hamilton accepts no responsibility for any costs associated with a medical/health problem, nor will they pay for any medical/health expenses which may be incurred by the Volunteer.

6.3 General Liability Insurance

As a "Registered Provisional or Active Volunteer" while properly carrying out your Volunteer responsibilities you are insured under the Gallery's general liability insurance policy against legal liability claims from third parties for property damages, bodily injury and personal injury as long as you have not willfully, maliciously or intentionally caused the injuries.

6.4 Access to Gallery before public hours

Press the intercom button to the left of the doors and identify yourself to the security guard on duty. The door will be opened for you electronically.

6.5 Signing in and out

Fill out the blue "Visitor and Contractor Entry / Departure Log" located at the Front Desk every time you're in the Gallery. Print your name, list yourself as a Volunteer, and note your arrival and departure times. If you have forgotten your badge, the security guard at the front desk will issue you a temporary Volunteer badge. Wear this badge whenever you are in the Gallery to help identify you to our staff, security personnel and visitors.

6.6 Identification

AGH Volunteers will be issued a Volunteer badge. It is Gallery policy to wear this badge whenever you are in the Gallery and report it to security should it be lost.

6.7 Reporting Theft, Damage, or Vandalism

If you observe suspicious activity or anyone attempting to or in the act of removing, damaging or vandalizing Gallery property, report your discovery to a security guard immediately. Please do not attempt to recover, touch or move the item(s). Security staff will investigate and notify the appropriate Gallery staff and/or police.

6.8 Evacuating the Building

In the event of a building emergency that requires evacuation you will hear an announcement stating that "due to a building emergency we are requesting all visitors to evacuate the building immediately." Security staff will direct you to exit the building via an emergency exit and meet at a designated meeting place.

6.9 If you discover fire and/or smoke in the Gallery

If you discover fire and /or smoke in the Gallery

- Activate the nearest fire alarm pull station to initiate the fire alarm system and
- **Upon hearing the fire alarm**; proceed to the nearest safe emergency exit (check door for heat before opening) and leave the building.
- Do not use the elevators.
- Proceed to the designated meeting area located on the east side of the building, upper plaza level, between the Gallery and Convention Centre.
- Do not re-enter the building until authorized to do so by Gallery staff.

6.10 If you discover unidentified or suspicious objects

Should you locate an unidentified or suspicious object* do not move, jar, or handle it or anything attached to it. Move yourself away from the area, and immediately contact a security guard on patrol in the Gallery or the Front Desk security guard.

*An unidentified or suspicious object could be a package, box or any other item that looks out of place that may have the following warning signs:

- Discolouration caused by some sort of leak;
- Oil or grease stains;
- Unusual odour such as almond, marzipan, machine oil, excessive perfume
- Ticking, sloshing, or buzzing noises;
- Small holes, protruding wire, string or metal foil;
- Placement near a ventilation system.

6.11 Power Failure

In the event of a power failure lighting in the Gallery will be transferred to emergency power. Emergency power provides minimum lighting throughout the Gallery and all elevators do not operate. Proceed with caution and remain calm. Wait a few minutes and if normal power is not restored return to the reception area.

6.12 Personal Safety & Right to Refuse Unsafe Work

Your safety is paramount at all times. AGH Volunteers are required to work safely and follow established workplace safety practices and procedures. If an assignment becomes unsafe you have the full right to refuse to do it; remove yourself from the risk and immediately report it to your supervisor and/or security.

If, at any time, you feel the need to have Security present, contact Security at the Front Desk by dialing Extension 239 or Extension 200.

6.13 First Aid

All Security guards are trained in first aid and CPR. First aid kits are located at the Front Desk and on the second floor. Life-threatening emergencies must be communicated immediately to a security guard in order to direct Emergency Medical Services to the Gallery.

6.14 Gallery “Do’s” and “Don’ts”

In order to protect our artworks it is important to encourage everyone in the Gallery to respect Gallery regulations. When moving through the exhibition galleries please remind patrons of the following:

- Do enjoy the art
- Do ask staff and Volunteers questions
- Do not touch the art, walls, stands, or labels
- Do not take photographs or film in the galleries

- Do not bring candles, pets (assistance dogs excepted), plastic bags, or large bags / knapsacks, sharp objects, pens (pencils are permitted for educational purposes), or food and drink, including bottled water, into the exhibition galleries.

7.1 History of the Volunteer Committee

Organized in 1950 by T. R. McDonald the Gallery's first Curator-Director, the Women's Volunteer Committee raised funds, which made possible the acquisition of many works in the permanent collection, assisted in fund-raising for the building of the second Gallery in Westdale, and assisted with Gallery operations and programs. The Women's Volunteer Committee became the Volunteer Committee in 1977 and, as the organization of the AGH evolved, so too has the nature and roles of the AGH Volunteer Committee.

7.2 Vision, Mission, and Mandate of the Volunteer Committee

Vision

The Volunteer Committee supports the Vision of the Art Gallery of Hamilton and promotes a unique and rewarding experience in a dynamic environment for all Volunteer Committee Members of the Gallery.

[AGH Vision] The new AGH plays an inspiring, dynamic and unique role in all aspects of its programmes, activities and operations. Committed to engaging its audiences in a series of innovative ways as well as serving and working with them, the Gallery explores significant aspects of current and historical art within a local, national and international context in a fiscally responsible way.

Mission

The Volunteer Committee of the Board of Directors of the Art Gallery of Hamilton, supports, promotes, and assists Gallery programmes and operations [including Education, Library, Visitor Services, Film & Performance, Retail, Membership and Audience Development, Administration, and Special Events], and through its appointed Executive recruits volunteers and supports and promotes the volunteer activities of its members.

[AGH Mission] The AGH is a public resource dedicated to engaging, stimulating and enriching the community through art.

Mandate

The Volunteer Committee is mandated by the Board of Directors of the Art Gallery of Hamilton.

Strategic Plan

Goal 1: The Volunteer Committee supports, promotes, and assists Gallery programmes and operations.

Goal 2: The Volunteer Committee recruits volunteers.

Goal 3: The Volunteer Committee supports and promotes the volunteer activities of its members.

7.3 Committee Membership:

The Volunteer Committee is a Committee of the AGH Board of Directors, and reports and is responsible to, the Board. All Volunteers at AGH are Members of the AGH Volunteer Committee. There are three levels of Membership:

7.3.1 Provisional Volunteers

Those who are new Volunteers in the Gallery, and who have served fewer than three months, are Provisional Members of the Volunteer Committee. New Volunteers can begin duties after signing a waiver. Provisional Members have all the rights and privileges of Active Members, except the right to approve appointment of officers and liaisons to the Volunteer Committee Executive at the Volunteer Committee Annual General Meeting.

7.3.2 Active Volunteers

Those who are currently taking shifts at the Gallery, continue to demonstrate satisfactory job performance, and maintain Gallery Memberships are Active Members of the Volunteer Committee. Those who have been Provisional Volunteers have demonstrated three months of successful performance, have submitted a signed waiver, and are Gallery Members become Active Members of the Volunteer Committee upon notification to the Volunteer Committee Executive by the Gallery.

7.3.3 Sustaining Volunteers

Those who have been Active Members for at least five years, and who retire from Volunteering, may upon notification of the Chair of the Volunteer Committee retain Membership as Sustaining Members, provided they maintain their Gallery Membership. These Members retain all the rights and privileges of Active Members, except the right to approve appointment of officers and liaisons to the Volunteer Committee Executive at the Volunteer Committee Annual General Meeting.

8.1 About the Volunteer Committee Executive

The Volunteer Committee Executive, through the Chair, is accountable to The Volunteer Committee and to the AGH Board of Directors for Volunteer Committee programs. To this end, the Volunteer Committee Executive works closely with the AGH Staff and Management. The Volunteer Committee Executive also encourages communication by publishing an e-newsletter, galleryGAB, and keeping the Volunteer Page on the AGH Web Site up to date.

Experienced active Volunteers nominated by the Nominating Committee become Members of the Volunteer Committee Executive appointed by the Active Members at the Volunteer Committee Annual General Meeting in May. The Executive meets monthly from September to June inclusive.

The Executive is comprised of five Officers appointed for two-year terms (Chair, Vice-Chair, Past-Chair, Secretary, Recruitment Chair), and Placement Liaisons (Education, Front Desk, Film and Media Presentation, the Shop at AGH, Membership Promotion, and Administration Assistance).

8.2 Officers of the Volunteer Committee Executive

8.2.1 General Duties and Responsibilities

Officers:

- are responsible to the Volunteer Committee which appoints them
- are Active Members of the Volunteer Committee
- provide a written report at each Volunteer Committee Executive meeting and at the Volunteer Committee AGM

8.2.2 Chair of the Volunteer Committee

The Chair presides over the Volunteer Committee Executive, leads the Volunteer Committee, and is responsible for ensuring that all Volunteers continue to play a significant role in contributing to the success of the Gallery. The term of office for the Chair is 2 years maximum.

Specifically the Chair:

- has at least 3 years of experience, as an Active Volunteer, and at least one year of successful experience as Vice-Chair
- possesses communication, organizational, interpersonal, leadership, meeting management skills, and the ability to facilitate decision-making and team-building
- is knowledgeable about Volunteer management practices
- is knowledgeable about, the Gallery's Mission and priorities, and maintains a close working relationship with AGH Staff and Management,
- represents the Volunteer Committee on the Board of Directors
- facilitates the effectiveness of Volunteers in their placements, and encourages Volunteers to become actively involved in leadership roles
- provides reports on Volunteer activities at AGH Board meetings, Volunteer Committee meetings, and at the Annual General Meetings of the Volunteer Committee
- chairs all meetings of the Volunteer Committee, including General Meetings
- leads the planning and organization of Volunteer Committee events
- works with the AGH Director of Finance in the annual budget setting process
- invites exiting long-term Volunteers to be graduated to the category of Sustaining Members of the Volunteer Committee
- ensures that Volunteer contributions are appropriately recognized by the Gallery
- gathers and submits Volunteer news for Insights magazine, and galleryGAB e- newsletter

- serves on the Nominating Committee

8.2.3 Vice-Chair of the Volunteer Committee

The Vice-Chair is the Incoming Chair of the Volunteer Committee. The Vice-Chair as Orientation Officer provides, in collaboration with the Liaisons, Provisional Volunteers with an orientation of the AGH and the Volunteer Committee. The term of office for the Vice-Chair is 2 years maximum.

Specifically the Vice-Chair:

- has had at least 3 years of experience, and is an Active Volunteer
- possesses good communication, leadership, and interpersonal skills
- is knowledgeable about the Gallery's mission and practices, and the Volunteer Committee mission, governance, policies and practices
- upon request, assists the Chair and other Executive Members, and assumes the Chair's responsibilities as required
- serves on the Nominating Committee
- ensures (personally and/or through delegation) the annual updating of the Volunteer Committee Manual, and publication quarterly of the newsletter galleryGAB

As the Orientation Officer, the Vice-Chair:

- in collaboration with the Liaisons and Supervisors, ensures all Provisional Volunteers receive a full orientation. The orientation includes --
- a tour of the Gallery including an outline of its programmes and operations
- a brief history of the AGH and the Volunteer Committee
- the mandate and structure of the Volunteer Committee
- explanation of AGH policies and procedures, including security sign-in and sign-out, recording Volunteer hours, parking expenses, and other pertinent protocols
- access to a copy of the Volunteer Committee Manual on the Volunteer Page of the AGH Web Site

8.2.4 Past-Chair of the Volunteer Committee

The Past Chair represents the continuity at the AGH, which relies on the strong Volunteer component to support its programs. The Past-Chair advises the Volunteer Committee Executive, and presides over the Nominating Sub-committee. The term of office of the Past-Chair is one year, with renewal for one year, if the current Chair remains in that position for a second year.

Specifically the Past-Chair:

- has successfully completed at least one term of office as Chair of the Volunteer Committee,
- provides support and advice to the Chair and Vice-Chair
- is involved, if required, in the areas of Volunteer orientation and training
- is a public spokesperson to promote Volunteerism at the Art Gallery of Hamilton

As the Chair of the Nominating Sub-committee, the Past-Chair:

- actively works to ensure that positions on the Volunteer Committee Executive are filled
- presents the report of the Nominating Committee at the AGM

8.2.5 Secretary of the Volunteer Committee

The Secretary is responsible for maintaining the records of the Volunteer Committee to ensure proper management of the Committee's business affairs. The term of office of the Secretary is 2 years, with possibility of renewal.

Specifically the Secretary:

- has had a minimum of one year's experience as an Active Volunteer
- is competent in the use of computer software, including word processing and spreadsheet preparation
- has knowledge and skills in records management, and maintains records of correspondence, meeting minutes, and all other proceedings of the Volunteer Committee and its Executive
- corresponds by email and maintains email files
- requests Executive Members for agenda items and reports prior to each Executive meeting, and prepares and forwards an agenda to Executive Members prior to each meeting
- takes draft minutes of all Executive and Volunteer Committee meeting and forwards them to the Chair for approval
- maintains the Volunteer Hours Log books, summarizes Volunteer hours recorded every two months and forwards the summary to the Chair and Vice-Chair
- under the direction of the Chair, takes care of special correspondence such as thank you notes, letters of condolence, and acknowledgement of invitations
- books AGH venues for all Volunteer Committee and Executive meetings
- in collaboration with the Executive provides all paperwork necessary for the conduct of, the Volunteer Committee AGM

8.2.6 Chair of the Recruitment Sub-committee

The Chair of the Recruitment Sub-committee works closely with the Manager, Human Resources (or designate) and the Volunteer Committee Liaisons to identify Volunteer requirements, and to ensure that these requirements are met in a timely manner. The term of office of the Chair of the Recruitment Sub-committee is two years, with the possibility of renewal.

Specifically the Chair of the Recruitment Sub-committee:

- has had at least one year's experience as an Active Volunteer
- is proficient in dealing with applications on the web, and is proficient in word processing
- chairs an active Recruitment Sub-committee
- in collaboration with the AGH Manager, Human Resources (or designate), maintains up-to-date information about Volunteering opportunities on the Volunteer Committee page of the AGH Web Site, and through ads in other appropriate media
- checks the Volunteer Committee e-mail regularly for applications, picks up correspondence and applications weekly at the Gallery, and responds in a timely manner
- arranges interviews with applicants and Members of the Recruitment Sub-committee
- ensures that potential Volunteers are aware of the requirements for a police check and for Membership in the AGH
- checks applicants' references as required
- maintains a Volunteer information package
- assigns Volunteers to appropriate placements based on their interests and on matching their skills to the needs of the Gallery
- notifies individuals formally of their acceptance as Provisional Volunteers, and informs staff department heads, the Manager of Membership, the Orientation Chair, the Secretary, and the appropriate Supervisors and Liaisons about new Provisional Volunteers
- ensures that the Volunteer Application Form is updated as necessary
- serves on the Nominating Committee

8.3 Volunteer Placement Liaisons

8.3.1 General Duties and Responsibilities

Liaisons:

- are Active Volunteers, with a minimum of one year successful experience in the placement areas they represent
- act as liaison among the Volunteers and the staff and Supervisor in their placement areas, and the Volunteer Committee Executive
- report monthly on the programmes, issues, and activities of the Volunteers in their placement areas to the Volunteer Committee Executive, and provide an annual report at the Volunteer Committee AGM
- facilitate in the recording and monitoring of Volunteer hours
- monitor and report to the VCE on the nature and degree of involvement of Volunteers in their respective placements
- maintain contact with Volunteers in their placement areas
- actively encourage and facilitate Volunteers in recording Volunteer hours, and ensure maintenance of the “Hours Book” in their placement areas
- assist supervisors in facilitating (but not doing) training and development
- assist the VCE Orientation Officer in facilitating orientations where applicable.

8.3.2 The Docent / Library Liaison

- supports the Educator in
- docent training and ongoing professional development
- maintaining the Docent Handbook
- the development and implementation of policy
- represents Volunteers working in the AGH Library

8.3.3 The Film and Performance Liaison

- supports the Manager of Film, Performance, and Special Events by:
- assisting in training provisional Volunteers
- assisting in scheduling Volunteers, and contacting them about their schedules
- updating Volunteers about film and performance programmes

8.3.4 The Shop at AGH Liaison

- supports the Assistant Manager, Shop at AGH by:
- assisting in training provisional Volunteers
- assisting in scheduling Volunteers, and contacting them about their schedules to ensure the best possible coverage of shifts in particular on weekends and First Friday
- apprising Volunteers of significant developments at the AGH
- updating Volunteers about significant programmes at AGH

8.3.5 The Membership Promotion Liaison

- supports the Membership Manager by:
- assisting in training provisional Volunteers
- assisting in scheduling Volunteers and contacting them about their schedules
- ensuring that all Volunteers have current Memberships in AGH
- keeping the Volunteers up-to-date about scheduled community promotion events
- contacts Volunteers who are currently inactive
- ensures that the Membership list of the Volunteer Committee is up to date

8.3.6 The Administration Assistance Liaison

- supports the Manager, Human Resources (or designate) in ensuring that staff and management have Volunteer office assistance as required by:
- assisting in training provisional Volunteers
- assisting in scheduling Volunteers and contacting them about their schedules

8.3.7 The Front Desk Liaison

- supports the Front Desk Coordinator by:
- assisting in training provisional Volunteers
- assisting in scheduling Volunteers and contacting them about their schedules to ensure that the Welcome Desk is staffed, and that Tourism Ambassadors are available as required particularly on First Fridays
- keeping Volunteers up-to-date about scheduled programmes and events

APPENDIX A: AGH VOLUNTEER COMMITTEE EXECUTIVE 2011-2012

Officers

Chair / AGH Board Member / Editor E-Newsletter
 Bill Manson (May 2011-2013)

Vice-Chair / Orientation Officer
 Marilyn Hollick (May 2011-2013)

Past-Chair / Nominating Sub-committee Chair
 Maureen McKeating (May 2011-2013)

Secretary
 Gary Duncan (2011-2012)

Recruitment Sub-committee Chair
 Hinda Levine

Placement Liaisons

Education (Docents / Library)
 Jennifer de Alwis

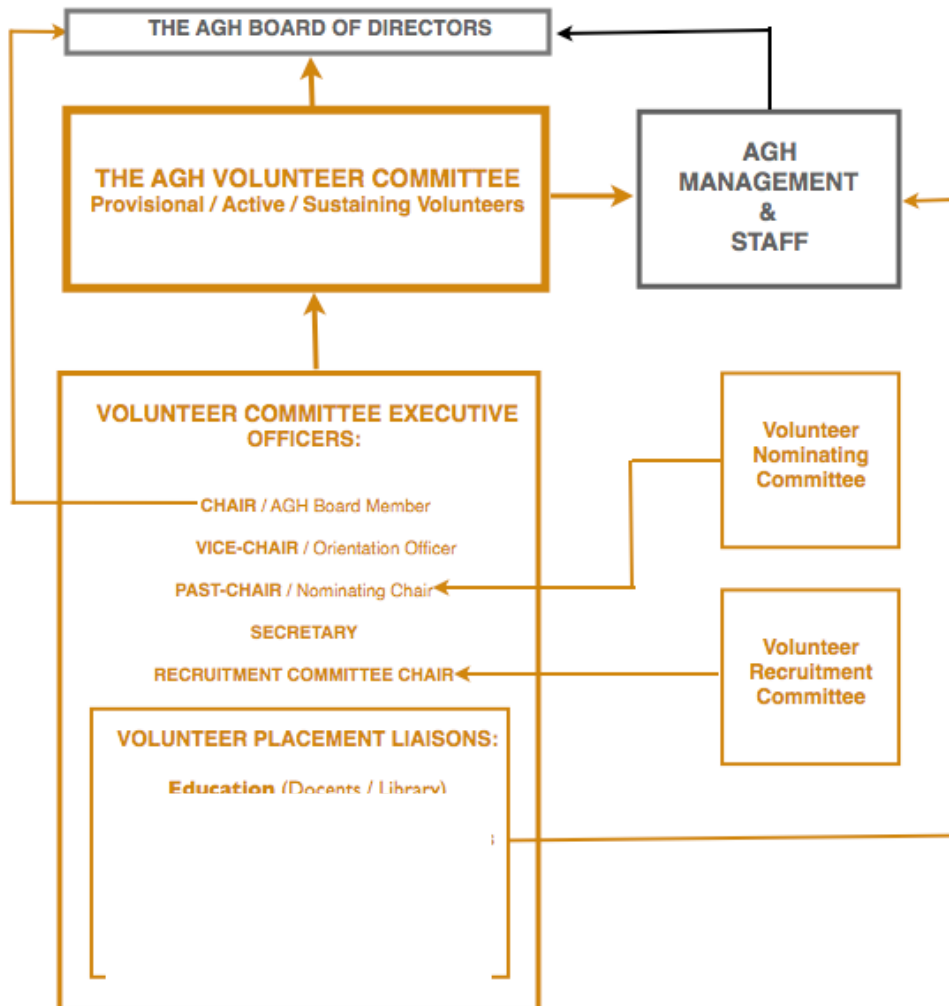
Shop at AGH
 Geoff Stephenson

Film and Presentations
 Glen Doe

Front Desk
 Vacant

Membership Promotion
 Vacant

Administration Assistance
 Vacant



APPENDIX B: AGH AND VOLUNTEER COMMITTEE CHRONOLOGY

Past Volunteer Committee Chairs (1950-present)

Mrs. D.C. Barber	1950-1953	Rosemary Mann	1985-1987
Mrs. J.A. McCuaig	1953-1955	Miriam Stanbury	1987-1988
Mrs. Hartley Hunter	1955	Grace M. Truman	1988-1989
Mrs. Dermott Keogh	1956-1958	Freda Dayton Smith	1989-1990
Mrs. R.N. Steiner	1958-1960	Doris Festeryga	1990-1991
Mrs. Murray Proctor	1960-1962	Paula Hampson	1991-1992
Mrs. G.H. Pullam	1962-1964	Marnie Fullerton	1992-1994
Mrs. F.F. Dalley	1964-1966	Dianne Maziarz	1994-1996
Mrs. C.W. Robinson	1966-1968	Teresa Maas	1996-1997
Mrs. F.M. Lazier	1968-1970	Libby Hammond	1997-1999
Mrs. J.S. Marshall	1970-1972	Carol Stanton	1999-2000
Mrs. G.I. Waters	1972-1973	Darlene Palermo	2000-2002
Mrs. A.A. McArthur	1973-1975	Debra Antoncic	2002-2003
Mrs. E.B. Macfarlane	1975-1977	Marie Di Silvestro	2003-2005
Mrs. T.F. Rahilly, Jr.	1977-1979	Ann Manson	2005-2007
Mrs. Martin Luxton	1979-1981	Rudin Knights	2007-2009
Mrs. J.M. Woolner	1981-1983	Maureen McKeating	2009-2011
Mrs. H.J. Taylor!	1983-1985	Bill Manson	2011-

Art Gallery of Hamilton chronology

Please refer to our online History section for [AGH's chronology from 1886 to 2005](#). Further information on the formation and early years of the AGH can be found online, [The Bruce-Benedicks Saga and the Birth of the AGH](#).