

Parkville & District Historical Society

Volunteers Policy Manual

Definitions:

PMA	Parkville Museum & Archives which is owned by the City of Parkville but managed by the Parkville & District Historical Society. The management of Parkville Museum & Archives.
Society	Parkville & District Historical Society
Policy	Describes the intent of the Directors of the PMA. These are the conditions expected to be fulfilled at all times.
Procedures	The work activities undertaken to ensure that the Policy is adhered to at all times.
Regulations	Regulations are the rules that describe things that you must do, or must not do when working at the PMA. <i>If you don't follow these rules you are not doing your job properly.</i>
Directors	Members of the Board of Directors of Parkville & District Historical Society. The Society owns the PMA.
Staff	People who are paid for their work at the PMA, either full time or part time.
Supervisor	Staff member or volunteer who is explicitly asked to oversee a task, or project by the PMA Manager or P&DHS Directors.
Volunteers	People who give their time, without pay, to work at the PMA.
Guests/visitors	Any other persons who are visiting the PMA, whether they have paid an admission fee or not. This includes contractors and people providing a service to the PMA.

How this manual is organized:

- The first part of each section shows the Policy, Procedures and Regulations approved by the Directors.
- The second part, in *italics*, gives you some information you need to be a good volunteer.

The policies in this Volunteers Policy Manual have been approved by the Board of Directors of the Parkville & District Historical Society

Date: August 6th, 2013

(Buddy Williams, President of the Parkville & District Historical Society)

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1. Role of Volunteers

The volunteer program empowers volunteers, ensures their effectiveness and provides appropriate recognition to them in exchange for their time, talents and skills. The volunteer program also provides the volunteers with the skills needed to perform their duties. In return, the volunteers provide invaluable assistance and support to the PMA in several important ways that make it possible for the PMA to adhere to its mandate.

Volunteers have a right to be treated respectfully and with sensitivity to their particular strengths, capabilities, limitations and needs. It is the goal of this document to foster mutual respect, and reinforce the shared goal of providing the Parksville community with an organization focused on protecting its heritage resources.

Policy

The Society employs volunteers to assist the PMA in delivering its services to the public. In return, volunteers are invited to develop new skills, hone their talents, and contribute to the PMA's continuing success.

Volunteers are expected to perform their duties responsibly, while promoting a positive image to guests and the community. Volunteers are expected to understand that their work is a job like any other, with a responsibility to adhere to the policies, regulations and directions of the Management of the PMA.

Procedures

- Volunteers make application to the PMA for volunteer employment. They are interviewed for their appropriateness and screened, including a criminal record check if necessary, before employment.
- Volunteers are provided with appropriate training and information to do their assigned jobs.
- Volunteers are appropriately supervised to ensure they are able to fulfill the role assigned to them. They will receive regular and ongoing feedback and performance reviews from their supervisors.
- Volunteers are expected to perform their duties according to the direction and work schedules provided by their supervisors.
- Volunteers are expected to follow the policies, procedures and regulations set forth in this manual.
- Volunteers are **not** paid or compensated in any substantial material way for performing their duties.
- Volunteers are expected to inform their supervisors if they are unable to perform a particular task or duty for any medical or physical reason.

Regulations

1. Volunteers may **not** accept, and should not expect to receive, any material compensation for performing their duties from any source other than volunteer recognition awards offered by the Society or other volunteer organizations.
2. Volunteers must follow their work schedule and be on time for their duties at the PMA. If, due to an emergency or illness, they are unable to attend, they are expected to inform their supervisor as soon as possible.

3. Volunteers must follow the instructions of their supervisors, maintain a positive, friendly attitude towards guests and staff.
4. Volunteers must abide by the policies, procedures and regulations specified in this manual.
5. Volunteers must immediately provide their supervisor with updated contact information if their home address, telephone number or email address changes.
6. Volunteers must provide their supervisor with at least two weeks' notice if they wish to resign, or can no longer work at the PMA.

What this means to volunteers...

*Volunteers are workers who are **not** paid money or given any things worth money for their service. You are a volunteer because you want to develop new skills, hone your talents, and contribute to the museum's continuing success. Never the less, volunteers must be good workers. You have a responsibility to come to work on time and follow the instructions of your supervisor, just like a paid worker.*

What is expected of you:

- *learn what you need to know to do a good job*
- *follow the directions of your supervisor to the best of your ability*
- *be friendly and helpful with guests*
- *always represent the museum with a positive attitude*
- *talk with your supervisor about your success at work and the things you find difficult*
- *tell your supervisor if your address, phone number or email address changes*
- *be on time for work and track your hours in the binder provided*
- *tell your supervisor if you cannot come in to work because of an emergency or illness*
- *tell your supervisor if you will not be able to work for an extended period of time, or you wish to stop your volunteer work – at least two weeks before you leave*

Please refrain from:

- *accepting money or gifts, tips, or any promise of gifts from guests of the PMA*
- *coming to work late, unless you have told your supervisor in advance*
- *tarnishing the museum's reputation with slander or gossip. After all, many volunteers have worked hard for many years to establish the museum and to do so would be disrespectful to them!*

2. Confidentiality

Policy

- a) **Personal Information:** The PMA is committed to protecting the privacy of its employees, volunteers and guests. The PMA follows the guidelines provided by the Personal Information Protection Act of BC. Personal information is defined as: information that can identify an individual (for example - name, home address, home phone number, ID numbers) and information about an identifiable individual (for example - physical description, educational qualifications, disability). Personal information includes things like information documented on a resume or in a personnel file, performance issues, documented discipline, reference or background checks and criminal record checks.
- b) **Information about the Organization:** Employees and volunteers at the PMA protect and maintain the confidentiality of information pertinent to its operations, including financial, marketing, security, employment procedures, disciplinary matters, plans, and any other information they may become aware of and that they are advised to keep confidential by their supervisors.

Procedures

- Volunteers are expected to keep all personal information provided by, or known about, other staff or volunteers strictly confidential except for the operational needs of the PMA and reporting to government authorities.
- Volunteers are informed of the uses to which their personal information will be put and they consent to those uses.
- Personal information is kept in a secure place where it is accessible only to those who require it for the operational needs of the PMA.
- Volunteers keep any information related to the business operations of the PMA confidential, including information regarding finance, marketing strategies, security procedures, employment procedures, passwords, personnel and disciplinary matters.
- Volunteers keep any information regarding the operations of the PMA confidential if they have been asked to keep the information confidential.
- Personal and confidential printed information is kept in secure locations, away from public areas or places where it could be viewed by unauthorized persons. Sensitive Information in electronic form will be stored securely.

Regulations

1. Staff and volunteers will **not** divulge personal information regarding other staff, volunteers, members or guests unless the information is required for the operations of the PMA, authorized by management, and the individual(s) involved have consented to those uses.
2. Individuals who wish to authorize the release of personal information for any other purpose must do so in writing.
3. Notwithstanding regulation 1. above, personal information may be released to legally authorized government agencies such as tax authorities, WorkSafe BC or police where such release of information is legally required.

4. Volunteers will keep any information related to the business operations of the PMA confidential, including information regarding finance, marketing strategies, security procedures, employment procedures, passwords, personnel and disciplinary matters.
5. Printed confidential information must be kept in secure locations and may only be accessible to authorized staff. Electronic information must be kept secure using password protected computers, drives or files.

What this means to volunteers...

*The PMA keeps personal information about you, members, and other workers. This information includes things like addresses, phone numbers, age, Social Insurance Numbers, bank account numbers and other personal identifiers. This information is kept in a safe place and you may **not** share any of this information unless it is necessary for the operation of the PMA.*

Other personal information may concern personal problems such as illnesses, or trouble related to a volunteer or staff member, and their position.

*The PMA will inform you when your information is being used, and for what purpose. Staff or volunteers may **not** share your information with anyone else unless you have expressly given permission in writing. If you are aware of personal information regarding staff or other volunteers, you must protect it and never share it with anyone else unless it is part of your job. Always check with the Manager to be sure it is okay to use this information. As a volunteer at PMA you may acquire knowledge of private, or personal information about volunteer, staff, or the organization. It is important to respect and protect the privacy of these entities and to respect the regulations set out above.*

For example, you might learn things like:

- *the password for a computer*
- *the code number for an alarm*
- *where keys are kept*
- *how much money was collected during the day*
- *how much the PMA pays for a service or supplies*
- *the value of an artifact*

None of this kind of information may be shared to any individual who does not work at the PMA or who does not need to know about it – not even your family or friends.

*If your supervisor asks you **not** to share certain information, you must follow this instruction. Sensitive information should be kept away from the public view or from the view of those **not** authorized to see it. For example: if you have the password for a computer you must keep it completely secret and **not** write it down where someone else might see it.*

3. Conflicts of Interest

Policy

Employees and volunteers at the PMA do not materially benefit from their association with the PMA except for those employees who receive wages or salaries. Those in a position to use their association with the PMA, or influence others at the PMA for personal gain, or the gain of family members, business associates, or any other related third party, are considered to be in conflict of interest. Even the appearance of having influence may be a conflict of interest.

Any volunteer who perceives that he or she may inadvertently be in conflict of interest is expected to inform the Manager of the situation and withdraw from any discussion or activity by which they could influence or have the appearance of influencing a decision beneficial to them or related third parties.

Procedures

- Volunteers at the PMA should avoid recommending family members, business associates or any other related third party for providing goods or services to the PMA.
- Volunteers at the PMA do not accept payment or payment in kind from any person or company providing, or wishing to provide, goods or services to the PMA.
- If a family member, business associate or other third party related to an employee or volunteer is known to be providing goods or services to the PMA, or soliciting business with the PMA, the employee or volunteer **must** inform their supervisor of the situation and refrain from discussions and/or any part of the decision making process related to the provision of such goods or services.
- Any Volunteer found to be associated with persons or businesses providing goods or services, or soliciting the provision of goods or services to the PMA without informing a supervisor of their conflict of interest is subject to discipline according to Section 7 of this Policy Manual.

Regulation

1. No Volunteer at the PMA may influence, or attempt to influence, a decision to accept the provision of goods or services to the PMA if the provision of such goods or services involves family members, business associates or any persons who may be expected to reward the employee or volunteer for their influence.
 2. No Volunteer may accept payment or payment in kind related to the provision of goods or services to the PMA.
 3. Volunteers who find themselves in a conflict of interest must inform their supervisor immediately and describe the nature of the conflict of interest.
 4. Volunteers who find themselves in a conflict of interest must refrain from any opportunity to influence any related decisions regarding the provision of goods or services.
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What this means to volunteers...

A volunteer does **not** receive any payment for his or her work at the PMA. This includes payment of any kind from family members, friends or businesses with which you have some relationship, if they do business with the PMA. The business of the PMA should have **nothing** to do with your private life. You must never accept money, services, or any other benefit for helping somebody to get business with the PMA. This is called a 'conflict of interest'. There is nothing wrong with family members or relations doing business with the PMA, but you must **not** do anything or say anything that would help your family or relatives to get this business.

For example:

- Your brother has a window cleaning business and wants to do work at the PMA.
- Somebody in a landscaping business says they will take care of your yard if they get a contract with the PMA.
- You are a professional musician and want to perform at a reception sponsored by the PMA (for a fee).

If something like this happens, you must tell your supervisor and then refrain from exerting undue influence. For example **do not** 'advertise' for yourself, a friend or a business. If you do inform the PMA about your conflict of interest, the PMA may still hire you or do business with your relatives – but you will have no part in making the decision making process.

4. HUMAN RIGHTS - Harassment/Discrimination

Policy

The PMA will provide a working environment that is free from sexual or any other kind of harassment or discrimination as defined by the Human Rights Code of Canada.

Discrimination

(a) The Society agrees that there shall be no discrimination, interference, restriction or coercion exercised or practiced with respect to any volunteer in the matter of discipline, discharge or otherwise by reason of age, ethnic group, disability, political or religious affiliation, sex, sexual orientation, gender identity, family status or marital status.

(b) The application of the foregoing shall be subject to Section 13 (4) of the Human Rights Code of BC, which requires the test of bona fide and reasonable justification to those matters as expressed in the Human Rights Code.

Sexual Harassment

(a) The Society recognizes the right of all volunteers to work in an environment free of sexual harassment and agree to cooperate in attempting to resolve, in a confidential manner, all complaints of sexual harassment which may arise in the workplace.

(b) Sexual harassment shall be defined as any sexually oriented practice which undermines a volunteer's health, job performance or endangers their position with the Society. Sexual harassment examples may include but are not limited to: Engaging in a course of vexatious (annoying, irritating) comments or conduct of a sexual nature that is known (or ought reasonably to be known) to be unwelcome.

Procedures

- Volunteers refrain from any speech or action that could be interpreted as harassment as defined by the policy. They make it clear to others that such behavior is unacceptable at the PMA.
- Volunteers refrain from making decisions or taking actions that are discriminatory as defined by the Policy.
- Volunteers report any incident of harassment or discrimination, or perceived incident, that takes place involving staff, volunteers, or guests. Staff will take immediate action to resolve the problem in a confidential and non-threatening manner.

Regulations

1. Volunteers at the PMA will report any real or perceived incidence of harassment or discrimination to
2. their Supervisor immediately. The Supervisor must notify the Manager as soon as possible.
3. Supervisors will meet privately with the person(s) involved at the earliest opportunity to resolve the issue. Such meeting may be with both persons, but if either party does not wish to meet together, they are not required to do so.

4. During any investigation involving harassment or discrimination, all parties will be afforded respect and complete confidentiality.
5. Any person found likely to have acted in a way that could be interpreted as harassment or discriminatory behavior will be subject to the disciplinary procedures described in Section 7 of this Policy Manual.
6. Guests of the PMA and/or members of the P&DH Society who engage in behavior that is interpreted as harassment will be asked to desist and/or to leave by a member of the PMA staff.

What this means to volunteers...

Harassment occurs when somebody says or does something to make you feel afraid or shamed because of who you are. This is often related to gender, your race, where you come from, or your religion, but it can result from other things that are listed in the Policy.

*Sometimes harassment takes the form of 'jokes', but if you think it is **not** funny because it hurts or shames you or other people, then it is harassment.*

Sometimes people do not understand that their jokes, ideas or actions are harassing others, so we should always make sure that the person is made aware of the problem and has an opportunity to stop the behavior.

Discrimination means that you are treated differently from others, or not treated fairly because of who you are.

*If you think someone is harassing you or discriminating against you or any other person at the PMA, you **must** speak to your supervisor right away.*

- *What you tell your supervisor privately will **not** be shared with others unless you agree.*
- *The supervisor will talk with the person who you think is behaving inappropriately and may ask you if you wish to meet together.*
- *You do not have to meet with the other person if you do not want to.*

Guests of the PMA, other volunteers, members of the P&DHS, and Staff of the PMA must not harass you, either. If anyone acts in this way you should:

- *Ask them to stop their behavior.*
- *Tell your supervisor.*
- *The supervisor may ask the guest to stop or leave.*

If someone says that you are acting in a way that is harassing or discriminating against them:

- *Ask yourself if this is true; if so, stop all negative behavior and give a sincere apology. Work on curbing this behavior in the future.*
- *If you do **not** believe you are acting inappropriately, speak to your supervisor about the problem. Your*

supervisor will help you to solve the problem.

- *Supervisors will **not** tell others as long as you agree to take steps to resolve the problem.*

5. Substance Abuse

Policy

- The PMA recognizes that substance abuse and addiction are health issues. Employees and volunteers who are victims of alcohol or drug abuse are afforded respect and are encouraged to seek assistance in regaining a healthy lifestyle.
- In the interests of the safety of employees and volunteers with substance abuse issues, the safety of the public and security of the facility, the PMA does not permit employees or volunteers under the influence of alcohol or drugs to work at the facility.
- Employees or volunteers who do not seek assistance for their addictions and/or who cannot refrain from substance abuse on the job may not be employed by the PMA.

Procedures

- If Volunteers are found consuming alcohol or non-prescription drugs on the premises of the PMA they will be asked to leave work immediately, and return only when they are no longer intoxicated.
- If Management has reasonable grounds to suspect intoxication the individual will be asked to leave the premises immediately and return only when they are no longer under the influence of alcohol or non-prescription drugs.
- Persons using alcohol or non-prescription drugs while at work are invited to discuss the matter confidentially and make assurances that they will take steps to correct the problem. Ideally they will seek professional help.
- Repeated offenders will be subject to dismissal as described in Section 7 of this Policy Manual.

Regulations

1. Volunteers found consuming alcohol or non-prescription drugs on the premises, or acting in a way that a supervisor can reasonably assume the person is under the influence will be removed from the PMA premises immediately.
2. Volunteers who have been found to be under the influence of alcohol or drugs will be respectfully provided with an opportunity to abstain or seek help for the problem.
3. Volunteers who do not abstain from substance use and/or are found to be under the influence on more than one occasion will be subject to dismissal.

What this means to volunteers...

No staff person or volunteer may drink alcohol or take a non-prescription drug that is not medicine while working at the PMA. You may **not** come to work if you are under the influence of alcohol or a drug. If you are found using alcohol or drugs on the job you will be sent home. You will have an opportunity to return to work if you agree never to use alcohol or drugs on the job again and seek help if you have an addiction problem. If you cannot stop using alcohol or drugs at work you must leave your job at the PMA.

6. Representations to the Public**Policy**

- It is in the best interests of the PMA that communications with the press or the general public regarding the operations of the PMA be conducted by those with specific responsibilities to do so.
- Staff or volunteers who are **not** responsible for such communications should refrain from making public representations regarding the business operations, personnel, plans or activities of the PMA

Procedures

- The PMA management designates those members of the staff or volunteers who are responsible for communicating information regarding the business operations, personnel, plans or activities of the PMA.
- Those who are **not** responsible for such communications refrain from making statements, commentary or any other communications that would indicate to the press or general public that they are authorized to do so. Such communications include speaking to the press and making public statements through any media, including internet sites and social networking applications.

Regulations

1. Staff or volunteers who are **not** given specific responsibilities for representing the PMA and communicating with the press or the general public regarding the business operations, personnel, plans or activities of the PMA will **not** make such representations.

What this means to volunteers...

It is **not** part of your job to give information about the PMA to:

- newspapers
- radio or TV
- public internet sites

This includes email and public web sites like Facebook or Twitter. If somebody from a newspaper, radio or TV wants to talk with you about the PMA's activities, tell them they should talk to a supervisor or somebody who does that as part of their job.

7. Discipline and Dismissal of Volunteers

Policy

- While it is recognized that volunteers are working of their free will with no material compensation, it is also recognized that the best interests of the PMA are only served by personnel that conform to the policies, regulations and expectations of the PMA management.
- When the expectations of the employer are not met by a volunteer , the PMA will follow a respectful process for taking disciplinary action, up to and including dismissal.
- Volunteers who demonstrate the following specific behaviors at the PMA will be dismissed from their position **immediately**:
 - physical violence or threat of violence
 - theft, attempted theft or vandalism
 - open verbal abuse of anyone on the premises
 - aggressive behaviour or speech (shouting)
 - sexual harassment

Nothing in this policy rules out a decision by the PMA management to call police or take legal action in situations that merit such action.

Procedures

- Volunteers who do not abide by the regulations set out in the policy manual, who do not conform to the standards of behavior or dress expected by the PMA, or who do not make a reasonable effort to follow the instructions of supervisors are subject to disciplinary procedures.
- Volunteers who are subject to disciplinary action are treated fairly and respectfully. PMA employees do not engage in 'dressing down' those who fail to meet expectations.
- Volunteers who are subject to disciplinary action are informed in private by their supervisors about the nature of their infraction at the earliest opportunity, and provided with opportunities to improve or correct the problem behaviors within a mutually agreed time frame. Those who are unable to improve or correct their behaviors within a reasonable time frame may be asked to resign their position.
- Disciplinary actions, discussions and agreements to correct problem behavior are documented in writing, viewed and signed by the volunteer and kept secure in the volunteer's file.
- Volunteers are not summarily dismissed from their position at the PMA except under specific circumstances defined in the policy statement.

Regulations

1. Supervisors will meet privately with volunteers who are subject to disciplinary procedures at the earliest possible opportunity. The reason for the meeting will be made clear at the outset and solutions will be discussed in a respectful manner
2. If the reasons for the disciplinary meeting are not corrected within an agreed time frame, another meeting will take place during which the volunteer will be expected to explain why the problem has not been resolved, and if necessary, why they should not be asked to resign their position.

3. A continuation of the problematic behavior will result in a requirement that the volunteer resign from his/her position with the PMA.
4. All discussions and agreements related to a disciplinary action will be recorded in writing. The volunteer will have the opportunity to read such documents and must sign them if acceptable.
5. Volunteers who exhibit behavior that calls for immediate dismissal (see policy statement) will be asked to leave the PMA premises immediately.

What this means to volunteers...

*As a volunteer you should follow the rules of the PMA and do your job as instructed by your supervisor, just like any other job. If you are unable to follow the rules or instructions, your supervisor will meet with you in private to talk about the problem. You will have a chance to agree on how you will correct the problem and how long it will take. If you are **not** able to correct the problem in the time you have agreed on, then you will meet again with your supervisor. If you are **not** able to agree on a good solution, then you may be asked to stop your work at the PMA. If there is a problem and you agree with your supervisor to solve the problem, this understanding will be written down. You may read what is said and if you agree you must sign the paper. There are some things you must refrain from doing at all times. These are:*

- *make threats to hurt somebody, or do anything to hurt somebody on purpose*
- *steal, try to steal, or damage any property on purpose*
- *yell, shout or use swear words in anger against another person*

If you do any of these things you will be asked to leave your job and not return.

8. Conflict Resolution

Policy

The PMA recognizes that any working group is likely to experience interpersonal conflict from time to time. Such conflict is often the result of misunderstanding, divergence of interests or cultural discrepancies and in most cases conflict can be resolved through a just and respectful process. Conflict that is expressed by verbal abuse, threats or any physical violence is **not** tolerated at the PMA and results in immediate dismissal of the perpetrator. (see also Section 7)

Procedures

- Volunteers are encouraged to settle minor disagreements and misunderstandings personally and privately whenever possible.
- Where conflict cannot be resolved readily, supervisory staff is informed of the difficulty. Staff will discuss the problem with all parties, separately or together, and seek a resolution.
- Where the conflict remains after staff intervention, the Manager will be informed. the Manager may arbitrate a solution **or** engage the services of a volunteer mediator.
- If a resolution has still not been achieved, in the interest of a healthy work environment the Manager may implement disciplinary action, up to and including dismissal, against one or both parties according to Section 7 of this Policy Manual.
- Any conflict that is expressed through verbal abuse, threats or any violent act results in immediate dismissal. (see also Section 7)

Regulations

1. Volunteers who find themselves in a disagreeable conflict will inform their supervisor of the situation as soon as possible.
 2. The supervisor will arrange to meet with all parties in the conflict, either separately or in a meeting within five working days of the initial report and respectfully provide an opportunity for resolution.
 3. If the supervisor is unable to effect a resolution within five more working days the Manager will be informed of the problem. The Manager will meet with the participants in the conflict and attempt to resolve the problem within five working days. Failing this he/she may arbitrate and impose a settlement, or engage the services of a volunteer mediator at the earliest opportunity.
 4. Failing a resolution or acceptance of an imposed solution, the Manager will implement disciplinary procedures against one or more parties.
 5. Under no circumstances will verbal abuse, threats or violence be tolerated by any parties involved in a conflict. Such actions will result in immediate dismissal.
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What this means to volunteers...

The PMA understands that sometimes people do not agree with each other. This is usually because people do not understand the ideas or needs of others, or someone says or does something that makes another very unhappy. If you find that you have a conflict with somebody else, even if you do not understand why, you should tell your supervisor and ask for help. Your supervisors and management of the PMA will do their best to find a peaceful solution. They will listen to both sides of the conflict and suggest ways to solve the problem. You must try to understand the conflict and do what you can to help find a solution, even if it means that you are not completely happy with the result. You may never shout, use bad language, raise your voice, make threats or do things like hitting or pushing, no matter how angry you are with the other person.