



Volunteer Handbook

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INTRODUCTION

Welcome to the Art Gallery of Greater Victoria. Thank you for participating in our Volunteer Program and we are looking forward to having you on our team. We recognize that your commitment and expertise is one of the most valuable assets to our organization – we couldn't do it without you!

As a volunteer at the Gallery, you will work along side more than 350 dedicated and resourceful volunteers. We believe that a clear understanding of the working agreement between the Art Gallery Staff and Volunteers is the basis for a harmonious and productive environment. This document has been developed in order to explain in detail what the Art Gallery of Greater Victoria offers to and asks of its volunteers.

Thank you again for your support. We hope that your experience proves to be educational, enjoyable and rewarding.

*Jay Macdonell, Volunteer Coordinator
Art Gallery of Greater Victoria*

ART GALLERY OF GREATER VICTORIA

The Art Gallery of Greater Victoria (AGGV) is a non-profit Society registered under the Society Act of British Columbia. It was formally established in September 1947, having been in operation since 1944. The purposes of the Society, as stated in the Constitution, are:

- (a) to establish and preserve collections of arts and crafts which are to be held in trust for the benefit of current and future generations; and to display those collections;
- (b) to create a receptive field for artists and their work;
- (c) to provide, in addition to the primary emphasis on the collection and presentation of the visual arts, public programs such as lectures, recitals of artistic, musical and other works of cultural merit; and
- (d) to provide and manage facilities for the appreciation and study of the visual arts.

Mission Statement

The Art Gallery of Greater Victoria is a public art gallery committed to the celebration of art. With vision, leadership and scholarship we will engage and inspire diverse audiences through exhibitions, interpretation, and stewardship of the collection.

- Overview: The AGGV is the region's major public art museum, and has the largest collection of visual arts in public trust in British Columbia, with over 18,000 works stored on site.
- Curatorial emphasis: The AGGV showcases exhibitions from our celebrated East Asian collection (from India to Japan) and from Canadian and international contemporary and historical artists.
- East Asian Collection: The AGGV is home to one of Canada's most important East Asian art collections, second only to the Royal Ontario Museum. The collections of Chinese amber and ivory carvings are amongst the finest in the world. The East Asian Collection is one of the most comprehensive held in public trust in North America.
- Emily Carr: On permanent display is the work of British Columbia's foremost historical artist Emily Carr. An exhibition including paintings, excerpts from her books and archival images offers an insightful look at this inspiring Victoria artist who captured the British Columbia landscape and was inspired by the rich culture of First Nations people of the province.
- Shinto Shrine: The Gallery's Asian Garden boasts the only authentic full-sized Japanese Shinto Shrine outside of Japan.
- Spencer Mansion: Incorporated in 1947, the Gallery has been at its current location since a donation of the Spencer mansion in 1951. Sara Spencer's niece Myfanwy Pavelic, an esteemed Victoria artist, continued the family's artistic legacy on Vancouver Island until her passing in 2007.

Volunteer Policy Statement

The Board of the Art Gallery of Greater Victoria recognizes the valuable role volunteers have had in its history and will play in its future. The Gallery ensures that there are fair, consistent and equitable procedures pertaining to volunteer practices and performance.

Up-to-Date Information

- The Gallery hosts significant on-line access to the collection with an average of 50,000 visits to the website each month. www.aggv.ca
- The Art Gallery of Greater Victoria administration and information line: 250.384-4171

Membership

A growing membership base, approximately 4500 strong is very important to sustaining the Gallery. Currently we have over 136,000 visitors to Gallery events and outreach programs each year.

Current Membership Rates:

Adult | \$55
Student – with valid ID | \$25
Household - 2 Adults and up to 4 youth (6-17yrs) | \$75
Senior - 65 + | \$45
Senior Household | \$65
Out of Town Adult | \$45
Out of Town Household | \$65
Gift memberships - also available

Education Programs

The Gallery is the largest supplier of visual art education in the city, reaching 12,500 students every year through the Gallery-in-the-Schools program, Family Sunday and the Children’s Art Studio workshops. In addition, 3000 adults per annum participate in exhibition tours and public programs to enhance their experience of the exhibition and their knowledge of visual arts.

Community Events

The Gallery’s annual Paint-In is our largest community outreach event, featuring professional and emerging artists from Victoria and throughout the region. These artists demonstrate their art to 30,000 visitors in an outdoor annual special event that extends from Fort Street to Dallas Road in Victoria.

The Associates of the Art Gallery

The Associates of the Art Gallery are a group of volunteers primarily devoted to fundraising with a long-standing commitment to support Gallery and its exhibitions. These highly successful events and programs include Art Travel Tours, lecture series and the annual House Tour (attracting audiences of over 1000 since 1954).

Self-Generated Revenue

Approximately 60% of the Gallery’s budget is from self-generated revenue including admissions, memberships, donations, the Gallery Shop, Art Rental & Sales and Facility Rentals. Through these programs we support over 150 emerging and established contemporary artists and artisans.

Current Admission Rates

Adult | \$13
Senior - 65+ | \$11
Student - with valid ID | \$11
Youth – 6-17 yrs | \$2.50
Child – under 5 yrs | Free
Household – 2 Adults and up to 4 youth | \$28
By donation on the first Tuesday of every month!

Hours

Mon – Sat	10 am – 5 pm
Thursday	10 am – 9 pm
Sunday & Holidays	12 pm – 5 pm
Winter Hours	Closed Mondays (<i>September – May</i>)

ROLES & RESPONSIBILITIES

Definition of Volunteer & Identification

Volunteers are individuals who, without expectation of payment, contribute time and service to the Art Gallery of Greater Victoria (AGGV) in the belief that their activity will be both beneficial to the community and satisfying to themselves. They are considered to be team members working alongside paid staff and other volunteers in fulfillment of the Gallery's mission. It is essential to the proper operation of this relationship that the AGGV and each volunteer understands and respects the needs and abilities of the other.

Under no circumstance will the AGGV issue tax receipts to volunteers for their time or contributions. The AGGV adheres to the tax receipting rules in accordance with the Canada Revenue Agency.

All volunteers are expected to identify themselves to Visitor Services upon their arrival at the Gallery, and are required to sign in at the Front Desk. If volunteers do not already have a name badge, a Volunteer tag will be provided for their shift at the Gallery.

Volunteer Opportunities

Volunteer opportunities offered at the AGGV include (but are not limited to) our Docent, Family Sunday and Gallery-in-the-Schools programs, Gallery Shop, Art Gallery Paint In, hosting at various special events and numerous promotional and office support work.

The AGGV provides equal opportunities to all people. Hiring decisions will not be influenced by a person's sex, race, colour, age, creed, handicap, marital status or sexual orientation. The best candidate for the job will be selected based on their skills and experiences and will be matched with the needs of the organization for the mutual benefit of both the volunteers and the Gallery.

As part of the recruitment procedure, all interested applicants will submit an AGGV volunteer application form including at least one personal reference. All successful candidates will be notified by the Volunteer Coordinator and will receive the Volunteer Handbook, along with their Volunteer Job Description, via email or printed copy.

Healthy Workplace Culture

The AGGV regards its employees and volunteers as partners in its success. As such, it is committed to being fair and reasonable and in return expects from all employees and volunteers a commitment to harmonious teamwork, resulting in success for all.

The AGGV operates with an optimum number of talented, qualified employees and volunteers. A climate of mutual respect, fairness, cooperation and open communication fosters collaboration and empowerment, resulting in a sense of accomplishment necessary to sustain effective operations. Every employee and volunteer understands their role and responsibilities and how they relate to the Vision and Mission of the AGGV.

To support and enrich a healthy workplace culture the AGGV will:

- Foster an open, creative, positive and team-based work environment for all employees and volunteers;
- Develop and maintain a dynamic strategic plan while enacting an action or business plan that encourages supportive participation for volunteers, enthusiastic cooperation for all stakeholders, and greater engagement for employees;
- Enhance an environment that serves the needs of those working to carry out the business of the AGGV, including community and visual arts agendas and fiscal imperatives.

Dress Guidelines

At the AGGV, employees and volunteers perform a variety of work in a diverse range of settings. All employees and volunteers are expected to dress in a manner appropriate for their tasks and work environment. This should be reviewed with the appropriate staff supervisor or Volunteer Coordinator.

Confidentiality & Volunteer Agreement

Volunteers will agree to keep all matters relating to the work of the AGGV completely confidential, and are not to disclose or use such information without the consent of the Volunteer Coordinator or their staff supervisor. Breach of confidentiality is regarded as a very serious matter and may result in the termination of the volunteer's services. Volunteers will be asked to sign a standard confidentiality agreement.

All volunteers will be asked to acknowledge in writing that they have read the Volunteer Policy & Handbook and will comply with the policies contained within it. This acknowledgement is found in the Confidentiality Agreement.

Code of Conduct and Conflict of Interest

A volunteer is expected to meet high standards of professional and personal conduct in all activities related to their role at the Art Gallery of Greater Victoria (AGGV) and in all dealings with the public.

The conduct of a volunteer must not bring the AGGV into disrepute. Accordingly, they must avoid situations which violate this policy or which place them in a potential conflict of interest or result in a public perception that a violation has occurred. If a volunteer finds themselves in such a situation or potentially in such a situation, they must disclose the matter to their supervisor or the volunteer coordinator and remedy it.

Conflicts of interest include situations:

- which could impair the volunteer's ability to act in the AGGV's interest;
- conduct that compromises the ability of the AGGV to accomplish its mandate or undermine the public's confidence in the volunteer's ability to discharge their responsibilities properly.

Volunteer Records

Volunteer records and personal information are kept in a secure location at 1040 Moss St. All requests for information about a volunteer will be passed to the Volunteer Coordinator, who will consider volunteer files confidential.

Volunteers are responsible for ensuring that their personal information is kept up to date at all times, including the emergency contact information. Changes must be directed to the Volunteer Coordinator or Staff supervisor.

Volunteers & the Media

Volunteers are asked to direct any formal request for information about the Gallery to the Director or to the Director of Advancement who are the sole spokespersons for the AGGV. Volunteers may speak on behalf of the AGGV in public if their volunteer assignment specifically allows it. In all other circumstances, volunteers will make it clear that they speak solely for themselves as individuals. Media should contact the Gallery Director or Director of Advancement at 250-384-4171.

Insurance Coverage

In the event of injury, the AGGV's Third Party Insurance covers all volunteers. Please report any injuries immediately to the Volunteer Coordinator or AGGV Staff person on site.

Health & Safety

The AGGV constantly strives to maintain a safe work environment and to protect employees, volunteers and visitors from accidents while on the premises of the AGGV. The AGGV complies with the requirements of the *Worker's Compensation Act* and maintains a Health and Safety Committee to deal with all issues affecting the health and safety of AGGV employees and volunteers while working for the AGGV. All health or safety issues must be reported directly to the Volunteer Coordinator or staff supervisor.

In the event of an accident occurring to an employee, volunteer or visitor a volunteer must:

- (a) Obtain first aid from the AGGV's qualified First Aid Attendant.
- (b) Depending on the severity or if in doubt, seek medical aid as soon as possible after the accident; the First Aid Attendant may seek immediate medical aid by calling 911;
- (c) Report the accident to their AGGV staff supervisor, as soon as possible after it occurs; if the supervisor is not available, the accident should be reported to the Security on duty.

Volunteer Performance & Feedback

Managing volunteer performance and development is integral to the success of the AGGV. The AGGV wants all of its volunteers to be successful in their roles and is committed to providing constructive support to ensure their success. Most management of a volunteer's performance and development occurs through informal discussion with the staff supervisor on a shift-to-shift basis. The system described below provides structure to this informal discussion.

- (a) To clearly identify the volunteer's job description with related goals and behavioral standards of performance, so that a volunteer and their supervisor share a mutual understanding of what is expected;
- (b) Where appropriate, to review and provide constructive feedback regarding a volunteer's performance to ensure that they are carrying out the duties and responsibilities of their position;
- (c) To identify and put in place timely actions to improve performance in order to meet the agreed upon goals;

The AGGV commits to provide fair and equitable treatment of all Volunteers who have work related concerns. Situations may occur where a volunteer feels that they have been treated unfairly with respect to the AGGV's policies and procedures, or have a concern about their work environment and where it can be improved upon.

- (a) The volunteer should bring the concern to the attention of their supervisor in a timely manner.
- (b) If the volunteer is uncomfortable discussing the concern with their supervisor, or the supervisor is unable to resolve the concern, the volunteer and/or their supervisor should bring it to the attention of the Volunteer Coordinator who will facilitate its resolution as quickly as possible.

Disciplinary Action

In the unlikely event that a volunteer does not adhere to the policies, and procedures of the AGGV or fails to perform their volunteer assignment, they may be subject to the same disciplinary action as any staff.

This will take the form of a progressive discipline, which will include the following steps:

- A verbal warning i.e. the staff supervisor or Volunteer Coordinator will discuss the situation with the volunteer and offer suitable help in correcting it (e.g. training, reassignment, a probationary period)
- A written warning. A copy of this document will be placed in the volunteer's confidential file.
- Termination of the volunteer's services. This is regarded as a last resort and applied only when other appropriate and available approaches have been tried and failed.
- Immediate Dismissal. A volunteer may be dismissed without warning or just cause. Grounds for this may include but are not limited to: gross misconduct, theft, abuse of clients or co-workers, etc.

General Approach to Visitors

Volunteers and staff are expected to treat every visitor with equal and unbiased care. It is vital to be polite and courteous when communicating with the public in every situation. Undoubtedly you will experience situations that may put stress on your relationship with specific visitors. Attempt to deal with every person on the same level, and if necessary, explain the Gallery policies and the reasons behind them to anyone who feels there is a specific problem.

AGGV Question and Concern (Complaint) Procedure for Visitors and Guests

- Politely listen to the visitor's concern without interrupting.
- Repeat the concern back to them in your own words and ask them if you understand correctly.
- If you are able to resolve the issue yourself, please do so.
- If you do not feel comfortable doing so, or are unable to make any progress with the visitor:
 - For Immediate resolution please contact the staff supervisor or Volunteer Coordinator; or
 - Explain to the visitor that you are a volunteer and that only management can resolve the situation. Politely ask them to fill out a formal communication form through Visitor Services.
- If a visitor is unreasonably out of control either verbally or physically, inform AGGV Security immediately.

ANNUAL VOLUNTEER COMMITMENT & BENEFITS

Annual Commitment

The Art Gallery of Greater Victoria is comprised of a dedicated group of volunteers and due to their commitment we are able to offer a wide variety of programs. Our expectation and requirement of all active volunteers is to fulfill a minimum of 20 hours per calendar year. (Some programs may require additional hours of commitment). Volunteers are responsible for finding and signing up for volunteer opportunities that fit their schedule. These opportunities will be posted on the AGGV website, emailed to the volunteer database and posted inside the AGGV. Volunteers may contact the Volunteer Coordinator should they have any available time for miscellaneous or administrative work within the Gallery.

Those who do not register for shifts will be dropped from the volunteer database after a period of 12 months and may be required to begin the application process again.

All volunteers are required to sign into the Gallery upon the arrival for their shift and are expected to record their start and end times on the volunteer sign in sheet when they arrive /leave the Gallery.

Annual Benefits

As an active volunteer with the AGGV some of the benefits you will receive include lifelong learning opportunities; recognition events in appreciation of volunteers' participation; access to free tea/coffee & "treats" (when available) while volunteering at the Gallery; the opportunity to share existing skills and develop new skills; the opportunity to socialize at various volunteer meetings and social gatherings; use of research facilities reference letter upon request and Victoria's Volunteer Exchange Visit Pass to other cultural organizations.

Admission to the Gallery is complimentary ONLY on the day of a volunteer shift. This may vary depending on the specific volunteer program – see job description for these particulars. All volunteers are invited to become members of the Gallery and take advantage of the benefit of supporting visual arts in this community.

The Art Gallery of Greater Victoria is pleased to offer all volunteers, who having met the 20 hour per year commitment, the option to purchase THE GRAHAM MEMBERSHIP at \$35 per annum.

Colin Graham was the first Director of the Art Gallery of Greater Victoria (1951-1972). He and his wife Sylvia worked around the clock in the early years to establish the Gallery as a vital cultural site. Essential to his success were the countless volunteers who worked to support the Grahams in their vision, setting the foundation upon which the rest of the history of the Gallery has been built. Following his retirement, Colin volunteered for numerous years in the capacity of Director Emeritus. Sylvia was a docent and then a Gallery-in-the-Schools volunteer from the 1950s until 2001.

By becoming a member, you are joining a program that entitles you to:

- membership rates for all Gallery programs (including, Urbanite, guest lectures and studio classes),
- provides two complimentary admission passes
- a subscription to AGGV's quarterly Gallery Guide
- a discount at the Gallery Shop
- complimentary admission to the Gallery.

More importantly, the membership entitles you to a vote at the Annual General Meeting. The AGGV is democratically managed by its membership. By having a vote at the AGM, you exercise an important option to have a voice in the selection of the governing Board of Directors, and, as a result, a say in the policies that govern the organization.

A volunteer's eligibility to purchase THE GRAHAM MEMBERSHIP is determined by the Volunteer Coordinator. Eligibility is reached upon completion of 20 volunteer hours within one year. The Volunteer Coordinator will notify each volunteer once they have reached 20 hours.

- Eligibility questions or concerns should be addressed to the Volunteer Coordinator directly.
- Questions regarding Membership can be directed to the Membership Coordinator at the AGGV.



CONFIDENTIALITY AND VOLUNTEER AGREEMENT

BETWEEN

ART GALLERY OF GREATER VICTORIA

AND

NAME OF VOLUNTEER

I, _____, recognize that in my volunteering position with the Art Gallery of Greater Victoria, I will have access to, produce or acquire information and materials that are confidential to the Art Gallery of Greater Victoria, and/or its employees, and patrons which are the exclusive property of the Art Gallery of Greater Victoria.

Confidential information and materials include but are not limited to personal information relating to patrons, volunteers, membership lists, contact information, health information, credit information, computer passwords and, technical data, trade secrets or know-how, volunteer relations information, financial information or other business information of the Art Gallery of Greater Victoria that is not in the public domain.

I agree to treat as confidential all such information and materials and I agree not to disclose it to any third party either during my volunteering or after the completion of my volunteering, for any reason other than as required by law, except with the written consent of the Director.

I also agree that I will not use any confidential information that I access during the course of my volunteering for any personal benefit or gain.

I shall disclose to my supervisor all confidential information and materials that I create myself or in co-operation with others during the course of my volunteering.

I understand that any breach of this agreement will be treated very seriously and may lead to legal and/or disciplinary consequences.

I agree to avoid situations that place me in a potential conflict of interest or result in a public perception of a perceived conflict of interest.

I understand and have read the Roles & Responsibilities that have been set out in the Volunteer Policy and Handbook and will comply with the procedures contained within it.

Signed this _____ day of _____, 20__ .

Signature of volunteer