INTRODUCTION

Welcome to the Art Gallery of Greater Victoria

Thank you for participating in our Volunteer Program. We look 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!

The Art Gallery of Greater Victoria (AGGV) is located on the traditional territories of the lək̓ʷəŋən people, today known as the Esquimalt and Songhees Nations. The AGGV is a place for people, ideas, and experiences and has been building an art collection for over 70 years. The Gallery showcases contemporary art, significant works produced in this region, and art that represents our combined histories. Since its founding, the AGGV has been assembling work from around the Pacific Rim and has established one of the finest collections of Asian art in the world. We continue to build and evolve our collection in a way that addresses our history, both nationally and locally.

As a volunteer at the Gallery, you will work alongside many 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 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.

About the Gallery

When it first opened in 1951, the Art Gallery of Greater Victoria exhibited art in the historic 1889 mansion that is now adjacent to its seven modern galleries. With over 20,000 works of art, the Art Gallery has the largest public collection in BC and is a vibrant and active part of Victoria's artist community.

What we do

The Gallery engages with people to by providing access to art and art-based experiences that contribute to the quality of life in our community. Connecting to you through volunteering, membership, donations, and participation is critical to our success. Thanks to the support of our friends: gallery members, community collaborators, individual donors, public funders, foundations, and local businesses, the Gallery can deliver a rich variety of outreach programs in our community to make art accessible to people of all ages, backgrounds, and abilities. Programs touch thousands of local schools and community members every year and empower educators and facilitators to enrich their curriculum with broader understandings of art and practice.

How we do it

We encourage the kind of learning that comes from activating spaces and people by providing opportunities for critical thought and meaningful dialogue through art. We are proud to celebrate and collaborate with artists, art historians, community groups, and other cultural organizations to create engaging and relevant exhibitions and programs. These connections allow us to learn from our colleagues, share artworks, exhibitions, programs, and research.

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 in the belief that their activity will be both beneficial to the community and satisfying to themselves. Volunteers are considered to be team members working alongside paid staff and other volunteers in fulfillment of the Gallery's mission. Understanding and respecting the needs and abilities of each other is essential for the proper operation of this relationship.

Volunteers are expected to conduct themselves with dignity, kindness and respect at all times when interacting with visitors and staff. Accordingly, volunteers must agree to accept instructions and guidance from supervisory staff without complaint. If you have an idea about how some systems may be improved, please bring it to the attention of Jane or supervising staff following your shift, not during.

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 and sign out at the Front Desk or designated Volunteer Check-In Centre. 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) supporting our Family Sunday programs, the Gallery Shop, Events including Urbanite and the Art Gallery Paint In, and hosting at various special events.

The AGGV provides equal opportunities to all people. Hiring decisions will not be influenced by a person's sex, race, colour, age, ability, marital status, or sexual orientation. The best candidate for the job will be selected based on their skills and experience 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 process, all interested applicants will submit an AGGV volunteer application form. All successful candidates will be notified by the Volunteer Coordinator and will receive the Volunteer Handbook.

Healthy Workplace Culture

The AGGV regards its employees and volunteers as partners in its success. As such, the Gallery 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 must understand 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 tasks in a diverse range of settings. All employees and volunteers are expected to dress in a manner appropriate for their tasks and work environment. You may at times be asked to wear an AGGV T-shirt, which will be provided. This will be shared with you by the appropriate staff supervisor or Volunteer Coordinator.

- AGGV is a "**No Scent**" workspace. Please refrain from the use of perfumes and/or other scented products.
- As per Work Safe BC requirements, closed-toed footwear is required for all shifts at the Gallery. **No open-toed shoes permitted.**

Confidentiality & Volunteer Agreement

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

All volunteers are asked to acknowledge, in writing, that they have read the Volunteer 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 and in all dealings with the public.

The conduct of a volunteer must not bring the AGGV into disrepute. Accordingly, volunteers must avoid situations which violate this policy, or which place themselves 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 then work to 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 undermines 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 considers volunteer files as confidential.

Volunteers are responsible for ensuring that their personal information is kept up to date, 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 the Director of Marketing and Development who are the sole spokespersons for the AGGV. Volunteers may speak on behalf of the AGGV in public **only** 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 Director or the Director of Development and Marketing at 250-384-4171.

Health & Safety

The AGGV strives to maintain a safer 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 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 is asked to:

a) Obtain first aid from the AGGV's qualified First Aid Attendant.
b) Seek medical aid as soon as possible after the accident depending on the severity or if in doubt 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 Gallery Officer on staff.

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.

Volunteer Performance & Feedback

Managing volunteer performance and development is integral to the success of the AGGV. The AGGV wants all 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 behavioural 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.
d) The AGGV commits to providing fair and equitable treatment for 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:

1. 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).
2. A written warning. A copy of this document will be placed in the volunteer's confidential file.
3. 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.
4. 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, or abuse of visitors, workers, or staff.

General Approach to Visitors

Volunteers and staff are expected to treat every visitor with equal and unbiased care. You are expected 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 a supervisor, facilities manager, or management immediately. The supervisor or management will decide if the authorities need to be called.
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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. Volunteers are responsible for finding and signing up for volunteer opportunities that fit their schedule. These opportunities will be emailed to the volunteer database. 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 may be removed from the volunteer database after 12 months and may be required to begin the application process again.

General Policies

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

Volunteers must notify their supervisor if they will be unable, for any reason, to fulfill a commitment; if the supervisor cannot be contacted, contact the Volunteer Coordinator.

- Volunteers are required to attend orientation to the Gallery and training relevant to the needs of their role to ensure they can perform their duties safely and effectively.
- Volunteers must complete the Confidentiality Agreement form. Signing this form ensures

that their volunteer work will comply with relevant legislation and not breach any confidentiality and privacy policies.

Annual Benefits

As a volunteer with the AGGV some of the benefits you receive include:

- lifelong learning opportunities
- recognition events in appreciation of volunteers' participation
- access to free tea/coffee and "treats" (when available) while volunteering
- 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 letters, upon request
- 10% off in the Gallery Shop
- 20% off Studio Camps and classes
- Victoria's Volunteer Exchange Pass to other cultural organizations in April.

Admission to the Gallery is complimentary 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.

Contact and Role Information

Here at the AGGV, you will report to the primary supervisor of your program. For general concerns, or if you cannot contact your supervisor, contact Jane Broomfield, the Visitor Experience Coordinator, at:

Phone number: (250) 384-4171 ext. 288
E-mail: jbroomfield@aggv.ca

Programs and Roles

Administration & Short Term

From time to time, the gallery staff will require extra help with filling, photocopying, stuffing envelopes, database entry, etc. Administration volunteers are on an on-call basis. Previous office experience is preferred but not essential, Short-term programs will be listed on our website as they become available or contact the volunteer coordinator.

Phone number: (250) 384-4171 ext. 232
E-mail: volunteer@aggv.ca

Family Sundays
Family Sunday happens every Third Sunday of the month October to June and is an afternoon of exploring hands-on artmaking and ideas for all ages. This recurring program often features special guests like storytellers, artists, performers, or musicians. Each event focuses on a current or related topic, offering the participants the opportunity to make art, learn, and have fun. Volunteers facilitate the children's art making and help with the set up and take down of the event. These volunteers should be comfortable working with children and have some experience with children's art making. Volunteers must consent to a criminal Record Check.

Supervisor: April Caverhill, Family Sunday Coordinator
Phone number: (250) 384-4171 ext. 244
E-mail: Familysunday@aggv.ca

Gallery Shop
The Gallery Shop sells handcrafted items made by local artists as well as imported goods. Volunteers support the Gallery as sales and cashiers. A minimum 4 month commitment of once per week (3-4 hrs.) is required. Some sales experience is preferred but the Gallery will train.

Supervisor: Andrea Winters, Gallery Shop Coordinator
Phone number: (250) 384-4171 ext. 296
E-mail: awinters@aggv.ca

Supervisor: Donna Wenkoff, Retail Assistant
Phone number: (250) 384-4171 ext. 289 (Shop)
E-mail: dwenkoff@aggv.ca

Special events
Volunteers have the opportunity to attend and assist at many events including Members & Sponsors Receptions, private functions, Donor receptions, and exhibition openings. Event host and Assistant duties include serving beverages, setting up bar/event rentals, cleaning up drinks, greeting guests, and decorating the venues.

Supervisor: Daniel Martinez, Event Coordinator
Phone number: (250) 384-4171 ext. 242
E-mail: dmartinez@aggv.ca

Art Rentals & Sales
These positions will assist the Art Rental & Sales Consultant in hanging artwork, collecting the return of inventory, database entry and sorting/categorizing inventory on the sliding walls for interested clients. Applicants should be capable of lifting artwork up to 50 lbs. have strong organizational skills, database entry experience and some gallery experience is preferred.

Supervisor: Erin Cooper, Art Rental & Sales Coordinator
Phone number: (250) 384-4171 ext. 222
E-mail: ecooper@aggv.ca

CONFIDENTIALITY AND VOLUNTEER AGREEMENT

BETWEEN Art Gallery of Greater Victoria

AND _____

(please print your name here)

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 Handbook and will comply with the procedures contained within it.

AGGV VOLUNTEER CODE OF CONDUCT

As a member of the Art Gallery of Greater Victoria Volunteer Team I agree to:

- Conduct myself in a manner in keeping with the AGGV's shared values and policies, and to enter into all interactions with visitors and staff in the spirit of maintaining kindness, dignity and respect for others regardless of creed, colour, religious affiliation, gender, sexual orientation, etc.
- Uphold the AGGV's commitment to furthering relationship with Indigenous community members and artists. Act in a manner consistent with furthering the work of Truth & Reconciliation.
- Always represent the Gallery in a positive, friendly and inclusive manner, so as not to bring the AGGV into disrepute.
- Arrive for my volunteers shifts on time, with a positive attitude and without having imbibed or ingested any substances such as alcohol or mind-altering drugs which may affect my ability to perform my duties, including safety protocols and evacuations if needed.
- Accept instruction, feedback and direction from managerial staff without argument or complaint.
- Communicate my needs and concerns in an effective, efficient manner with an eye

to finding solutions.

- Notify my team leader if I am unable to make a scheduled shift, either by cancelling (in a timely manner) online, or via phone or email.
- Report any safety, and/or human resources concerns to Jane as soon as possible: jbroomfield@aggv.ca

Signed this _____ day of _____ , 20__ .