



Volunteer Handbook



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INTRODUCTION

At The Robert McLaughlin Gallery (RMG) we recognize volunteers as active members of the RMG team, and as an integral part of building the resilience and capacity necessary to deliver relevant and impactful programming. In return, the RMG is committed to ensuring all volunteers have an enriching and satisfying experience. We provide volunteers with opportunities to develop and contribute through a greater sense of connection to the local arts community, acquire new and transferable skills, increase personal satisfaction, and enhance social networks.

The purpose of this handbook is to outline institutional history of the RMG practices and policies for new volunteers, and to serve as a reference for existing volunteers. The information contained in this handbook assists in connecting volunteers to the common values, goals and objectives upheld by the Gallery.

On behalf of the RMG, I want thank you for choosing to become a member of our team, and for your invaluable donation of time and effort.

Sincerely,

A handwritten signature in black ink, appearing to read 'Carole Blackburn', with a long horizontal flourish extending to the right.

Carole Blackburn
Manager, Visitor Engagement

SECTION ONE:

Overview of The Robert McLaughlin Gallery

About the RMG

The largest public gallery in Durham Region, The Robert McLaughlin Gallery (RMG) occupies an inspired 36,000 square foot building designed by world-renowned architect Arthur Erickson. Featuring a permanent collection of over 4,000 works of art and seven galleries of diverse and changing exhibitions, the RMG offers vibrant programs for all ages.

RMG Guiding Principles

We Put People First

- We empower artists as essential communicators and navigators of our complex times
- We respect and cultivate personal agency
- Our growing collection reflects changing Canadian identities and perspectives

We Contribute to a Vibrant Community

- We serve as a welcoming community hub and gathering place, cultivating civic roots and reach
- We are aware of events that impact our communities and take a firm stance in our response
- We share learning, authority, and expertise with our communities
- We are agile and responsive, making space for diverse stories, experiences, and perspectives

We Embrace Sustainable Innovation

- We foster experimentation and risk taking
- We balance artistic objectives with fiscal responsibility

The History of the RMG

The RMG was founded in 1967 after Oshawa designer William Caldwell organized an exhibition of work by local artists at a commercial space on Simcoe Street. Seeing the need for a more permanent home for the arts, C. Ewart McLaughlin and his wife Margaret (painter Alexandra Luke) offered major financial support and works from their private collection toward the establishment of an expanded public art gallery for the City of Oshawa. The Art Gallery of Oshawa was established on 17 July 1967. It later became incorporated as The Robert McLaughlin Gallery in 1969.

With its incorporation, the Gallery was renamed after Robert McLaughlin, an artist (founder of the McLaughlin Carriage Company), father of Col. R.S. (Sam) McLaughlin (founder of General Motors of Canada), and grandfather of cousins Ewart and Isabel McLaughlin. Both Ewart and Isabel were instrumental in the Gallery's development as primary benefactors and contributors to the collection. Isabel, a founding member of the Canadian Group of Painters and a prominent modernist painter, provided ongoing generous financial support as well as significant gifts of over 100 works of important Canadian and international works.

The Collection: Modern + Beyond

The RMG houses a permanent collection of over 4,000 works acquired as either a purchase, commission or gift. Approximately 60 significant works are on display at any one time. Works in the Permanent Collection include those by important Canadian modernist painters the Group of Seven, Beaver Hall Group, as well as the largest museum collection of works by Painters Eleven. The RMG also holds an impressive collection of contemporary Canadian works. Each year acquisitions are made to enhance these holdings.

The Thomas Bouckley Collection, donated to the RMG by the late archivist Thomas Bouckley of Oshawa, is a digital collection containing nearly 3,000 historical photographs of Oshawa and Durham Region. About 100 works are featured across four exhibitions each year.

In addition to collecting art, the RMG acquires research materials. The RMG Archives includes artist files, sketchbooks, exhibition histories, and more. The majority of the permanent collection has been digitized and placed in an online database, which allows greater access for virtual viewing.

The Building

The original gallery was built in 1969 on its present location under the guidance of architect Hugh Allward of Allward & Gouinlock. It was a square, stone, modernist structure allowing for 6,000 feet of exhibition space, offices, and vault storage. In 1987, a \$5.4 million dollar expansion was commissioned and Arthur Erickson, renowned for his love of natural light and materials, was secured to integrate and expand the existing building for a total of 36,000 square feet, to meet the growing needs of The RMG and the community. Erickson built his design around the existing structure, incorporating the original stone façade into the dramatic lobby design which is flooded with natural light, skylights, and soaring 35-foot ceilings.

Funding

The Robert McLaughlin Gallery building is owned by the City of Oshawa. Funding for the Gallery is generously provided by the City of Oshawa, the Ontario Arts Council, Canada Council for the Arts, the Department of Canadian Heritage- Museum Assistance Program, The Ontario Trillium Foundation, grants from the Canadian Museum Association, as well as the RMG endowment and various private grants and donations from patrons. Other revenue received by the RMG comes from membership fees, RMG Shop sales, classes and school tours, exhibitions and catalogue sales, venue rental income, and fundraising events.

Exhibition Space

The RMG showcases approximately 18 exhibitions each year, constituting large spaces (Isabel McLaughlin Gallery, R.S. McLaughlin Gallery, Alexandra Luke I & II Galleries, and Gallery A), as well as more intimate projects in the lounge and corridor areas.

Exhibition programming strives to strike a balance between historical and contemporary work exploring various media including painting, sculpture, photography, installations, video, etc., throughout the year. Each year 2-3 exhibitions from institutions from across the country are exhibited, while the remaining are curated in-house by the Exhibitions and Collections staff, as well as guest curators. The RMG also collaborates with other institutions in the production of exhibitions and travels exhibitions across the country, when feasible.

SECTION TWO: What You Need To Know

Steps to Becoming an Effective Volunteer

1. List personal goals and objectives
 - Make a list of the reasons you wanted to become a volunteer, the skills you can bring to the position, and the roles and responsibilities you feel passionate about pursuing for the RMG.
 - Review Volunteer Position Descriptions with your Staff Supervisor.

2. Be a student of the RMG
 - There are lots of material available to help you learn more about the RMG. The more you know about the Gallery, the more you can share and contribute at meetings and in the community.
 - Use the Volunteer Handbook as a guide and read 'The RMG' newsletter, [Strategic Plan](#), and [Annual Report](#).
 - Visit our website (www.rmg.on.ca)
 - Find us on social media @thermg on Facebook and Twitter and @rmgoshawa on Instagram.

3. Take a tour
 - You may have visited the RMG in the past and taken the orientation tour, however, taking a personal tour may help you to be even more comfortable with the Gallery. As exhibits change, there is always something new to experience.
 - Don't forget to visit other art galleries, including those in Durham Region. Show your RMG membership card and get in for free! A glossary of galleries is included in the appendix.

Institutional Benefits

Active volunteers (3+ months) receive a Complimentary membership to the RMG. In addition to staying in touch with all upcoming exhibitions, events and happenings, membership benefits include:

- Invitation to private Membership events and Volunteer Recognition events
- 15% off Art Classes & Camps
- 10% Discount at RMG Shop on selected items as well as Members-only sales throughout the year
- Free Admission to most Public Art Galleries in Ontario
- Voting Privileges at Annual General Meeting
- Discounts at our [Preferred Partner](#) locations

Volunteer Orientation + Your Staff Supervisor

Volunteer Orientation includes a tour, outline of volunteer opportunities, and an overview of procedures and responsibilities. In addition, specific training related to projects and positions may be required and delivered later by a supervisor. Once all necessary screening and paperwork has been completed, each volunteer will be assigned a Staff Supervisor who will be their main contact responsible for managing their day-to-day work. The Staff Supervisor will consult with the Manager, Visitor Engagement for feedback, direction, and assistance.

Volunteer Code of Conduct

Volunteers have the same rights and protections as staff members and are similarly protected from abuse and harassment, and should report any such occurrence to the Community & Front of House Manager. As representatives of the RMG, volunteers are expected to adhere to the highest standards of ethics, professional conduct, and confidentiality. The Code of Conduct sets the parameters by which we treat each other and is intended to create an environment that is inclusive, supportive and encouraging to all. New volunteers are required to meet with the Manager, Visitor Engagement to review and acknowledge that they have read and accepted the terms outlined in the “Volunteer Code of Conduct.” Volunteers will retain a copy for reference.

RMG volunteers are expected to:

- Adhere to the goals of the RMG
- Be courteous to the public, staff, members, and other volunteers
- Respect confidentiality
- Be reliable
- Be accountable for their actions

- Act with respect
- Ask for support when needed
- Perform task as outlined in opportunity descriptions and by staff supervisors
- Wear a Volunteer lanyard while on duty, unless otherwise directed

Vulnerable Sector Screening Check

Prior to being appointed, volunteers are required to complete a Vulnerable Sector Screening check for the purpose of keeping program participants, other volunteers, staff, and our organization safe.

The RMG screens all volunteers as they are often:

- entrusted with the care of vulnerable clients or customers
- responsible for public money
- working with third-party organizations that require criminal record checks

Please note: volunteers under the age of 18 are not required to obtain a Vulnerable Sector Check; instead, youth volunteers are required to provide the Manager, Visitor Engagement with a signed letter of consent from a parent of guardian.

How to Obtain a Vulnerable Sector Screening Check:

Volunteers living in Durham Region must visit the local police service to obtain a Vulnerable Sector Screening Check. Those living outside of the Region must visit a police station in their own municipality. The Manager, Visitor Engagement will provide individuals with a formal letter indicating that they will be volunteering at the RMG. *Screening will be done at the volunteer's expense and this letter must be presented to the police service in order to receive the charity rate of \$20.00 (regularly \$55.00).*

All checks will be mailed to the volunteer and they are responsible for providing the Manager, Visitor Engagement with a copy of results. The RMG will accept Vulnerable Sector Screening Checks that have been obtained previously, if they were completed within the previous 6 months. Criminal Information Requests are kept on file and valid for 3 years. The Manager, Visitor Engagement will contact volunteers who have come due and are required to be re-screened.

Emergency Contact Information

In case of emergency, we ask that volunteers inform us in advance of any health concerns and provide the Manager, Visitor Engagement with contact information of a relative or friend in case of emergencies. It is the responsibility of each volunteer to regularly update their personal contact information and emergency contact information. This update can be made by contacting the Manager, Visitor Engagement or Staff Supervisor.

Scheduling

Depending on the position, volunteers will be asked to commit to a certain time frame prior to being scheduled for their first shift. Scheduled shifts are set with Staff Supervisors. It is important for all volunteers to track and keep record of the amount of time donated to the RMG. This includes any meetings, training and scheduled shifts.

Absence

If a volunteer is unable to come into work on their scheduled day or in cases of emergency or illness, they are expected to inform their Staff Supervisor as promptly as possible.

Position Descriptions

Art Studio Assistant - Art Studio Assistants (ASA) help our renowned Learning and Engagement Department with a variety educational programming, including children's art classes and school programs developed in-house. Assisting the Learning and Engagement Department is an excellent way to learn about a range of artistic techniques and practices, as well as gain valuable practical experience working with children of all ages.

Events Team - Events Team members provide support during public programming such as RMG Fridays, Exhibition Openings, and other special events by being friendly Gallery ambassadors and by ensuring a fun and respectful environment for guests. Specific roles include Coat-Check, Gallery Attendants, and Stagehands. Assisting with Event programming at the Gallery is a great way to meet new people, and stay actively involved in the arts community.

RMG Shop Associate - Featuring the work of talented local artisans, as well as products designed and manufactured by indigenous artisans from across the country, the RMG Shop offers a unique shopping experience to Downtown Oshawa.

The RMG Shop Volunteer Staff are integral to the successful operation of the Shop, and function as ambassadors to guests visiting the Gallery day-to-day.

Staff Supervisors

To ensure that the placement is operating effectively for all parties, each volunteer will be assigned to a specific staff member known as a Staff Supervisor. Staff Supervisors are responsible for:

- Working with volunteers to establish a schedule
- Training volunteers on their specific duties
- Supervising and evaluating volunteer performance
- Promptly reporting any issues to the Manager, Visitor Engagement
- Listing available shifts on Charity Republic, and ensuring volunteer hours are being properly submitted

Volunteer and Staff Surveys

The RMG will regularly monitor and evaluate the work of all volunteers. At least once a year, the Manager, Visitor Engagement will distribute surveys to volunteers and staff to assess the performance of the Volunteer Program.

Volunteer surveys aim to:

- Improve the overall experience for volunteers
- Assess individual contributions according to opportunity descriptions
- Identify and address areas of success and improvement in work performance
- Identify other areas of interest within the RMG

We value the experience and insights of our volunteers and encourage feedback about our organization, processes, and programs. Such feedback can be passed through Staff Supervisors or the Manager, Visitor Engagement.

Dismissal

The RMG reserves the right to terminate a volunteer who does not adhere to the policies and procedures of the RMG or who fails to satisfactorily perform their volunteer assignments. In the instance of poor performance, the Manager, Visitor Engagement will discuss the issue with the volunteers, offer training/support and if this fails, dismissal will occur.

The Community & Front of House Manager will authorize the dismissal of any volunteer after consultation with the CEO, Head of Finance and Administration, and staff supervisors. Notice of dismissal will be provided in writing.

In cases of severe misconduct including fraud, theft, gross insubordination, violence or threats of violence, immediate dismissal will be warranted.

SECTION THREE: Human Resources and Personnel Policy

The purpose of the Human Resources and Personnel Policy section is to provide a consistent reference for applying human resource policies, developing new policies, and revising existing policies and practices.

Confidentiality

The Robert McLaughlin Gallery expects the highest standards of confidentiality to be maintained by volunteers, not only in regard to matters relating to The Robert McLaughlin Gallery Board of Trustees and business, but also in all membership business.

Requirements

Volunteers will observe all appropriate related policies and established lines of communication.

Volunteers will not divulge particulars regarding staff members, Board of Trustees, volunteers, The Robert McLaughlin Gallery member organizations, or organizations/individuals receiving and/or applying for funding from The Robert McLaughlin Gallery, except as required by law or as authorized by the CEO.

Breaches of this policy are grounds for dismissal. Breaches of this policy after separation may lead to legal action.

Representing the RMG

To mandate a positive image of The Robert McLaughlin Gallery, when conducting the work outside of their regular workspace, all volunteers represent The Robert McLaughlin Gallery.

All volunteers are expected to represent and conduct the business and affairs of The Robert McLaughlin Gallery in a professional manner and to treat others in a fair, respectful, equitable, and consistent manner.

Dress Code

The Robert McLaughlin Gallery requires all volunteers to present themselves in a professional manner, concerning attire, personal hygiene, and appearance. These standards are commensurate with our organizational practices of appropriate business conduct, professionalism, and dress code.

Volunteers are asked to dress appropriately for their duties and to ensure that clothing is comfortable while still neat, clean, and suited to a professional environment. The following guidelines outline appropriate attire for volunteering at the RMG:

- Jeans may be worn, but like all pants they must be free of rips, frays, or stains
- Shorts, skirts, and dresses may be worn but must be knee-length or longer
- High-heels (and other open-toed shoes) may be worn
- Running shoes may be worn as long as they are clean and laces are tied

If you have any questions regarding the dress-code policy, please speak with your Staff Supervisor for clarification.

Personnel Records

Personnel records are sensitive information and appropriate measures will be taken to ensure the integrity and confidentiality of individual files. Volunteers are required to report changes of address, telephone number, etc. to the Community & Front of House Manager as soon as possible, so that volunteer profiles and membership information can be updated, as required. There will only be one official personnel record for each volunteer kept; the Community and Front of House Manager will keep this record.

The personnel record will contain the following:

- Volunteer Application
- Resume
- Copy of Vulnerable Sector Screening Check
- Signed Code of Conduct
- Emergency Contact Form
- Reference checks conducted prior to volunteering
- Any letters of commendation or reference
- Any letters of discipline
- Copies of any correspondence on a volunteers behaviour or work performance

Personnel files will be destroyed one year after a volunteer has become inactive with The Robert McLaughlin Gallery unless otherwise required by legislation or because of legal action undertaken by the volunteer or The Robert McLaughlin Gallery.

Accessibility Policy

Intent

The RMG is committed to providing a barrier-free environment for all in a way that respects the dignity and independence of people of all abilities. The RMG will work to break down the barriers that prevent or limit access to employment, receipt of goods and services, the built environment, and information and communication through the implementation of accessibility standards.

The RMG is committed to meeting the objectives and requirements outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (the “AODA”). Under the AODA, the Integrated Accessibility Standards Regulation (the “IASR”) establishes standards to address barriers that people of all abilities face in the areas of information and communications, employment, transportation, and the design of public spaces. The requirements under the AODA are not a replacement or substitution for the Ontario Human Rights Code and work in conjunction with the Code.

Responsibilities

The CEO will develop, maintain, monitor and implement the Policy. The Governance and Nominations Committee will review the Policy and any future changes and amendments; the Policy will then go to the Board of Directors for final approval. The CEO works in collaboration with all staff to ensure guidelines that support this Policy are being followed.

Definitions

Accessible Formats: Include but are not limited to large print, recorded audio and electronic formats, Braille, and other formats usable by persons of all abilities.

Assistive Device: A technical aid, communication device, or other instrument that is used to maintain or improve the functional abilities of people of all abilities.

Communication Supports: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Customers: Anyone who visits or makes use of the RMG facilities, galleries, or programs. This includes, but is not limited to, visitors, volunteers, program participants, and artists.

Disability as defined under the Ontario Human Rights Code is:

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or in a wheelchair or other remedial appliance or device;
- a condition of mental impairment or a developmental disability;
- a learning disability, or a dysfunction in one or more of the processes involved in understanding
- or using symbols or spoken language;
- a mental disorder, or;
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Service Animal: An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support Person: Another person who accompanies an individual with a disability in order to help with communication, mobility, personal care, medical needs, or access to goods and services.

Public Accessibility Statement

The RMG strives to make our building, collections, exhibitions, and programs accessible to people of all abilities. We welcome your feedback.

Information and Communication Standard

In accordance with the IASR with respect to Information and Communications, the RMG is committed to making information and feedback processes accessible to people of all abilities. In order to achieve this:

- Information will be made available in accessible formats, on request.
- We will consult with the person making the request to determine the suitability of an accessible format or communication support.
- The IASR gives flexibility to the RMG to determine the most appropriate accessible format or communication support, given the needs of the person making the request and the RMG's ability to deliver.
- If the information cannot be converted, the RMG will explain why the RMG is unable to do so and provide a summary of the content.

Web Content

The RMG's website conforms to accessibility standards within current programming limitations. This applies to websites and web content, including web-based applications that RMG's controls directly or through a contractual relationship that allows for modification of the product, unless it is not practicable to conform due to the availability of commercial software or tools or both.

Training

The RMG provides training on the Accessible Customer Service Standard and the Integrated Accessibility Standards Regulation requirements to all staff members and volunteers. Training will be provided as part of the orientation process and will be refreshed where there are changes to the policies or AODA or IASR standards. Training will take place as soon as is practicable and a record will be maintained of the training provided and to whom.

Employment

The RMG will make every effort to identify, remove, and prevent barriers by developing inclusive employment procedures that support people of all abilities with accommodations during the recruitment and selection stages, and throughout the employment life cycle.

Recruitment and Hiring

The RMG understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants that can expand the pool of talented candidates. Upon request, the RMG will provide candidates with reasonable accommodations during the interview and selection process. Where an accommodation is requested, the RMG will consult with the applicant to arrange suitable accommodations, such as providing the application in an alternate or accessible format.

The interview process will focus on experience and skills and will not discriminate against candidates who have a disability or require an accommodation. The RMG is committed to hiring decisions that are unbiased and based on qualifications and past experience. Successful candidates will be made aware of the policies and supports for accommodations upon completion of the recruitment process.

Training and Development

The RMG recognizes that skills development and career planning can enrich the employment experience, increase engagement, and reduce turnover. The RMG will align training and development programs to meet the needs of employees of all abilities, and provide training as soon as reasonably practicable upon the person being assigned to applicable duties. Training programs will be designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that take into account the need(s) of the employee. The RMG will consider employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

Communication

The RMG will provide or arrange for accessible formats and communication supports for employees, upon request. The RMG will consult with the employee to determine the specific barrier and the best way to provide support. Such accessible formats and communication supports are conversion-ready and will be provided in a timely manner and at no additional cost to employees.

When communicating with or providing information to an employee who requires accommodation or assistance due to a disability, the RMG will ensure that all communication with the individual is completed in a manner that takes into account the individual's disability. Where an assistive device is used, the RMG will reasonably accommodate the use of the device.

Emergency Response

If necessary or if requested, the RMG will create individualized Workplace Emergency Response Plans. The emergency response plan will consider the unique challenges created by the individual's disability and the physical nature of the workplace, and will be created in consultation with the employee. If an employee with a disability requires assistance from a support person during an emergency, the RMG will designate a fellow employee to act as such.

Customized emergency response plans will be reviewed when:

- The employee moves to a different physical location in the organization;
- The employee's overall accommodation needs, or plans are reviewed; or
- The RMG reviews general emergency response policies.

Accommodation

The duty to accommodate is required of all employers, in all jurisdictions in Canada, and encompasses providing respect and dignity, individualized accommodation, integration and participation, and barrier free designs. The RMG will provide individual accommodations to support the needs of volunteers of all abilities. Personalized accommodation plans will be designed to allow employees to contribute and participate in job related functions and activities to the best of their abilities. The process of accommodating individuals will take a consultative approach and is a shared obligation of the RMG, the employee, and any applicable professionals required to assist the employee throughout the process.

Building Accessibility and Design of Public Spaces and Building Accessibility

The RMG will work to ensure that the built environment, including building interior and exterior, are designed to facilitate barrier-free access to goods or services for customers and employees. If areas of the built environment are not accessible for certain individuals, the RMG will work with the individual to provide an alternate means of access.

When building new public spaces, or making planned significant alterations to existing public spaces the RMG will incorporate accessibility that supports physical access, information and communication standards, customer service, and employment.

Access to Goods and Services

The RMG will seek to provide barrier-free access to goods and services for all customers. Where barriers cannot be removed, alternate means for accessing goods or services will be provided to the best of the RMG's ability.

Support Persons and Service Animals

If a customer is accompanied by a support person, the RMG will ensure that both persons may enter the premises together and that the customer is not prevented from having access to the support person. A customer with a disability accompanied by a service animal will be allowed access to premises that are open to the public unless otherwise excluded by law.

The RMG will waive participation fees to support persons, or when not possible, ensure the support person is notified of costs in advance. The RMG will attempt to

accommodate the customer and support person to sit with one another. In situations where confidential information might be discussed, consent will be obtained from the customer before any potentially confidential information is mentioned in front of the support person.

Communication

The RMG understands the importance of accessible digital and non-digital forms of communication and will do its best to provide accessible types of communication and information to individuals of all abilities. Such accessible formats and communication supports will be provided upon request, in a timely manner and at no additional cost.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of the RMG. In the event of any temporary disruptions to the facilities or services which customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the RMG will:

- Post notices in the nearest accessible entrance to the service disruption;
- Update the website with information about the disruption;
- Contact customers with reservations or appointments; or
- By any other method that may be reasonable under the circumstances.

The RMG will make every reasonable effort to indicate when services will resume and suggest alternatives that can be utilized during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, advance notice may not be possible.

Emergency Notifications

The RMG will provide emergency and public safety information, plans and procedures, maps and warning signs at evacuation points, and any other emergency alert information, in accessible formats or with appropriate communication supports, upon request.

The RMG will:

- Work with any individuals requesting information and to see how to best meet their needs; and
- Ensure emergency information can be seen, read, and heard by anyone.

Customer Feedback

Customer feedback can lead to improved service, increased clientele, and a reduction in complaints. The RMG will ensure that feedback can be provided by all customers through a variety of mechanisms, such as in person, by phone, e-mail, or social media. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone), or written (handwritten, delivered, website, or e-mail), will be available upon request.

Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Policy Review Cycle

The Accessibility Policy is reviewed annually with an equity lens. It can also be reviewed at any time that changes are deemed necessary by the CEO or government legislation. Any future changes or amendments to this Policy will be submitted to the Governance and Nominations Committee for review; the Policy will then be submitted to the Board of Directors for final approval. Approvals and review dates will be tracked in the Policy and Protocol Framework.

Date Established November 26, 2020

Health, Safety, and Wellness Policy

Intent

The Robert McLaughlin Gallery (RMG) is committed to providing a healthy and safe work environment for our employees and volunteers.

The RMG acknowledges it has a statutory duty to take all reasonable precautions to protect employees, contractors, volunteers, visitors, and all other individuals' onsite. Protecting employees from injury or occupational disease from accidents or incidents is a continuing objective. We will make every effort to provide a safe and healthy work environment for all staff. We believe all accidents are preventable and active participation at all levels will help ensure accidents are avoided. Supervisors and workers must refrain from any actions or activities that could jeopardize the health and safety of others and must work to reduce the risk of injury.

We are committed to promoting a safe and healthy workplace for all employees, contractors, volunteers, and visitors. In pursuit of our commitment, we will develop,

implement, and enforce policies and protocols that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our employees, and strive to safeguard the workplace from injury and malfeasance through negligence.

The RMG will work towards the overall wellness of our employees and volunteers by encouraging healthy personal lifestyle choices and care for mental health and wellbeing. The RMG will help promote employee wellbeing by actively supporting and maintaining a positive work environment, and providing recognition for employee contributions to improvements in our health, safety, and wellness programs and performance.

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment. The RMG will act in compliance with the objectives and requirements in the Occupational Health and Safety Act, R.S.O. 1990, c 0.1. (OH&S Act).

Responsibilities

Employers will:

- Supply an effective strategy to manage the occupational health and safety concerns.
- Allocate and govern resources properly to achieve the health and safety requirements outlined in the OH&S Act.
- Foster a workplace culture of safety with appropriate leadership.
- Provide a Joint Health, Safety and Wellness Committee (JHSWC) to help identify workplace hazards and address workplace health and safety issues.
- Review policies annually for compliance and efficiency, and revise where necessary.
- Provide all relevant parties with a copy of all orders or reports issued to the employer by a Ministry of Labour inspector and inform the JHSWC committee of any work-related incidents involving injury, death, or occupational illness.

Managers and supervisors will:

- Help develop, implement, and enforce policies and protocols.
- Continually promote health and safety awareness with instruction, information, training, and supervision to ensure the safe performance of employees.
- Use the process of hazard identification, risk management, and incident investigation.

- Be accountable for the health and safety of employees and volunteers under their supervision.
- Ensure that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.

Human resources will:

- Liaise with government agencies to ensure workplace health and safety compliance.
- Coordinate health and safety inspections, and follow up to ensure the completion of necessary corrective actions.
- Develop best practices that support a strong health and safety program.
- Design and develop accident and incident reports and investigation procedures.
- Maintain an up-to-date knowledge of applicable health and safety regulations as mandated locally, provincially, or federally.

Employees will:

- Comply with occupational health and safety policies and procedures.
- Notify managers of any health and safety concerns, so they may be dealt with promptly. Protect their own health and safety by working in compliance with the law, safe work practices, and protocols established.
- Use appropriate personal protective equipment as required.
- Report unsafe or potentially hazardous conditions, without fear of reprisal, to management.

All staff and volunteers will:

- Complete required occupational health and safety training.
- Perform duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Report any incident, injury, or hazard as outlined in company procedures.
- Report any acts of violence or harassment in the workplace as per the Abuse, Harassment, Sexual Harassment, Discrimination and Violence in the Workplace Policy.
- Promote a hazard-free workplace.
- Learn the posted emergency plan detailing the facility's procedures pertaining to fire, weather, or medical emergency.

Joint Health, Safety, and Wellness Committee (JHSWC) members and the health and safety representative will:

- Review and provide feedback on the Health, Safety, and Wellness Policy
- Review of the emergency response plan
- Develop and/or review guidelines for external people working or volunteering at the RMG including contractors, artists, installers, etc.
- Perform annual building walk through to ensure physical safety
- Report workplace hazards or dangers
- Ensure staff know their rights (to refuse work, to participate in the Committee, to be informed about dangers)
- Oversight over resources provided for employee mental health and wellbeing
- Commit to improving health and safety conditions in the workplace.
- Stimulate and raise awareness of health and safety issues in the workplace.
- Recognize, identify, and develop recommendations to address workplace risks and hazards
- Conduct regular workplace inspections and make written recommendations.
- Develop and implement accident prevention and health and safety programs.
- Listen to employee complaints, concerns, and suggestions.
- Participate in health and safety inquiries and investigations.
- Advise on health and safety matters, such as personal protective equipment.
- Promote and monitor compliance with health and safety regulations.
- Monitor the effectiveness of existing health and safety programs and policies, and assist with the implementation of improvements.
- Attend regular committee meetings, take minutes of these meetings, and post minutes in an accessible place for employees

Communication

The RMG encourages open communication on health and safety issues. Open communication is essential to providing an accident-free and productive work environment.

- Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

- Health and safety comments will be reviewed by human resources. Director, Finance and Operations will initiate an investigation on each reported or potential hazard.
- Employees should inform their supervisor or human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal, and may be anonymous, if so desired.
- All relevant health, safety, and wellness policies and protocols will be posted on the staff bulletin board and shared drive for ease of access

Reporting Structures

Any concerns or near misses should be reported to the Health, Safety, and Wellness Committee or representative and the appropriate manager. Employees or volunteers who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

If an emergency occurs, the incident must be reported to the manager/supervisor and Human Resources who will report to the Workplace Safety and Insurance Board (WSIB). Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, volunteers, visitors, and property.

An emergency is any number of unsafe conditions that pose a threat to people or property. This includes fire or smoke; natural disaster or severe weather; chemical, biological, or radiological incidents; and structural failures. Refer to the company's Emergency Response Plan for additional details.

Date Established January 28, 2021*

**Prior to the establishment of the Health, Safety, and Wellness Policy, elements were included in the Employee Handbook last reviewed and approved by the Governance & Nominations Committee and Board of Directors in 2010.*

*Please note: staff supervisors will direct volunteers assisting with installations and set up. Under **no circumstances** should volunteers be permitted to lift heavy objects or use ladders.*

Abuse, Harassment, Sexual Harassment, Discrimination, and Violence in the Workplace Policy

Intent

The RMG is committed to providing a safe and healthy work environment free from workplace abuse, harassment, sexual harassment, discrimination, and violence for all its employees, volunteers, and visitors. The RMG is further committed to creating a culture of zero tolerance towards abuse, harassment, sexual harassment, discrimination, and violence in the workplace. As such, the RMG treats any complaint or incident as a very serious matter, and will report incidents to the authorities as appropriate and conduct investigations promptly.

This policy is intended to cover any act of abuse and/or neglect that takes place in the Gallery, including but not limited to, physical abuse, sexual abuse, emotional abuse, psychological abuse, and neglect all as defined below.

The RMG will comply with the Ontario Human Rights Code (the Code), the Ontario Human Rights Act (the Act), the Occupational Health and Safety Act (the OHS Act). Legislation will take precedence over any conflicting language found in policy, protocol, or employment agreements.

Responsibilities

The CEO will develop, maintain, monitor, and implement the Policy. The Governance and Nominations Committee will review the Policy and then submit the document to the Board of Directors for final approval. The CEO, in collaboration with the Manager of Finance and Administration, will develop management protocols and procedures that comply with the principles outlined, and ensure that actions and deeds reflect the spirit and intentions of this policy, in addition to being compliant with government regulations and current legislation.

Management will investigate and deal with all complaints or incidents in a fair, respectful, and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect employees and volunteers, to investigate the complaint or incident, to take corrective action, or as otherwise required by law.

Managers, employees, and volunteers are expected to adhere to this policy. Employees and volunteers are not to be penalized or disciplined for reporting an incident or for participating in an investigation involving workplace harassment.

If an employee or volunteer needs further assistance, they may contact their Health and Safety representative or a member of the Health and Safety Committee, or Human Rights Legal Support Centre.

This policy applies at every level of the organization, including the Board of Directors, CEO, Leadership Team, and to every aspect of the workplace environment and employment relationship. These commitments also extend to contractors, artists, consultants, and visitors to the workplace.

Definitions

For the purpose and intent of this policy, and to ensure that all individuals bound by this policy have a clear understanding of the behaviours that will not be tolerated within its organization, the RMG provides the following definitions:

Abuse is defined as any action, act, omission, or incident in which an employee or volunteer is abused, threatened, harmed, injured, or assaulted in circumstances arising from their employment or volunteering. Some examples include, but are not limited to, threats (verbal/physical), assaults (verbal/physical/sexual), property damage, bullying, intimidation, aggressive behaviour, mobbing (a collective effort), the application of force (with or without a weapon), stalking, inappropriate pranks, or horseplay.

Discrimination is defined by the Code as any form of unequal treatment based on a Code ground that results in disadvantage, whether imposing extra burdens or denying benefits. It may be intentional or unintentional. It does not have to be intentional to be illegal. It may involve direct actions that are discriminatory on their face, or it may involve rules, practices or procedures that appear neutral, but have the effect of disadvantaging certain groups of people. It may be obvious, or it may occur in very subtle ways. Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made.

According to the Code, every person has the right to equal treatment with respect to

- services, goods, and facilities,
- the occupancy of accommodation, and
- employment

without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex, pregnancy, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, disability, or the receipt of public assistance.

Harassment is defined by the OHS Act as a means of engaging in a course of distressing comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating, or demeaning to a worker or group of workers, in a workplace. It can also include behaviour that intimidates, isolates or even discriminates against the targeted individual(s). This may include making remarks, jokes, gestures, or innuendos that demean, ridicule, intimidate, or offend; displaying or circulating offensive pictures or materials in print or electronic form; bullying, seeking to harm, intimidate or coerce; or repeated offensive or intimidating phone calls or e-mails.

Harassment may also include cyber harassment which is defined as an aggressive, intentional act or behavior that is carried out by a group or an individual, using electronic forms of contact, repeatedly and over time against a victim who cannot easily defend themselves. It may include the use of the Internet, cell phones or other devices to send or post text or images intended to hurt or embarrass another person.

Poisoned Environment is defined by the Code as a negative, hostile, intimidating, offensive, or unpleasant workplace or unequal work environment due to comments or conduct that tend to demean a group identified by one or more prohibited grounds by the Code or OHR Act. A poisoned work environment may result from a serious and single event, remark, or action. A complainant does not have to be the direct target to be adversely affected. Elements of a poisoned environment can include, but are not limited to, inappropriate remarks, jokes, gestures, and innuendoes, displaying suggestive, derogatory, demeaning, or offensive materials; patronizing behaviour; language or terminology reinforcing stereotypes; intimidation; exclusions and adverse treatment related to one of more of the Code's prohibited ground. In determining whether there is a poisoned environment, the impact of the comments or conduct on the individual or group will be considered foremost. Accordingly, a single action can give rise to a poisoned environment.

Sexual harassment is defined by the OHS Act as a course of distressing commentary or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome. Sexual harassment is not restricted to those occurrence within the formal supervisor/employee relationship. Every person has a right to freedom from sexual harassment in the workplace.

Violence is defined by the OHS Act as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and/or a statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Guidelines

Preventing Abuse: The RMG requires all prospective employees and volunteers to have a Police Check completed prior to hiring as part of the vulnerable sector screening policy.

The RMG also provides information to staff/volunteers at time of hire/volunteering and annually thereafter on our organizational policies, aimed at prevention, reporting and eradicating abuse.

Reporting Abuse, Harassment, Sexual Harassment, Discrimination and Violence: The RMG recognizes that abuse and neglect can have serious and even lethal consequences. Behaviours such as abuse, harassment, sexual harassment, discrimination, and violence can be disruptive and harmful to the individual who is the target of these behaviours. They also can create a poisoned environment.

Employees and volunteers are encouraged to report any complaints or incidents to their direct supervisor or to the Manager of Finance and Administration as the person who is responsible for Human Resources management. In the event that the complaint or incident involves their direct supervisor, the employee or volunteer should report it to the Manager of Finance and Administration. In the event that the complaint or incident involves the Manager of Finance & Administration, the employee or volunteer should report it to the CEO. In the event that the complaint or incident involves the CEO, the employee or volunteer should report it to the Chair of Governance & Nominations and/or Chair of the Board. In the event that the complaint or incident involves a Board member, the employee or volunteer should report it to the CEO.

The Abuse, Harassment, Sexual Harassment, Discrimination and Violence in the Workplace Protocol implements this Policy. It includes procedures to protect employees and volunteers and further outlines the reporting process. The RMG will ensure this policy and the supporting protocol are implemented and maintained. All employees, volunteers, and management will receive appropriate information and instruction on the contents of the Policy and Protocol.

Everyone, including members of the public and professionals who work closely with children, is required by law to report suspected cases of child abuse or neglect directly to the Children's Aid Society (CAS). CAS holds the exclusive mandate, under the Child and Family Services Act.

Special Circumstances: Should an employee or volunteer have a legal court order (e.g. restraining order, or "no-contact" order) against another individual, they are encouraged to notify the RMG, and to supply a copy of that order to the CEO. This will likely be required in instances where the employee strongly feels that the aggressor may attempt to contact that employee at the RMG in direct violation of the court order. Such information shall be kept confidential.

Confidentiality: The RMG will do everything it can to protect the privacy of the individuals involved in a complaint or incident and to ensure that complainants and respondents are treated fairly and respectfully. All records and reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law. In cases where criminal proceedings are forthcoming, The Robert McLaughlin Gallery will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Non-Compliance: Failure to comply with this policy could result in progressive disciplinary measures. Disciplinary measures shall be appropriate to the infraction ranging from reprimand up to and including just cause for termination of employment or volunteer duties.

False Claims: It is a violation of the policy for anyone to knowingly make a false complaint violence, or to provide false information about a complaint.

Policy Review Cycle: The Abuse, Harassment, Sexual Harassment, Discrimination and Violence in the Workplace Policy is reviewed annually with an equity lens. It can also be reviewed at any time that changes are deemed necessary by the CEO or by government legislation. Revisions to the Policy will be submitted to the Governance & Nominations Committee for review and then to the Board of Directors for final approval. Approvals and review dates will be tracked in the Policy and Protocol Framework.

This policy was originally established as the Anti-Abuse Policy in January 2018, and was revised as the Abuse, Harassment, Sexual Harassment, Discrimination and Violence in the Workplace Policy on November 26, 2020.

Review of Appendices and References

Title	Summary
Interview Questions	Used by the Community & Front of House Manager as a guide when meeting new volunteer candidates.
Reference Questions	Used by the Community & Front of House Manager as a guide when checking volunteer references.
Volunteer Code of Conduct	Intended to create an environment that is inclusive, supportive and encouraging to all. Sets out the behaviors that are expected from volunteers. Document must be read and signed by all volunteers. A copy is given to the volunteer for their records.
Emergency Contact Form	In case of emergency, volunteers are asked to list any health concerns and the contact information of a relative or friend who we may contact. Volunteers are responsible for immediately advising the Community & Front of House Manager of any changes.
Orientation Check List	Checklist used to assist with the orientation process. To be completed by the Staff Supervisor and Volunteer during their initial meeting. Items will be signed off when completed.
Volunteer Position Descriptions	<p>Outlines position description, benefits, competencies required, competencies developed and supervisor contact information. Created in consultation with the team.</p> <p>Positions Include: Art Studio Assistant Events Team Member RMG Shop Associate</p>