



## **Volunteer Handbook**

**Volunteers bring art to life in Haliburton!**

# **VOLUNTEER HANDBOOK 2017**

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## INTRODUCTION

### Welcome to the Rails End Gallery & Arts Centre!

The Board of Directors and the staff of the Rails End Gallery and Arts Centre (REGAC) welcome you to the gallery and to our community. Volunteerism, the foundation of our success, is a critical component of our daily operations and fundraising. The donation - of your valuable time, skills and energy - ensures that the Rails End Gallery continues to provide quality arts' programming to the people of Dysart et al and the surrounding area.

Rails End Gallery and Arts Centre offers everyone the opportunity to learn, think about, enjoy, be provoked, amused and moved by works of art. We bring art and people together. We do this through:

- **The Rails End being a community meeting place;**
- **Exhibitions** of works of art, both historical and contemporary, regional and national;
- **Educational** programming (tours and artist talks, hands-on participation in the artistic process and workshops for all ages) designed to build an understanding and appreciation of visual art and craft.

## **VISION, MISSION, GOALS AND VALUES**

### ***Vision***

Rails End Gallery and Arts Centre is a non-profit organization committed to being:

- A year-round community art gallery that is an accessible and affordable cultural hub of the community;
- A focus for the arts in Haliburton County;
- A meeting place featuring gallery exhibition spaces and creative arts' programming for all ages;
- A tourist destination in a historic railway station that promotes the arts and cultural attractions in Haliburton County.

### ***Mission***

Rails End Gallery and Arts Centre is dedicated to:

- Providing opportunities for the exploration, appreciation, expression and exchange of the creative arts;
- Believing that everyone in Haliburton County should have access to the arts.

### ***Goals***

Rails End Gallery and Arts Centre is committed to:

- Strengthening community relationships through the exhibition of visual art by local artists, artisans and emerging talents;
- Enhancing community appreciation of a broad range of the creative arts through exhibitions, events and performances including music;
- Providing leadership to the local community by offering an accessible, welcoming and affordable gathering place for the expression and exploration of the creative arts;
- Building community good will through credible, responsive and accountable volunteer leadership.

### ***Values***

Rails End Gallery and Arts Centre strives to be:

- Accessible – to all ages, abilities and perspectives;
- Welcoming – to every gallery visitor;
- Affordable – to the full range of income levels;
- Credible – and consistent in the application of values and principles;
- Responsive – to the needs and the concerns of the arts community;
- Accountable – to the community of Dysart and the public gallery field in Ontario;
- Reflective – of the changes in contemporary artistic trends.

## RAILS END GALLERY PAST AND PRESENT

Rails End Gallery and Arts Centre has occupied Haliburton's historic railway station and has operated a public art gallery on the site since 1980. On March 29, 1969, we were incorporated as the Haliburton Highlands Guild of Fine Arts. Prior to that date, we were a group of volunteers dedicated to presenting work by Haliburton County artists at community shows and providing educational workshops. In 1967, members of our organization, with support from the Ontario Ministry of Colleges and Universities, were instrumental in starting the Haliburton School of The Arts. In 2002, following consultation with our stakeholders - the general public, municipality of Dysart et al, members, staff and local artists – the Rails End Gallery and Arts Centre was created.

- Admission to the Gallery is free. Voluntary donations are appreciated.
- Rails End is a member of the Ontario Association of Art Galleries (OAAG), the Ontario Crafts Council and Arts Council Haliburton Highlands.
- Rails End Members enjoy free reciprocal admission at OAAG member galleries.
- Rails End is a registered Canadian charity.
- Rails End presents the Haliburton Art and Craft Festival on the fourth weekend of July.

Visit the Gallery's informative Web Site at <http://www.railsendgallery.com>

## VOLUNTEER RECRUITMENT

- The Curator/Director or Volunteer Coordinator will conduct an informal interview, by telephone or in person, with the volunteer candidate. By becoming acquainted, we can better ensure that you will find a rewarding and enriching volunteer experience at the Rails End.
- Volunteer candidates may be required to complete our **Volunteer Information Form** which provides us with your contact information and helps us to administer our volunteer program effectively.
- Volunteers are encouraged to attend volunteer training and orientation when such in-service is deemed necessary by the Director.
- Volunteers, depending on the responsibilities to be performed, may be asked to complete one or more of the following:
  - Criminal reference check;
  - Vulnerable sector screening;
  - Confidentiality form.

## ORIENTATION AND TRAINING

Rails End Gallery and Arts Centre is committed to:

- Providing adequate information, training, supervision and support to enable volunteers to competently perform their responsibilities;
- Respecting the skills, dignity and individual needs of volunteers; and doing our best to accommodate individual needs;
- Recognizing our volunteers' worth and affirming it in meaningful ways.

The Rails End Volunteer is committed to:

- Supporting the ***Rails End Mission Statement, Vision and Mandate***;
- Adhering to Rails End policies and procedures (See page 6.) , and learning new procedures;
- Representing the gallery in a professional and friendly manner. Impressions about the gallery will be formed based on each volunteer's friendliness and knowledge;
- Being an ambassador for Rails End Gallery and Arts Centre in the community;
- Working as a team member;
- Wearing proudly provided volunteer ID;
- Meeting time and duty commitments, and notifying the gallery if unable to do so;
- Dressing appropriately to perform each volunteer duty;
- Respecting the non-smoking and scent-free environment of the gallery;
- Checking knapsacks, bags or parcels in the office;
- Turning cell phones to vibrate or off;
- Learning and observing the safety rules;
- Acknowledging that you do not have all the answers, and referring to one who does;
- Logging volunteer hours in the designated place.

## COMPLAINT PROCEDURE

- A volunteer, who has a complaint against staff or another volunteer, should try to resolve the problem by reasoned discussion with that individual.
- If direct conversation does not result in resolution, the complaint should be made to the Director/Curator or Volunteer Coordinator, who will attempt to resolve the complaint. The resolution will be recorded in writing and communicated to all parties involved within 7 working days.
- If the complaint remains unresolved, the Director/Curator will propose a dispute resolution procedure and communicate it to the parties.

## EMERGENCY AND SERIOUS INCIDENT ACTION AND REPORTING

An emergency is any time 911, police, fire or ambulance are contacted.

- Remain calm.
- Reassure the person involved.
- Use your best judgement regarding immediate course of action and safety. Do not hesitate to call 911 in the case of personal injury or fire.
- The **Emergency Contact List** is posted above the phone in the Main Office. This list will direct you to the proper course of action and contact person.
- **Report** all incidents to the Director/Curator at the earliest opportunity. If she is not available, contact the Board President or the volunteer management in charge of the event.
- **Reasons to report:**
  - First Aid is given;
  - 911 is called;
  - Harassment is reported or observed;
  - Theft;
  - Suspicious activity of any kind in and around the building;
  - Security system accidents or malfunctions.

**EMERGENCY CONTACT NUMBERS are posted under the clock in the Office.**

## **RAILS END POLICIES AND PROCEDURES**

This is a brief outline; refer to the Rails End Policy and Procedure Manual for further study.

### ***Equity***

- Rails End is committed to racial equality and elimination of racism, sexism and ageism and ensuring accessibility for all members of the community.
- Rails End is committed to the principles of the Human Rights Code.

### ***Harassment***

- Rails End does not tolerate any form of harassment.
- Rails End is committed to the principles of the Ontario Human Rights Code.
- Rails End is committed to taking action to prevent, to address and to remedy any form of harassment promptly and confidentially.

If you suspect **child abuse**, it is your personal responsibility to report to the authorities. In Dysart et al this is the local Children's Aid Society. Sharing your suspicions with others may result in negative consequences for the victim. The correct method of reporting is to document and report in person at the earliest opportunity.

### ***Conflict of Interest***

- Volunteers must act in the best interest of Rails End without intention of obtaining direct or indirect personal gain.

### ***Representation of Rails End Gallery and Arts Centre by Volunteers***

- Volunteers may not take any action or make statements that might obligate Rails End or significantly affect Rails End without prior approval of the Director. This may include media statements, lobbying or any contractual or financial obligations.

### ***Training***

- Rails End has an orientation package for volunteers.
- Rails End volunteers receive training for the task they are asked to perform. Ongoing training is available to teach new skills.

### ***Health and Safety***

- Rails End volunteers are expected to perform safely and effectively their duties as outlined in their job description.
- Failure to do so may result in dismissal.
- Volunteers may refuse to provide service if they feel unsafe.

### ***Alcohol and Drugs***

- Volunteers who serve alcohol must be Smart Serve certified.



- A Volunteer who reports for service under the influence of drugs or alcohol will be dismissed.

### ***Dismissal***

- Rails End volunteers may be dismissed should they fail to perform their duties effectively and in concurrence with REGAC policies.

### ***Resignation***

- Volunteers are expected to inform REGAC when they resign.
- Rails End conducts exit interviews with all volunteers who resign.

## **APPENDICES**

### ***A Volunteer Jobs***

Detailed Job Descriptions are kept in a binder in the Gallery office. Please feel welcome to review its contents.

#### Events

Vendor Relief

Gallery Greeter (also applies to Gallery section)

Food and Beverage Service – General

Information Area

Children’s Activities

Money Collector

Money Counter

Banker – Major Event

Promotional Team

Park Layout

Park Layout Helper

Food and Bar Service – Fundraisers

#### Gallery Services

Boutique Associate

Gallery Greeter (see Events section for this item)

Building Maintenance and Caretaking

Laundry

Garden Maintenance

Archives

## ***B Rails End Board and Committees***

Rails End Gallery and Arts Centre is governed by a volunteer Board of Directors that meets monthly.

### **2017-18 Board Members**

President– Marguerite Easby

Vice President – Jackie Wells

Secretary – Dagmar Boettcher

Director – Janet Trull

Director – Jennifer Mykolyshyn

Past President – Susanne James

Municipal Appointee – Susan Norcross

### **Committees:**

Haliburton Art and Craft Festival Committee

STAYcation Committee

Trash and Treasures Committee

Boutique Improvement Committee

Haliburton DrumFest Committee

Building Committee

Ad hoc committees are struck to meet specific objectives.

Committees report to the Board of Directors.

## ***C Operations***

Rails End Gallery and Arts Centre is a registered Canadian charity #118950641 RR0001 and a member of the Ontario Association of Art Galleries, the Ontario Crafts Council and Arts Council Haliburton Highlands.

### **Staff**

Director and Curator – 32 hrs/week

Gallery Assistant – 30 hrs/week

Summer Staff – Students gain valuable experience working at Rails End in July and August.

### **Hours of operation**

July and August: Tuesday – Wednesday 11 – 6 Thursday, Friday and Saturday 11 – 5, Saturday 10 -4 Sunday noon – 4

Other months: Wednesday – Saturday 11 am – 5 pm Sunday 12 – 3 subject to staff availability

### **Contact Information**

Mail address: PO Box 912, 23 York Street, Haliburton, ON, K0M 1S0

Phone: 705-457-2330

Email: [info@railsendgallery.com](mailto:info@railsendgallery.com)

twitter@railsend also @haliburtonfestival  
 instagram@rails\_end\_gallery  
 facebook/railsend also /haliburtonartandcraft /haliburtondrumfest  
 facebook group is friends of rails end  
 pinterest @Rails End Gallery  
 website: [www.railsendgallery.com](http://www.railsendgallery.com)

**D Sample Forms**

- Tracking Our Volunteer Hours (Sample Below)
- The following Government forms may be required for screening purposes (not included here):
- Ontario Provincial Police form LE22 – consent to disclosure of personal information
  - Ontario Provincial Police form 220VS – request for vulnerable sector screening

<b>SAMPLE VOLUNTEER HOURS TRACKING SHEET</b>			
This sheet will be posted in the Office and maintained by staff and volunteers.			
This record will assist us in applying for grants and keeping statistics. Please record all of your donated time. Thank you, we know your time is valuable and we appreciate your efforts.			
Date	Name	Job	# Hours