

CORPORATE POLICY



Policy Title: **City of Waterloo Museum - Human Resources Policy**
Policy Category: **Administration**
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Department: Community Services
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Author: Karen VandenBrink, Museum and Collections Manager/Curator
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POLICY STATEMENT:

The City of Waterloo recognizes its human resources as critical to the operation of a high quality community Museum. The ability of the Museum to fulfill its mission and excel in its activities and museological practices depends to a large degree on the professionalism, creativity, morale, and capabilities of its staff.

The City of Waterloo has adopted human resources management policies and procedures in order to ensure that the Corporation is able to meet its mission, carry out the appropriate operations, and comply with relevant provincial and federal legislations.

As a municipally owned and operated institution, the City of Waterloo Museum falls under policies and procedures of the Corporation of the City of Waterloo.

The Museum's mission is:

The City of Waterloo Museum serves as a community gathering place where residents and visitors celebrate their stories, both local and global, which are unique to the City's growth and evolution. Through its collections, exhibitions, volunteers, staff and programs, the Museum interprets the fabric of our past and points the way to its future.

PURPOSE:

This policy outlines how human resources will be managed at the Museum, in alignment with corporate expectations, to support the Museum. This includes recruiting qualified

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staff, including volunteers, providing ongoing training opportunities, and providing a work environment and culture where safety, security, well-being and continued motivation of those working at the Museum are supported.

DEFINITIONS:

City: The Corporation of the City of Waterloo.

Museum: The City of Waterloo Museum, as an institution, including its collection and its staff.

Staff: The full and part-time, permanent, temporary, contract, and volunteer workers for the City of Waterloo Museum.

SCOPE:

This policy applies to all City staff with responsibilities related to human resource management for the Museum and to volunteers at the Museum. The Staff Association agreement, CUPE staff, and other corporate policies, may supersede this policy.

POLICY COMMUNICATION:

This policy will be communicated by:

- posting on the City of Waterloo website
- posting on the City of Waterloo intranet accessible to staff
- sharing with relevant stakeholder/collaborators
- providing training to staff and volunteers

POLICY:

1.0 Roles and Responsibilities

The Director of Human Resources for the Corporation of the City of Waterloo is responsible for ensuring that the City's human resource policies, procedures, and practices:

- a) comply with current provincial and federal legislation and employment agreements related to the workplace
- b) are consistent with accepted human resource management practices
- c) provide adequate standards for safety and security in the workplace
- d) provide equal access to the workplace by staff of all abilities
- e) promote the motivation and effectiveness of staff
- f) provides adequate direction for evolving methods of doing business and/or the addition of new business functions

Any revised or new human resource policies, procedures, and corporate programs developed under the authority of the Director of Human Resources are vetted by the Corporate Management Team. They may also be subject to review and adoption by Council before taking effect. The Corporate Management Team includes the Chief Administrative Officer (CAO) and all Department heads.

All human resource management practices including recruitment, performance evaluation and termination will be carried out in an ethical and professional manner as prescribed by the Human Resource policies, procedures, and practices established by The Corporation of the City of Waterloo.

The Museum and Collections Manager/Curator is responsible for ensuring that all corporate human resource policies, procedures, and practices are adhered to and implemented at the Museum, and that all provincial and federal legislation related to the workplace is followed within the Museum.

The Museum and Collections Manager/Curator makes recommendations to hire or terminate, subject to approval by the Director, Commissioner and CAO.

It is the responsibility of the Museum and Collections Manager/Curator to ensure that trained personnel carry out Museum functions.

2.0 Job Descriptions

2.1 Paid Employees

In accordance with the City's staffing procedures, job descriptions are developed for all paid employees, including regular full-time, regular part-time, casual, and contract and summer student employees. Each job description states the minimum educational and experiential requirements for the specific position. Qualifying positions are vetted through the staff association to ensure equity and consistency among all positions within the City.

The introduction of any new position will require the development of a job description. Job descriptions are reviewed and revised prior to recruitment due to significant changes in job duties and responsibilities. Revisions to job descriptions are subject to approval by the Director, Commissioner and CAO/and or Council.

A copy of the job description is provided to the employee on the first day of employment.

2.2 Volunteers

All volunteers are recruited through the City's Volunteer Services Unit in accordance with volunteer policies and procedures.

Volunteers at the City of Waterloo are provided with a copy of the Museum's volunteer manual, which includes job descriptions of the Museum's common volunteer tasks, as well as information and guidelines related to operations.

3.0 Staff Training

3.1 Types of Training

In accordance with the City's values, it is recognized that ongoing training and development of paid and volunteer Museum personnel is critical to the Museum's continuing success in achieving its objectives and satisfying visitor expectations.

The Museum commits to providing a variety of professional development and training opportunities to staff members and volunteers within budget and operational needs.

The Museum's training program will facilitate participation in a variety of educational opportunities including:

- a) professional development courses/seminars/conferences
- b) professional organization affiliation and networking
- c) in-house training sessions
- d) volunteer training
- e) a reference library

Requests for reimbursement of costs for and/or time away for training by Museum staff and volunteers are subject to corporate policy compliance and approval by the Manager and Director.

Training requests for the Manager are subject to approval by the Director.

Museum staff and volunteers must participate in all corporately mandated training.

a) Professional development courses/seminars/conferences

Museum staff will be encouraged to further their education in areas related to their field of work and/or in accordance with objectives set out in strategic and business plans. A dedicated budget for registration and tuition fees for professional development courses, seminars, and conferences will be included in the annual budget for the Museum.

b) Professional organization and affiliation and networking

The Museum will hold memberships with relevant professional/heritage organizations such as, but not limited to, Ontario Museum Association, Canadian

Museum Association, Ontario Historical Society, Ontario Genealogical Society, and Waterloo-Wellington Museums & Galleries Network.

Museum staff will be encouraged to attend meetings and/or participate in activities of these organizations.

c) In-house training sessions

Summer students, part-time or casual employees and contract workers will be included in the corporate orientation, museum procedures, and general in-house training programs. The Manager or designate will ensure that the materials included in the orientation and training session are current and complete.

d) Volunteer Training

Volunteer engagement and management is a shared responsibility among Museum staff. Staff job descriptions identify the roles and responsibilities of each staff position with respect to volunteer recruitment, training, supervision and volunteer program administration for each position.

e) Reference Library

The Museum will maintain a reference library of materials to support staff and volunteer education and training. This would also include information on Occupational Health and Safety and WHIMIS.

3.2 Identification of Training

Staff training and development is a shared responsibility of the staff and volunteers in conjunction with Museum management. Staff and volunteers have an obligation to remain current in museological practices and identify specific training needs. The Museum and Collections Manager/Curator also has a responsibility to identify training needs through regular performance reviews and strategic or business planning exercises.

3.3 Support for training

The Museum's operating budget will include a dedicated budget line for training. Staffing costs associated with attending training during business hours are covered within the operating budget lines for salaries. Mileage and meal expenses will be reimbursed according to City policy and covered within the Division's operating budget allocations for such expenses. The Museum's operating budget will also include an allowance for the purchase of reference materials.

4.0 Council Orientation

As the governing body for the Museum, as per the Museum By-law, Council will be provided with information about the Museum as part of the orientation process for new Council members.

Museum staff will also provide regular updates to Council on Museum activities via staff reports to council, presentations, and online communications, as appropriate.

5.0 Commitment to Ethical Conduct

In addition to abiding by the City's policies regarding ethical behavior, all Museum staff members will follow the Canadian Museum Associations (CMA) Ethical Guidelines and the International Council of Museums and Museum professionals (ICOM) Code of Ethics for Museums. These will be available in the Museum's library.

The Museum and Collections Manager/Curator or designate is responsible for ensuring that volunteers are aware of the ethical issues relevant to the tasks they are undertaking on behalf of the Museum and that volunteers conduct themselves in accordance with ethical standards.

All Museum staff and volunteers involved in fundraising will also conduct themselves in accordance with the Canadian Centre for Philanthropy's Ethical Fundraising & Financial Accountability Code when engaged in soliciting monetary donations to the Museum.

6.0 Health and Safety

All staff and volunteers will receive information and appropriate training in the workplace on Occupational Health and Safety Act, practices and procedures as specified in the Corporation of the City of Waterloo's Health and Safety guidebook.

Staff will be provided with information about health and safety hazards in the workplace and training in their management and mitigation.

At least one staff member at the Museum will have first aid training and CPR.

The Museum must participate in and comply with the City's development and implementation of Accessibility plans.

REVIEW:

The policy shall be reviewed by staff every three years and shall be updated as required.

COMPLIANCE:

In cases of policy violation, the City may investigate and determine appropriate corrective action.