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**Fall**

The Royal Ontario Museum is among the world’s leading museums of natural history, and of world cultures. Indeed, in combining a universal museum of cultures with that of natural history, the ROM offers an unusual breadth of experience to visitors and scholars from around the world. We realize more acutely now that nature and humanity are intertwined, and the ROM offers many examples in its collections and programs of these fundamental relationships. It is the ROM’s mission to engage the public in exploration of cultural change and to serve as an advocate for science in the study of nature. Our collections and research serve as the basis for programs ranging from formal student education courses to public debates, lectures, symposia, films, tours, publications, travel and family activities. The museum aims to host and produce programs of intellectual depth and social relevance on both sides of its mandate, including unique ROM exhibitions and works of a collaborative nature. Through the ROM’s Institute for Contemporary Culture, the museum also explores current issues through works of art and programs in many media. The Royal Ontario Museum offers a unique platform to the engage the worlds of culture and the environment at the centre of one of North America’s great cities.

**Chris Koester**, VP of Human Resources

# DEPARTMENT OF MUSEUM VOLUNTEERS (DMV)

# BOARD GOVERNANCE POLICY

## Preamble:

The Department of Museum Volunteers (DMV) operates as a department of the Royal Ontario Museum (ROM) and is currently within the Visitor Relations and Commercial Services Division. Founded in 1957, the Members’ Committee was renamed the Members’ Volunteer Committee in 1977 and became the Department of Museum Volunteers (DMV) in 1992. The DMV is governed by a Board of Directors comprised of elected Officers (President, Vice President, immediate Past President and Secretary/Treasurer), who also act as the Executive Committee, and elected Section and Committee Chairs (Portfolio Directors), as well as appointed Chairs of Section and Associate Committees (Representative Directors). The Board may from time to time

appoint Ad Hoc Committees to undertake specific projects. Chairs of these Committees may be invited to attend Board meetings but may not vote. Powers of the Board are set out in by-laws and by Board resolution.

## Principles of Governance:

The Board will, within the framework of the Canadian Museum Association’s *Ethics Guidelines* and the ROM’s policies and procedures*:*

* Provide strategic leadership
* Set strategic goals.
* Develop DMV policies that are understandable and meaningful.
* Be receptive to all points of view, both within and outside the DMV.
* Encourage diversity of viewpoints.
* Be pro-active.
* Liaise with other Departments of the ROM and the ROM Governors.

## Board Responsibilities:

The Board will:

* Exercise powers and duties vested in it by its by-laws and Board resolution***.***
* Ensure that financial practices are appropriate and accurate.
* Strive to govern with excellence and continually improve as a Board.
* Support active and enthusiastic advocacy on the ROM’s behalf.
* Work towards increasing diversity and accessibility within the DMV.
* Oversee annual and long-term plans and strategies.
* Ensure there are in place appropriate and current policies affecting all areas of the DMV, to guide members who are involved in DMV operations, management or governance. These include:
* Governance Policies
* Board Governance
* Vision, Mission & Strategic Objectives
* Values, Ethics & Conduct
* Human Resources Policies
* DMV Membership
* Volunteer Resources
* Abuse, Harassment and Discrimination
* Administration Policies
* Financial Control
* Purchasing
* Information Management
* Privacy
* Intellectual Property
* Outreach Policies
* Communications & Media
* Public Programs & Activities
* Regularly review policies and plans against the DMV’s vision, mission and strategic objectives.
* Monitor DMV policies to ensure continued relevance.
* Encourage adherence by DMV members to DMV and ROM policies.

## Conduct of Directors:

Directors shall:

* Demonstrate a genuine interest in the DMV and ROM and maintain high ethical standards.
* Distinguish clearly between volunteer and employee roles and refrain from any appearance of interference with institutional operations.
* Be willing to subordinate differences of temperament and opinion in the broader interests of effective governance.
* Demonstrate a united front by supporting Board decisions and policies outside the boardroom.
* Avoid conflicts of interest and perceptions of conflicts of interest.
* Keep confidential DMV and ROM information involving matters of trust.

## Committees:

The Board may establish standing, associate or Ad-Hoc Committees to undertake general duties or specific assigned tasks, as defined in by-laws or Board resolution.

## President’s Responsibilities:

Within the ROM, the President has the responsibilities of a Department Head. The President will also:

* Represent the DMV to ROM management and outside parties.
* Ensure that the Board operates in a manner consistent with its by-laws, policies and Board resolutions.
* Be the official spokesperson for the DMV, other than in specifically authorized instances.

### VISION, MISSION & STRATEGIC OBJECTIVES

## Preamble:

The Board of Directors is the governing authority of the Department of Museum Volunteers (DMV) with powers vested in it by by-laws and Board resolution***.*** The Board is responsible for the managemen*t* and operation of the DMV. The DMV recognizes and values its members and the contribution they make to the wellbeing of the Royal Ontario Museum (ROM) and ROM Governors.

## DMV Vision:

To function as a professional, diverse and integral department of the Royal Ontario Museum in support of the Museum’s vision to inspire wonder and to build understanding of human cultures and the natural world.

## DMV Mission:

The Department of Museum Volunteers creates programs, provides services and raises money for curatorial research and the acquisition of artifacts and specimens*.* These programs and activities support the Royal Ontario Museum and the Museum’s mission to be a world leader in communicating its research and collections to a diverse audience***,*** by encouraging public awareness, interest, education and attendance. The DMV recruits, orients, places, trains, acknowledges and recognizes members who give their time to the DMV and ROM.

## DMV Strategic Objectives:

* To provide outstanding and innovative programs based upon the Museum's collections and research knowledge.
* To increase awareness of the ROM’s collections to a diverse audience.
* To assist the ROM in exceeding visitor and member expectations for engagement and a meaningful experience.
* To work in a collegial manner with the ROM and ROM Governors staff.
* To raise funds for curatorial research, the acquisition of artifacts and specimens, and for ROM programs.
* To provide members with a meaningful work experience.

### VALUES, ETHICS & CONDUCT POLICY

## Preamble:

Members of the Department of Museum Volunteers (DMV) have duties, responsibilities and opportunities. From time to time they may encounter ethical dilemmas and conflicts which must be resolved, considering the needs of the DMV, the ROM and the ROM Governors, and the broader public interest. In this regard, the DMV shall be guided by the ROM Board's Ethics & Conduct policy and the Canadian Museum Association's Ethics Guidelines.

## Policy:

The DMV values teamwork in the achievement of its objectives. Accordingly, the DMV embraces a working environment that recognizes individual integrity, commitment, co-operation***,*** reliability, initiative, excellence and the highest ethical standards. To create such an environment, members will:

* Treat all visitors, DMV members, employees, volunteers and partners with respect, tact, courtesy and sensitivity, without abuse, harassment, discrimination or denigration*.*
* Use their skills, abilities and experiences for the benefit of the DMV and ROM.
* Build a diverse community of volunteers.
* Keep confidential DMV and ROM information which involves a matter of trust.
* Respect and protect DMV and ROM property and facilities, including information*,* and use them only in the DMV and ROM’s interest.
* Recognize and declare conflicts of interest promptly.

### DMV MEMBERSHIP POLICY

## Preamble:

Membership in the Department of Museum Volunteers (DMV) is an important aspect of a volunteer’s commitment to the organization and its mission to create programs and provide volunteer services and financial support for curatorial research, the acquisition of artifacts and specimens, and ROM programs for the Royal Ontario Museum (ROM). The DMV values all its members and recognizes the right of each person to be treated with respect and courtesy without abuse, harassment or discrimination***.*** There are different categories of membership*.*

## Policy:

In accordance with ROM membership requirements*,* DMV members must be members of the ROM. In addition, Active and Associate members are required to make an annual tax receipted donation to the DMV. Provisional, Honorary Life members and members who are currently on a one-year leave-of-absence are not required to make the annual donation to the DMV. Membership is a commitment to the DMV and a means to actively participate in its administration, programs and activities. Membership offers the opportunity to:

* Enjoy a sense of community*,* partnership, personal investment in and ongoing commitment to the DMV and the ROM.
* Gain an in-depth knowledge of the ROM’s collections and research programs.
* Participate in DMV and ROM activities.
* Meet and provide assistance to the visitor and general public.
* Generate financial support for curatorial research, the acquisition of artifacts and specimens, and ROM programs.

The DMV is committed to diversifying its membership***,*** including the accommodation of people with disabilities, wherever reasonably possible. DMV Membership is conditional until completion of appropriate orientation. Upon placement, members are expected to meet their commitment to participate in, or provide support for, specific programs or activities.

Membership categories are as follows:

**Provisional** - New members who have served less than six months and have not completed an orientation process.

**Active** - Members who are active in at least one DMV activity/program. There are three categories of Active membership - regular members, senior members who shall be 65 years of age or over, and student members, who shall be full-time students. Active members who are unable to fulfill their commitments may apply for a leave of absence for up to one year after two (2) years of active membership.

**Associate *-*** After five years of active service*,* members who are not active but wish to continue an association with the DMV.

**Honorary Life** - Members who have contributed exceptional volunteer service to the ROM. Honorary Life members are appointed by the Board of Directors.

