
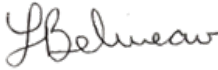
 kingston and area association of museums art galleries + historic sites	<b>KAM Inclusion, Indigeneity, Diversity, Equity and Accessibility (IIDEA) Policy</b>
Created:	27 March 2024  (Reviewed By Workplace Inclusion Charter Team at KEYS)
Approved:  KAM Chair – Lena Beliveau	
Reviewed:	April 15 2024
Review Approved:  KAM Chair	

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## **1.0 Statement of Commitment**

We at KAM believe in the power of cultural heritage to ignite imagination, dialogue, and engagement. We envision a resilient, innovative, and responsive cultural heritage network integral to the identity, health, and expression of our local communities. However, we also recognize historic and ongoing forces of domination, forces of differentiation and varying forms of privilege and penalty within cultural heritage systems, activities and purposes that impact what narratives are shared, how they are told, who does the telling, what audiences they are told too, and why.

As an organization, KAM embraces the principles of inclusion, Indigeneity, diversity, equity, and accessibility as both ethical imperatives and necessary best practices within the 21<sup>st</sup> century cultural heritage sector. We are committed to growing and infusing our own organizational systems, attitudes, and protocols in ways reflective of and authentic to these principles, and to prioritizing their conscious deployment in our real-world activities and actions. This is and will always remain a persevering process of un-learning and learning. We also remain committed to supporting our members in their own IIDEA commitments, processes, and actions, not only by modelling our own priorities and actions, but also by providing access to tools and resources, and building collaborative relationships across community stakeholders.

KAM has expanded our commitments to include ‘Indigeneity’ as a means to explicitly embrace the findings of the Truth and Reconciliation Commission and its “Calls to Action,” and to acknowledge our obligations not only to unsettle colonial power inequities, but to re-imagine and affirm all our futures in just and equitable ways.

## **2.0 Relevant Legislation**

- Canadian Human Rights Act, 1985. Government of Canada.
- Ontario Human Rights Code, 1990. Government of Ontario.
- Accessibility for Ontarians with Disabilities Act (AODA), 2005. Government of Ontario
- Employment Equity Act 1995. Government of Canada.
- Employment Equity Act 1993. Government of Ontario.
- Bill C-16 (2017)
- The Canadian Charter of Rights and Freedoms (1982)
- The Public Sector Equitable Compensation Act and the Reform of Pay Equity (2009)

## **3.0 Other Relevant Frameworks**

- The Truth and Reconciliation Commission: Calls to Action (2009)
- United Nations Sustainable Development Goals (2017)
- United Nations Declaration on the Rights of Indigenous Peoples (2007)
- Multi-Culturalism and Anti-Racism Program. Government of Canada (2023)

## **4.0 Other Related KAM Policies**

This policy works in concert with the following related policies:

- Employment Policy (2022)

- Accessible Client Service (2021)
- Health and Safety (2021)
- Workplace Harassment Policy (2022)
- Workplace Violence Policy (2022)
- Finance Policy (2022)
- Information Management (2021)
- Information Systems Policy (2021)
- Volunteer Policy (2024)

## 5.0 Scope and Application

This policy applies to all employees and volunteers of the Kingston & Area Association of Museums, Art Galleries and Historic Sites (KAM), including full-time, part-time, and temporary employees, contractors, internships, co-op placements and all members of KAM's Board of Directors in their respective roles, duties, decision-making and conduct. All other KAM policies should be interpreted and applied in keeping with the principles of this policy, including such areas as recruitment, hiring, staff and volunteer retention, employee benefits, work assignments, promotional opportunities, and compensation.

The application of this policy and its success depends on the commitment and effort of every member of the KAM team, in particular the Managing Director and the Board of Directors. This includes not engaging in, allowing, condoning, or ignoring behaviours that violate this policy. No personal reason or conviction shall exempt any individual from their duty to adhere to this policy.

## 6.0 Purpose and Benefit

The Kingston & Area Association of Museums, Art Galleries and Historic Sites (KAM) is committed to providing a safe, secure, healthy, and inclusive workplace with a respectful, collegial atmosphere. KAM shall conduct its business affairs in a uniformly ethical manner with openness and transparency in business transactions, and accountability for the use of public funds. Its reputation and trust of the community and membership are among KAM's most vital corporate resources.

The main objective of this policy is to define, integrate, and advance IIDEA principles into the operations and governance of the Association in the following ways:

- To achieve the Association's vision, mission, and values
  - To sustain an environment that treats people fairly and equitably.
  - To enhance the organization's reputation as an employer and provider of choice.
  - To cultivate engaged leaders who inspire inclusion and champion diversity.
  - To attract and retain diverse talent.
  - To leverage a range of backgrounds and skills to enhance creativity, innovation and problem solving.
  - To minimize risk and exposure to ensure compliance with legal requirements.
- 
- diversity contributes to the strength and prosperity of our organizations and our community;
  - equity is fundamental to successful inclusion;
  - everybody deserves a safe and respectful work environment;

- employers play an important role in facilitating successful inclusion for Kingston residents;
- inclusive, diverse and equitable workplaces benefit all.

## 7.0 Statement of Values and Principles

KAM is driven by a series of core values:

- Embrace Collegiality
- Inspire Excellence
- Encourage Innovation
- Facilitate Collaboration
- Embrace Diversity
- Act with Integrity

IIDEA principles and concepts expand and extrapolate the Association's core values. When we refer to inclusion, Indigeneity, diversity, equity, and accessibility in this policy, we mean the following:

**Inclusion** is an active, intentional, and continuous process to address inequities in power and privilege and build a respectful and diverse community that ensures welcoming spaces and opportunities to flourish for all.

**Indigeneity** is both a description and an action word. Indigeneity is a process and action that focusses on acknowledging Indigenous Peoples, knowledges, narratives, and experiences (past, present, and future), and to actively incorporate them within organizational priorities, relationships, and processes as a form of intentional conciliation and respect for the betterment of all.

**Diversity** is a concept meant to convey the existence of difference. Each person's unique combination of differences, such as race, color, place of origin, religion, immigrant and newcomer status, ethnic origin, ability, sex, sexual orientation, gender identity, gender expression, and age, contributes to their experiences in ways that can be both positive and negative. Diversity is not a spectrum or a measure. One person cannot be more diverse than another. Diversity is created when people who are different from one another come together and includes everyone in the room.

**Equity** refers to achieving parity in policy, process, and outcomes for historically and/or currently underrepresented and/or equity-deserving people and groups while accounting for diversity by removing systemic barriers and biases currently present in the workplace. It considers power, access, opportunities, treatment, impacts, and outcomes in three main areas:

- Representational equity: the proportional participation at all levels of an institution.
- Resource equity: the distribution of resources in order to close equity gaps; and
- Equity-mindedness: the demonstration of an awareness of, and willingness to, address equity issues.

**Accessibility** is the practice of making information, activities, and/or environments sensible, meaningful, and usable for as many people as possible.

## 8.0 Roles and Accountabilities

The **Association** is committed to fostering and sustaining a workplace environment that:

- Embraces IIDEA principles by taking progressive action to remove barriers to being a part of the Association.
- Operates under transparent policies and procedures.
- Decision-making and planning for our service delivery will be viewed through the IIDEA lens
- Evaluates individual and group performance on the basis of observable and measurable behaviours and competencies.
- Demonstrates consistency in our interactions with everyone.
- Creates and maintains a learning culture.
- It is a safe place for all employees to share ideas and differing views and explore new methods.
- Provides flexible work practices to meet the differing needs of our employees.
- Accepts and embraces change.
- Is respectful and free of bullying, discrimination, harassment, and violence.

The Association's Board of Directors, working in conjunction with the Governance Committee, is responsible for the oversight and the maintenance of this policy and is accountable to ensure that the Statement of Principles is adhered to, in both the creation of policy and procedure, and when issues or complaints may arise.





The Managing Director and any other personnel in positions of leadership within the Association are responsible for adhering to the Statement of Principles in their behaviour and all organizational interactions. Leadership personnel are accountable for acting on any issues that may come to their attention in accordance with KAM's Employment Policy and Volunteer Policy.

All **Employees and Volunteers** are expected to:

- Review and abide by the law and our policies.
- Participate in educational and training programs about IIDEA.
- Integrate IIDEA principles into their own work and decision-making processes.
- Challenge the Association to do better by bringing any concerns to the attention of the Board of Directors.

## 9.0 Policy Review

This policy, like all KAM policies, will be reviewed and revised every 2 years, or as necessary, depending on changes in legislation, operational requirements an/or other advancing best practices and changing community requirements concerning equity, diversity, and inclusion.

	<b>KAM Employee Policy</b>
Created:	24 January 2017
Approved:	17 July 2018
KAM President – Dave St. Onge	
Reviewed:	January, 2021
Review Approved: KAM President – William Visser	
Reviewed:	July, 2022
Review Approved: KAM President – William Visser	

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The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is committed to providing a safe, secure, healthy, equitable, and inclusive workplace with a respectful, collegial atmosphere. KAM shall conduct its business affairs in a uniformly ethical manner with openness and transparency in business transactions, and accountability for the use of public funds. Its reputation and trust of the community and membership are among KAM's most vital corporate resources.

### **Guidelines**

This *KAM Employee Policy* is not intended to be, nor should be interpreted as, a contract between KAM and any employee. Rather, it provides KAM and its employees with consistent knowledge in order to ensure the equitable and consistent application of policies to:

- a) ensure that each employee has a written job description;
- b) ensure that human resource management, including recruitment, performance assessment, and termination, is conducted in an ethical manner and is consistent with accepted practice and applicable legislation;
- c) ensure that employees are provided with information on health and safety hazards in the workplace and are trained in their management or mitigation;
- d) endeavour to provide equal access to the workplace by employees of all abilities;
- e) ensure that employees are familiar with and adhere to KAM's code of conduct; and meet municipal, provincial and federal legislative requirements relating to people in the workplace.
- f) Maintain an inclusive workplace where employees from different backgrounds, race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identification, marital status, family status, or physical or mental capacity feel valued, respected, and empowered to succeed.

### **Definitions**

The Association: Kingston & Area Association of Museums, Art Galleries and Historic Sites (KAM) (legally known as Kingston Association of Museums, Art Galleries and Historic Sites Inc) which is an incorporated, non-profit organization that provides cultural heritage activities and services as defined by their articles of incorporation.

Board of Directors: The Governance body of KAM, comprised of 9 volunteers directors, who are members of the Association in good standing.

Director: the elected Directors of KAM's Board of Directors.

Employee: An individual who works under a contract of employment and has recognized rights



and duties.

Supervisor: an individual authorized by the Board of Directors to monitor and regulate employees in their performance of assigned or delegated tasks and activities.

## **1.1. Governance**

KAM's elected Board of Directors is responsible for overseeing the policy framework that governs the Association's human resources to further its human resources strategy. KAM's Human Resource Committee shall identify what obligations and liabilities the Association has with regard to its employees and other service providers, including volunteers and contractors, and will satisfy themselves that these obligations are met.

### **1.1.1. Administration**

This Policy is a living document, which shall be reviewed on an annual basis. The policy shall also be updated on an as needed basis as legislation and employment laws evolve. Revisions, conducted by the Governance Committee, and approved by the KAM Board of Directors, shall be incorporated into the document, as well as communicated to all KAM employees and Directors, as they occur. The policy is an open document that shall be freely accessible to all KAM employees and Directors.

### **1.1.2. Relevant Legislation**

Where a particular subject area is not specifically addressed in this policy the applicable section(s) of Federal and/or Provincial Legislation shall apply. The following legislation informs this policy:

- Canadian Human Rights Act, 1985. Government of Canada.
- Ontario Human Rights Code, 1990. Government of Ontario.
- Ontario Employment Standards Act, 2000. Government of Ontario.
- Occupational Health and Safety Act (OHSA), 1990. Government of Ontario.
- Workplace Safety and Insurance Act (WSIA), 1997. Government of Ontario.
- Accessibility for Ontarians with Disabilities Act (AODA), 2005. Government of Ontario
- Personal Information Protection and Electronic Documents Act (PIPEDA), 2004. Government of Canada.
- Freedom of Information and Protection of Privacy Act (FIPPA), 1988, 1990. Government of Ontario.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), 1991. Government of Ontario.
- Domestic and Sexual Violence Workplace Leave, Accommodation and Training Act, 2016. Government of Ontario.
- Income Tax Act, RSC 1985. Government of Canada.

- Income Tax Act, R.S.O. 1990. Government of Ontario.
- Employment Equity Act 1995. Government of Canada.
- Ontario Pay Equity Act 2022

### **1.1.3. Expertise**

Human resources is a complex area and one that is continually evolving. The KAM Board of Directors endeavours to recruit members with expertise in the area, provide ongoing training and education in the area of human resources, and delegate to the Human Resources committee or to the full board as appropriate.

## **1.2. Code of Conduct**

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is committed to conducting its business affairs in a uniformly ethical manner. The Directors ensure the Association's social responsibility in all business practices through transparency, integrity, inclusivity and consistency in all dealings with members, employees, stakeholders and the community. KAM's reputation and the trust and confidence of the community and membership are among its most vital corporate resources.

### **1.2.1. Conflicts of Interest**

KAM's employees, Managing Director, and Directors shall conduct themselves with the highest degree of ethical behaviour and integrity. All employees, Managing Directors and Directors are expected to manage their responsibilities and any external interests or activities so that no conflicts of interest or commitment arise, or the appearance thereof.

A conflict can occur when, in carrying out their duties a person makes a decision or takes action that may be affected by: personal, financial or business interests, or the personal, financial or business interests of immediate family, friends or associates of an employee, Managing Director, or Director. The Managing Director and board members shall avoid taking part in human resources decisions if they have a family member or close friend employed by the Association.

### ***Definitions***

Immediate family: includes relationships established by blood, marriage or legal action. Examples include the employee's: spouse, mother, father, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, stepparent, stepchild, aunt, uncle, nephew, niece, grandparent, grandson or cousin. The term also includes domestic partners (a person with whom the employee's life is interdependent and who shares a common residence) and children of an employee's domestic partner.

### ***Guidelines***

- a) Employees have an obligation to report, in a timely fashion in advance, and to discuss with a Managing Director or Director all actual or potential conflicts of interest and/or commitment.
- b) The employee's declaration of an actual or potential conflict of interest and/or commitment shall be submitted in writing and filed in the employee's personnel file.
- c) The KAM Human Resources Committee and/or the Managing Director shall determine if a conflict exists or if there is potential for a future conflict of interest.
- d) In the event that a conflict does exist, agreement shall be reached on a course of action to avoid the conflict, and the agreement shall be in writing and held by each person facing the conflict and filed in the employee's file.
- e) All information or reports disclosed in accordance with this policy shall be held in confidence by the employee declaring the conflict, and the Association.
- f) In the event that a possible conflict of interest becomes apparent, an employee is expected to excuse themselves from the discussions immediately, until a decision can be made with respect to the existence of a conflict.

Violation of this policy may result in suspension or termination from KAM.

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

#### **a) Using KAM position for personal gain**

Entering into a contract or transaction on behalf of KAM with an organization in which the employee, or a friend or relative, has financial or other interest. Accepting gifts, benefits or other favours from individuals, organizations, or companies with which KAM does business or partners with, of substantial value. The test is whether or not the gift, benefit or favour could potentially influence the decision-making process of the receiver.

#### **b) Inappropriate use of KAM employees, resources or assets**

Responding to interest or offers of employment from KAM members, suppliers or partners while acting on behalf of KAM. Unauthorized use of KAM's employees, resources, facilities, or assets for one's personal substantial benefit or the substantial benefit of a friend or relative.

#### **c) Inappropriate involvement in hiring or evaluation**

Participating in the appointment, hiring, promotion or evaluation of a person or organization with which the employee has a marital, familial, or intimate personal or professional relationship.

#### **d) Inappropriate use of information**

Using information acquired as a result of the employee's KAM activities, such as knowledge of business opportunities, partnering, or knowledge of forthcoming developments or procurements, for personal gain or other unauthorized purposes.

#### e) Divided Loyalties

Involvement in activities or commitments, which bring an employee into a position of divided loyalty between the mission of KAM and the interests of the activity or commitment.

### 1.2.2. Solicitation

The solicitation of monetary funds, business, personal or otherwise (selling products to KAM employees) and/or the unauthorized distribution of literature on Association premises is discouraged. KAM employees are discouraged from soliciting other employees during work time, or in working areas for any unauthorized reason under this policy.

### 1.2.3. Political Involvement

KAM is a not-for-profit corporation, whose operations are primarily funded through a municipal service level agreement. As with the public service, KAM and its employees have a duty to act impartially and without bias. The purpose of this policy is to assist in maintaining the neutrality of the Association, and its employees. KAM recognizes and respects an individual's choice to participate in political organizations, activities, or campaigns outside of their employment with the Association.

#### **Guidelines**

- a) An employee who intends to run for elected office must inform the Association in writing.
- b) Participation in political activities should not compromise or be perceived as compromising employees' performance of their duties in an impartial manner. An employee must request a leave of absence for time away from work for political activities.
- c) No employee may canvass or work in support or against a municipal, provincial or federal candidate during working hours. Working hours do not include vacation time or time on leave of absence.
- d) Employees who, outside of working hours, are working on behalf of a municipal, provincial or federal candidate may not use any of the Association's resources (e.g. social media, equipment, supplies, etc.) for campaigning activities.
- e) No employee shall wear clothing, buttons or other identifiers that advertise any municipal, provincial or federal candidate while at work.
- f) KAM's Human Resources Committee will determine if there is a conflict and advise the Board if action is required.

#### **Procedures**

##### a) Running for Municipal office

KAM receives operating funding from the City of Kingston. KAM employees who run for a position within the municipal government must ensure that there is no conflict between their KAM position and the position they are seeking. If a conflict is present, then Employees must take a leave of

absence without pay or resign from their position within the Association.

#### b) Running for Provincial or Federal election

Employees must take a leave of absence without pay or resign from their position within the Association. Employees who seek election must provide a written notice to KAM at least two weeks in advance of their intention to take unpaid leave, and should not submit their nomination papers until the leave has been approved. The period of leave will not normally exceed the period between the Employee's nomination as a candidate and the day of the election. If the employee is successful in their election bid, then they will be expected to resign from the Association.

### 1.3. Professionalism

KAM expects its employees to operate with a sense of honesty and accountability in accordance with the values and goals established in the Mission, Vision, and Values of the Association. As such, employees shall perform in a professional, ethical manner in every capacity as a KAM representative. This includes all activities in which an employee may be viewed by the public as representing KAM, such as events, meetings, and other activities where KAM is a direct participant or invited guest.

#### ***Definitions***

Subordinate: may include, but is not limited to, an employee; a student placement or intern; or a volunteer.

#### 1.3.1. Communications

All individuals covered by this policy are responsible for ensuring that their communications are respectful, timely, accurate, as comprehensive as possible and responsive. Questions and requests from inside or outside the Association must be addressed promptly. If it is not possible to respond immediately, receipt of the question or request shall be promptly acknowledged and an estimate of the time that will be required for a complete response will be provided. If this estimated timeframe is exceeded, a new time estimate should be provided.

While communications should be as open and transparent as possible, privacy and confidentiality requirements must be met in accordance with legislation and KAM's policies and practices. Communications must also respect privacy regarding contracts, salaries and personal matters.

#### 1.3.2. Attire

Employees shall dress in neat, business attire, and be groomed in a manner that is consistent with the job performed. Employees are trusted to use individual judgment as to the type of dress appropriate to the situation. KAM welcomes employees who have specific cultural, religious, or disability related dress. Some events/projects may lend themselves to casual business attire whereas others require formal business attire or formal evening business wear. Clothing that

carries the KAM logos, and/or associated partners is acceptable.

### **1.3.3. Fraternization**

KAM has no desire to involve itself in the private lives of its employees away from the workplace, unless such relationships affect workplace performance or the integrity of KAM.

Guidelines (See also Section 1.4 Anti-Nepotism Policy)

- a) Romantic relationships between a supervisor and subordinate are not acceptable under any circumstances.
- b) Cases of fraternization shall result in disciplinary action up to and including discharge, against a supervisor.
- c) KAM treats cases of fraternization in the same manner as incidents of harassment and follows the procedure for investigating and resolving cases of harassment.

### **1.3.4. Drug Free Workplace**

KAM is committed to providing a drug and alcohol-free workplace. Prohibited conduct includes:

- a) Unlawful manufacture, distribution, dispensation, use, possession or offer for sale of illegal drugs on Association property at any time, or at any location while conducting Association business.
- b) Reporting to or being at work under the influence of alcohol (over the legal limit) or illegal drugs.
- c) Reporting to or being at work under the influence of or impaired by one or more legally prescribed drugs, which impair the employee's work performance.

#### ***Procedures***

- If an employee violates 1.3.4(a), the employee shall be terminated immediately for just cause without notice or any payment in lieu of notice.
- If an employee violates 1.3.4(b) or (c) above, and if the Managing Director is able to substantiate the violation, the employee shall be formally warned of the violation, and a record of the violation shall be placed in the employee's file. Further, the employee shall be sent home by appropriate means (usually by taxi and paid by KAM) and asked to report back to work when not under the influence.
- In the event of a second violation of 1.3.4(b) or (c) above, the employee shall be given both an oral and a written warning, suspended for two (2) days without pay, sent home by appropriate means (usually by taxi), and asked to report back to work after the suspension, fit and ready to work.
- In the event of a third violation of 1.3.4(b) or (c) above, the employee shall be given the option:
  - i. termination with pay in lieu of notice, in accordance with the Association's termination policy,

## OR

- ii. if the employee voluntarily acknowledges an alcohol and/or a drug dependency, the employee shall be offered the option of enrolling in a KAM approved rehabilitation program under very specific conditions or any other accommodation that the Board of Directors, acting in its sole discretion on behalf of the Association, considers appropriate in lieu of termination of employment as aforesaid.

The employee shall bear the cost of the rehabilitation program. The employee shall be entitled to utilize whatever vacation, sick leave, disability, medical and/or health insurance benefits are available for program participation.

- Failure to comply with any specified conditions in connection with the rehabilitation program or any other accommodation shall result in the immediate termination of employment for just cause without notice or any payment in lieu of notice.
- If it is not apparent to the employee's supervisor that the employee is indeed under the influence of alcohol, illegal or legal drugs as set out above, but it is clear that the employee's performance does not meet the basic job requirements (continued failure to perform the employee's job functions), then the situation shall be treated as a job performance issue (see 1.8 - *Progressive Discipline*).

## 1.4. Anti-Nepotism

The employment of immediate family can cause various problems including but not limited to charges of favoritism, conflicts of interest, family discord and scheduling conflicts that may work to the disadvantage of both the Association and its employees.

### **Guidelines**

It is the goal of KAM to avoid creating or maintaining circumstances in which the appearance or possibility of favoritism, conflicts or management disruptions exist. The Association may allow existing personal relationships to be maintained or employ individuals with personal relationships to current employees under the following circumstances:

- a) individuals may not work under the same supervisor;
- b) they may not create a supervisor/subordinate relationship with a family member;
- c) they may not supervise or evaluate a family member;
- d) the relationship shall not create an adverse impact on work productivity or performance;
- e) the relationship may not create an actual or perceived conflict-of-interest;
- f) they may not audit or review in any manner the individual's work; and
- g) they may not be employed if a member of the employee's immediate family (spouse, children, parents, grandparents, brothers, sisters, step family members, in-law family members) serves on the KAM's Board or Human Resources Committee, which has the authority to review or

order employee actions or wage and salary adjustments that could affect their job.

No personal employee relationship covered by this policy shall be allowed to be maintained if it creates a disruption or potential disruption in the work environment, creates an actual or perceived conflict of interest, or is prohibited by any legal or regulatory mandate.

### ***Procedures***

This policy must be considered when hiring, promoting or transferring any employee. If relationships addressed within this policy are identified with either candidate for employment or current employees then the matter shall be immediately reported to the Committee's chair. A determination shall be made whether the relationship is subject to the Association's Anti-Nepotism policy based on the conditions described above. KAM reserves the right to exercise appropriate managerial judgment to take such actions as may be necessary to achieve this intent of this policy.

It is the responsibility of every employee to identify to the Managing Director any potential or existing personal relationship, which falls under the definitions provided in this policy. Employees who fail to disclose personal relationships covered by this policy shall be subject to disciplinary action up to and including dismissal.

## **1.5. Recruitment and Hiring**

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is an equal opportunity employer. KAM shall engage employees through the creation of a positive and stimulating work environment that promotes both the best interests of the Association and its employees.

### ***Guidelines***

KAM recognizes the following principles in recruiting and selecting employees:

- a) a commitment to workplace diversity, equity, inclusion, and accessibility.
- b) the worth and dignity of all candidates without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identification, marital status, family status, or physical or neurodiversity by providing equality of access, and opportunity for employment;
- c) fair and open competition while ensuring all legislative requirements are met;
- d) The KAM Human Resources Committee must endeavor to create an accessible hiring and recruitment process. All job postings must indicate that applicants are encouraged to notify the Managing Director if they require accommodation. Where possible, the KAM Human Resources Committee will ensure that the hiring process is accessible to all potential applicants prior to being asked for accommodations. This can include but is not limited to ensuring interviews spaces are physically accessible, online job postings are digitally accessible etc. Applicants selected for an interview will also be told that accommodations are available upon request in accordance with the AODA. Applicants and new hires will also be notified that they



do not need to disclose their disability to receive accommodations during hiring and recruitment processes and that disclosure of one or more than one disability will remain confidential within the KAM Hiring Committee.

- e) Moreover, under the AODA, a person does not need to disclose a specific medical diagnosis in order to receive accommodations. However, they may need to disclose that they have a disability that impacts how they perform certain job functions. Likewise, people seeking workplace, household, or service accommodations do not need to disclose a specific diagnosis. However, they do need to discuss how their disabilities impact how they perform tasks.
- f) the development and promotion of existing KAM Human Resources where possible;
- g) the selection of the best qualified candidate; and
- h) support and encouragement of employees to realize their career goals and reach their maximum potential.

KAM's employees are qualified individuals, recruited and selected through an equitable, consistent process that complies with human rights legislation and AODA standards. The objective of KAM's recruitment and selection policies and procedures are to:

- a) recognize the strength of diversity in the workplace and uses the diverse experiences, backgrounds, skills, and knowledge of KAM employees to enhance creativity, innovation, and problem-solving;
- b) attract and retain talented employees who possess the skills, knowledge, and abilities to perform their work to a high standard of competence and efficiency in a team based, project driven environment;
- c) develop and utilize KAM's human resources to the best advantage of the Association.

All vacant or newly created positions shall be advertised publicly. This may include, but is not limited to print media, electronic media, employment agencies, and/or job boards.

### ***Definitions***

Regular Full-time: Employees hired to work KAM's normal, full-time, thirty-five (35) hour work week on a regular basis.

Regular Part-time: Employees hired to work fewer than thirty-five (35) hours per week on a regular basis.

Contract: Employees engaged to work full or part-time hours and whose employment contract has a specified end date.

Occasional: Employees engaged to work full or part-time hours for specific periods, with no commitment to ongoing, continuous employment.

#### **1.5.1. New Position**

If KAM identifies the need to fill a new employee position, the Managing Director must submit a

proposal for consideration to KAM's Human Resources Committee, which is comprised of at minimum three Members of the Board of Directors, including the Chair. The proposal must include:

- a) position summary
- b) job description
- c) evidence to support the need for the new position
- d) funding formula.

The proposal shall be evaluated by the KAM Human Resources Committee and must be approved by the KAM Board prior to posting. The position summary and job description shall form the basis for determining the compensation level and the required skills, knowledge and abilities of potential recruits, as well as the contents of the employment agreement for the successful candidate.

### **1.5.2. Existing Position**

The Managing Director shall notify the KAM Human Resources Committee of impending vacancies. The KAM Human Resources Committee shall review the position summary to ensure that the position accurately reflects KAM's needs before posting. The responsibility for selecting the most qualified applicant to fill a vacant position lies with the KAM Human Resources Committee. The Committee may delegate the responsibility of filling contract or occasional positions to the Managing Director.

### **1.5.3. Executive Search**

The responsibility for selecting a Managing Director of the Association lies with the Board of Directors. The KAM Human Resources Committee shall determine the appropriate recruitment strategy, execute the strategy, and recommend the successful candidate to the Board of Directors.

### **1.5.4. Application Processing**

All applications shall be accepted by the KAM Human Resources Committee through either electronic or paper format. Applicants shall be pre-screened according to the selection criteria for the position. Criteria may include education, relevant or equivalent work experience, knowledge of the job, or technical skills and abilities. The Managing Director shall develop position-specific selection criteria and candidate assessment forms. Where possible, the Managing Director will consider the combination of relevant professional (paid and unpaid) experience and education in determining selection criteria for each position. Unless required for success within the role, the KAM Human Resources Committee will consider relevant educational and professional experiences from outside of Canada.

The top applicants shall be determined by the Committee for interview selection according to the established assessment criteria. The Committee is aware that all persons have unconscious biases. Members of the Human Resources Committee will undergo unconscious bias training prior to all hiring any positions. Committee members will meet prior to selecting candidates to be interviewed to discuss clear assessment criteria to reduce the effects of unconscious bias in the hiring process.

When assessing candidates, the Committee shall apply the process consistently to all applicants. Applications shall be kept on file in accordance with KAM's *Information Management Policy*.

#### **1.5.5. Interviews**

Interviews are comprised of a set of questions, based on the selection criteria, which shall be posed to all candidates. The Office Coordinator normally organizes interview dates and times between selected candidates and the Association unless determined otherwise by the Managing Director or the KAM Human Resources Committee.

Candidates shall be given as much notice as possible, clear instructions on the time, location, person to contact, and any further information. Applicants selected for an interview will also be told that accommodations are available upon request in accordance with the AODA. Applicants and new hires will also be notified that they do not need to disclose their disability to receive accommodations during hiring and recruitment processes and that disclosure of one or more than one disability will remain confidential within the KAM Hiring Committee. Applicants shall be provided with at least 24 hours' notice for a job interview. Candidates from outside of the Kingston area shall be interviewed through means of videoconference digital platforms. Costs associated with travel, accommodation, and meals, if a candidate opts to travel to Kingston, are not reimbursable.

The interview team shall include at least one member of KAM's Human Resources Committee and include at minimum three individuals. The interview team shall rate all responses given by the candidate during the interview. Notes taken during the interview shall accurately reflect the actual responses made by the candidate. All interviews shall be conducted in private, and candidates are to be assured of confidentiality concerning all processes in the selection process. If the selection process identifies more than one qualified candidate for the position and their qualifications are considered relatively equal, preference for filling the position shall be given to existing permanent employees over contract or occasional employee .

Reference checks shall be conducted as part of the interview process and are an integral part of the selection process. All interview and reference check materials shall be retained in accordance with KAM's *Information Management Policy*. Unsuccessful, interviewed candidates will be contacted by the Office Coordinator or the KAM Human Resources Committee.

#### **1.5.6. Offer of Employment**

When a successful candidate has been selected, the Managing Director or KAM Human Resources Committee shall inform the KAM Office Coordinator. The successful candidate will be contacted by the Managing Director or the KAM Board Chair (usually by phone) and be provided with a verbal offer of employment. Upon verbal acceptance of the offer of employment, the Office Coordinator normally prepares the written offer of employment and contract details and contacts the successful candidate through email. Arrangements will be made at this time for onboarding and contract signatures.

## 1.6. Terms and Conditions of Employment

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) strives to engage employees through the creation of a positive and stimulating work environment that promotes both the best interests of the Association and its employees. KAM is a small organization relying upon various projects and teams of people to accomplish its objectives. For project-driven, team-based work to be successful, KAM relies on its employees' flexibility to move from one project and assignment to the next. All individuals of the Association shall demonstrate an understanding and support of the KAM's Mission, Vision and Values. Each employee, Managing Director and Director must sign a confidentiality agreement and abide to it at all times.

### ***Definitions***

Terminated Employees: Employees who have been dismissed and are ineligible for future employment and/or involvement with KAM in any capacity.

Former Employees: Employees who have left KAM in good standing, either voluntarily or involuntarily, and shall be considered for job openings along with other applicants.

Office Hours: KAM's standard office hours are 9:00 am to 3:00 pm, Monday through Friday; however, individual workweeks will vary in accordance with the nature of business and the work that is performed.

### **1.6.1. Contracts for Employment**

To attract and retain exceptional employees, KAM endeavors to pay salaries competitive with those paid by other similar not-for-profit associations. All employees of KAM shall have an employment agreement with the Association. Each employment agreement clearly defines:

- position title, duties, responsibilities, and direct supervisor;
- start date; end date where applicable;
- probationary period and associated conditions;
- hours of work;
- compensation; and
- benefits.

Amendments to employment contracts must be in writing, and must be approved by both the Managing Director and the KAM Board of Directors. Amendments to employment contracts shall occur when a change in legislation affects the employment contract; **or** there is a significant change to an employee's job duties and/or responsibilities. For example, an employee changes positions within the Association or an employee's job duties and/or responsibilities have been expanded or contracted by fifty percent (50%) or greater. If a job description has six (6) essential functions, and three (3) or more have been changed, added or deleted, this represents a change of 50%.

### **1.6.2. Probation Period**

All new KAM employees shall be hired on a probationary period. The purpose of this probationary

period is to give KAM time to assess a new employee's performance and suitability to the job, and to allow the employee to adjust to their new position. The length of the probationary period is determined by the KAM Human Resources Committee and is dependent on the terms of employment status (permanent, casual, etc), the nature of the employment role and the length of employment associated with it. Typically, the probationary period is no longer than 3 months in length.

### ***Procedures***

- a) The length of the probationary period shall be stated in the Offer of Employment.
- b) During the probationary period, both the Supervisor and the employee must devote special attention and effort to ensure that the responsibilities of the position are learned, and that the employee is progressing at a satisfactory rate.
- c) The probationary period shall include at least one performance review meeting between the Managing Director and employee to discuss and document the employee's progress. In the event that problems or concerns arise during this period, every effort must be made to discuss and resolve them promptly. The supervisor must meet with the employee to ensure that the employee clearly understands the areas of concern, and the employee must be provided with an adequate period to change their behaviour.
- d) During the probationary period, the employee shall have all the rights and privileges accorded by this policy. Reasonable effort shall be made to assist new employees to meet performance expectations. However, in some cases, if unable to meet performance expectations despite support interventions, or if they violate other KAM policies, the employee may be deemed unsuitable, and therefore may be terminated during the probationary period.

### **1.6.3. Compensation**

Salary ranges are determined by responsibility and accountability. The KAM Board of Directors is responsible for setting the compensation of the Managing Director. The Board also approves the overall compensation philosophy of the Association. Wages are reviewed on an annual basis as part of the budgeting process. An employee's total compensation consists not only of the base salary paid but also of the various benefits offered by the Association including pension plan, vacation time, and opportunities for professional development.

### ***Procedures***

- a) Regular employees shall be paid on a bi-weekly basis on Fridays. The pay period begins on Sunday, and ends on the second Saturday.
- b) Contract and occasional employees are paid for hours worked, and the pay shall reflect the hours worked in the two weeks **prior** to the date paid.
- c) All employees shall receive a wage statement bi-weekly.

#### 1.6.4. Employment Benefits

KAM provides regular, permanent employees with contributions to a registered pension plan. All regular, permanent employees shall be enrolled in the registered pension plan effective the first day of employment with the Association. KAM matches each eligible employee's contribution to the pension plan dollar for dollar, up to the maximum determined percentage of gross salary, as set by KAM's Board of Directors.

#### 1.6.5. Hours of Work

The regular KAM workweek is thirty-five (35) hours consisting of seven (7) hours per day, Monday to Friday. To enable KAM to deliver services in the most effective manner; employees may be required to work outside of normal office hours, including some evenings, weekends and holidays. Individual work-weeks vary in accordance with the nature of business, the work that is performed, and an employee's position and responsibility in the Association.

##### **Definitions**

Lieu Time: Time worked in excess of employee contract, which is required to carry out duties as an employee of KAM, **and** which is requested by the direct supervisor.

Approval: An employee's direct supervisor must **pre-approve** all hours in excess of employee contract hours.

##### **Procedures**

###### a) Lieu Time

KAM compensates employees for overtime in the form of Lieu Time. An employee is given one (1) hour of paid time off work for each hour in excess worked. Once an employee has worked over 44 hours in a week, lieu time is calculated as 1.5 hours of paid time of work. Paid time off must be taken within twelve (12) months of the week in which it was earned. Such lieu generated from overtime is cumulative and shall be carried over year to year, to a maximum of seventy (70) hours.

If an employee's job ends before s/he has taken the paid time off, the employee shall receive lieu time pay, no later than seven (7) days after the date the employment ended, or on what would have been the employee's next pay day, whichever is later.

###### b) Lunch Period

Employees are entitled to a one-hour lunch period each day, which is considered unpaid. The hours of operation are 9:00 am to 3:00 pm, year round. The KAM office may be required to close to accommodate the employee lunch period. It is preferable that the lunch period should be taken away from the employee's desk.

### c) Attendance

KAM maintains an attendance record to ensure clarity and fairness. This involves recording absenteeism as well as time taken during regular business hours for personal appointments, sick days, vacation, jury duty, leaves, vacation time or personal business.

KAM recognizes that it is difficult to schedule personal appointments outside of regular business hours; however, KAM requests that its employees do so wherever possible.

If an employee knows that they are going to be late or absent from work, it is the employee's responsibility to inform their supervisor as soon as possible. This is to assist fellow employees in responding to any inquiries that may be received during the absence.

If a prolonged absence is anticipated, the office must be contacted about a leave of absence, otherwise an employee must provide notification regarding the expected length of the absence. Employees are also expected to call every other day during that period. Periods of absence of more than three (3) days may require a doctor's note. Habitual absences and tardiness are not tolerated (see 1.8 *Progressive Discipline*).

### d) Public Holidays

KAM recognizes the following public holidays, and the KAM Offices are closed on the following days:

- New Year's Day
- Ontario Family Day
- Good Friday
- Victoria Day Monday
- Canada Day
- Labour Day Monday
- Thanksgiving Day
- Christmas Day
- Boxing Day

For statutory holidays occurring on non-working days, the holiday shall be observed on the following regular work day(s).

## 1.6.6. Disconnecting From Work

The Employer is committed to fostering a safe and healthy work environment for all employees. Recent technological advancements along with an increase in remote working arrangements have led to the risk of "hyper-connectivity". Accordingly, the Employer sets out KAM's expectations around work-related communications in an effort to assist employees in disconnecting from work during appropriate times.

### a) With respect to 1.6.5 Hours of Work

There is no amendment to employee's hours of work or rest periods, as defined within their employment contracts, and/or by agreement with their manager/supervisor in accordance with applicable employment standards regulation.



b) **Expectations Regarding Work-Related Communications**

In general, the Employer does not expect employees (including supervisors) to read or respond to work-related communications outside of their normal working hours, subject to the following exceptions:

- Where operational or business needs require such communications and employee has been given advance notice
- Where the employee's role is managerial or supervisory in nature, in which case operational or business needs may require communications outside of normal working hours;
- Where the employee has been authorized to work flexible hours;
- In instances involving unforeseen operational or business needs;
- In case of an emergency
- In other situations that may arise, at the discretion of the Employer.

c) **Tools to Enable Disconnecting from Work**

While practices and customs for disconnecting from work may differ depending upon the nature of the work and the circumstances of the employee, the following tools may assist employees in disconnecting from work, where appropriate:

- *Automatic Replies* – employees may consider enabling automatic replies indicating the dates that they are out of the office, the date they will return to the office, and an alternate point of contact during the employee's absence.
- *E-mail signatures* – Employees may consider including reference to the timing of their e-mail communications in their signature block, such as *"My working hours may not be your working hours. Please do not feel obligated to respond to this e-mail outside of your normal working hours."*
- *Delay Delivery* – Employees may consider using the "delay delivery" function when sending e-mails if the timing of their communication may not align with that of the recipient (e.g, where the sender and recipient are in difference time zones, or have different work schedules).
- *Vacation Alerts* – Employees may consider including a vacation alter in their signature block indicating the dates of an upcoming vacation.

### **1.6.7. Vacation**

All KAM employees are entitled to take vacation with pay after the completion of twelve (12) months of continuous employment. Vacation credits begin to accrue as soon as employment commences at the rate of one day a month up to a maximum of ten (10) days **or** as set forth in the employee's employment agreement.

An employee, who has completed less than one (1) year of service, shall be entitled to one (1) day of vacation per month of employment to a maximum of ten (10) days of vacation with pay, calculated



as of December 31st of that year.

Commencing in the calendar year of the employee's first anniversary and continuing throughout their employment at KAM, employees must take a minimum of two (2) weeks of vacation, whatever their entitlement.

Years of Continuous Service	Vacation Entitlement (days)
Less than 1 year	1 day for each month of service (max 10)
After 1 year	10 days
After 5 years	15 days
After 10 years	20 days

### **Guidelines**

- a) An employee's annual full vacation entitlement must be taken during the calendar year in which it is earned.
- b) Employees may carry forward up to a maximum of five (5) days vacation to the next year with the approval of their supervisor and the Managing Director. These carry forward days are not cumulative.
- c) For employees entitled to more than ten (10) days of paid vacation per calendar year, and who have taken a minimum of ten (10) vacation days, entitlement to remaining vacation shall be lost if not used prior to December 31.
- d) Employees, who have taken vacation (with pay) and terminate their employment with KAM before the vacation has been fully earned, shall have the amount of vacation pay deducted from their final pay for these vacation days, which have been taken but not earned.
- e) Likewise, employees who have terminated their employment before taking all vacation days earned shall have an amount added to their final pay for such vacation days, which have been earned but not taken.
- f) Vacation days do not have any cash value (except upon separation from the Association), and must be taken as time away from work.

### **Procedures**

Operational requirements are the overriding factor in scheduling vacation time. While it is KAM's intention to provide the vacation period preferred by the employee, the final decision will be based on the number of people scheduling or taking vacation at any one time, along with operational requirements.

All factors shall be considered in the approval of the period(s) in the year during which employees wish to take their vacation.

- a) Application for vacation time must be approved by an employee's immediate supervisor and

the Managing Director.

- b) If a conflict arises, the Managing Director shall consult with the KAM Human Resources Committee to make a decision.
- c) Employees are requested to schedule vacation early in the year so that vacation schedules can be established that minimize overlapping of vacations. The allocation process shall be based largely on the FIFO (First in, first out) principle.
- d) It is the responsibility of the Managing Director to ensure that KAM is adequately staffed, and to communicate alternate points of contact when an employee is on vacation.

## **1.7. Leaves**

Important or unusual circumstances may make it necessary for employees to be absent from work for short periods of time. Each situation shall be decided upon based on reasonable and equitable standards, including for cultural or religious purposes. Employees are entitled to up to ten (10) full days of job protected personal emergency leave every calendar year, whether they are employed on a full or part-time basis. KAM shall retain all documents that relate to an employee taking a leave of absence in accordance with its *Information Management Policy*. KAM shall keep confidential any information that relates to an employee's leave.

### **Guidelines**

- a) A written leave of absence is required for leaves of absences exceeding five (5) working days.
- b) The request for a personal leave of absence must be submitted in writing, where possible, at least five (5) working days prior to the day the leave is to begin.
- c) Special leave may be granted on an as requested basis, if such absence of the employee is not disruptive to the then current demand. This leave shall be made up through lieu time, vacation days or days off without pay.
- d) Employees are encouraged to schedule personal appointments (i.e. dentist) before or after regular working hours where possible. Scheduling of time-off within working hours is subject to the approval of the employee's supervisor. When approved, the employee is expected to make-up the time at their discretion.
- e) KAM may require an employee to provide evidence "reasonable in the circumstances" when they take leave for their own illness, injury, or medical emergency. What will be reasonable in the circumstances will depend on all of the facts of the situation, such as the duration of the leave, whether there is a pattern of absences, whether any evidence is available and the cost of the evidence. KAM will not automatically require employees to provide a medical note in all instances, but may request one depending on the facts of the situation.
- f) When approved, the employee is expected to make-up time lost due to attendance at appointments during the workday, or, the employee can take the time as vacation time.

### **1.7.1. Paid Leave**

#### ***Domestic and Sexual Violence Leave***

An employee who takes a leave of absence under *Domestic and Sexual Violence Workplace Leave* (2016) is entitled to be paid for up to ten (10) days of leave. The employee's pay will be the amount of regular wages that the employee would have earned if the employee had worked their regular workday. An employee who wishes to take leave under this section shall advise KAM in writing that the employee will be doing so. KAM may require an employee who takes this leave to provide evidence reasonable in the circumstances that the employee is entitled to the leave.

#### ***Personal Emergency Leave***

Employees can take up to ten (10) days of job-protected leave each calendar year due to illness, injury, death and certain emergencies and urgent matters. Employees are entitled to up to ten (10) personal emergency leave days per year as soon as they start working for KAM. The first two (2) days of the leave in each calendar year shall be paid if the employee has been employed for one (1) week or longer. An employee who missed part of a day to take the leave would be entitled to any wages they actually earned while working, in addition to personal emergency leave pay for any leave taken.

An employee who is entitled to personal emergency leave can take up to ten (10) days of leave each calendar year due to personal illness, injury or medical emergency or the death, illness, injury, medical emergency or urgent matter relating to immediate family members or a relative of the employee who is dependent on the employee for care or assistance

If an employee has to begin a personal emergency leave before notifying the employer, the employee must inform the employer as soon as possible after starting it. Oral notice is sufficient. KAM may require an employee to provide evidence "reasonable in the circumstances" that they are eligible for personal emergency leave. However, KAM will not require employees to provide a medical note.

#### **a) Illness, injury or medical emergency**

An employee can take personal emergency leave for illnesses, injuries and medical emergencies for themselves or a specified family member listed above. It does not matter whether the illness, injury or medical emergency was caused by the employee or by external factors beyond their control.

#### **b) Urgent matter**

An employee can also take personal emergency leave because of an "urgent matter" concerning any of the family members listed above. An urgent matter is an event that is unplanned or out of the employee's control, **and** can cause serious negative consequences, including emotional harm, if not responded to.

### **1.7.2. Unpaid Leave**

### ***Job Protected Unpaid Leave***

The *Employment Standards Act, 2000 (ESA)* grants employees the right to unpaid job-protected leave in a number of circumstances. Un-paid job protected leaves may include (please refer to ESA for specific guidelines, and whether it applies to KAM):

- Jury Duty
- Compassionate Leave
- Family Caregiver Leave
- Critically Ill Child Care Leave
- Crime-related Child Death or Disappearance Leave

### ***Pregnancy and Parental Leave***

Pregnancy and parental leave procedures are in accordance with the *Employment Standards Act*. Pregnant employees are entitled to take pregnancy leave of up to seventeen (17) weeks, or longer in certain circumstances, of unpaid time off work. New parents are entitled to take parental leave – unpaid time off work when a baby or child is born or first comes into their care. Birth mothers who took pregnancy leave are entitled to up to 61 weeks' leave. Birth mothers who do not take pregnancy leave and all other new parents are entitled to up to sixty-three (63) weeks' parental leave. An employee must provide KAM at least two (2) weeks' written notice before beginning her pregnancy leave. A written request for a pregnancy or parental leave implies an intention to return to work. The employee must specify in their written request to their supervisor the date the leave commences and the date they intend to return to work. If an employee wishes to change the date of their return to work, they must give at least four (4) weeks written notice before the date the leave was to end. If an employee stops working earlier than expected because of a birth, stillbirth or miscarriage, she has two (2) weeks after she stops working to provide KAM written notice of the day the leave began.

An employee who takes a pregnancy or parental leave is entitled to:

- the same job the employee had before the leave began;  
**or**
- a comparable job, if the employee's old job no longer exists.

In either case, the employee must be paid at least as much as they were earning before the leave. Also, if the wages for the job went up while the employee was on leave, or would have gone up if they hadn't been on leave, KAM shall pay the higher wage when the employee returns from leave.

### ***Voting Day***

Employees who are eligible to vote in a Federal election must have four (4) consecutive hours while the polls are open in which to cast their ballots. In Provincial and Municipal elections, the required time to be available to vote is three (3) hours. An employee shall only be entitled to leave work early if their regular hours of work conflict with this procedure.

### ***Jury or Witness Duty***

An employee who is: (i) subpoenaed as a Crown witness; (ii) subpoenaed as a witness as a result of the performance of their duties as an employee of KAM, or; (iii) serving as a juror; must give KAM notice of their intention to be absent within twenty-four (24) hours of receipt of the subpoena by providing a copy of the document(s) to their supervisor and the Managing Director.

An employee called for jury duty should report for work during scheduled working hours before and after such duty.

### ***Inclement Weather***

On occasion, inclement weather may make it difficult for employees to get to work on time. Employees are expected to make arrangements during periods of inclement weather that will enable them to arrive as soon as possible. Travel to and from work in inclement weather is the sole responsibility of the employee. If the KAM office is open, employees are expected to report to work, when they can do so safely.

When an employee is unable to report to work or will be late to work because of inclement weather conditions, the employee shall contact their direct supervisor as soon as possible. The employee shall be given the option of:

- a) using vacation time; or
- b) using lieu time; or
- c) taking leave without pay; or
- d) working from a home office; or
- e) other, at the discretion of their supervisor.

## **1.8. Progressive Discipline**

KAM is constantly seeking to establish and utilize fair standards for evaluating work performance and to reward outstanding employees for their achievements. KAM also accepts the responsibility to help improve employees whose work performance and efficiency have fallen below established standards.

The progressive discipline system outlined below has been established to ensure consistency and fairness, and to promote a positive work environment. Examples of instances requiring progressive discipline include, but are not limited to:

- unsatisfactory job performance;
- perpetual lateness;
- culpable absenteeism: absenteeism not excused;
- failure to call-in; or a pattern of absenteeism;
- insubordination;
- unsafe work habits;

- disruptive behaviour; and/or
- misconduct.

In some instances, however, progressive discipline is not appropriate due to the severity of the offence, such as theft, assault, or professional misconduct.

### **Definitions**

Unsatisfactory Job Performance: failure to meet reasonable, agreed upon goals and/or specific objectives; and/or below-expected/planned work quality and/or quantity.

Disruptive behaviour: negative or hostile attitude towards work, people, and/or the Association. Repeated instances of inappropriate behaviour, including, but not limited to: discourtesy towards customers, management and employees generally and specifically, if a single person appears to be the 'target'; use of abusive or obscene language in public hallways, common areas or directed at customers, management or employees.

Insubordination: the defiance of authority by an employee that occurs when an employee refuses to obey a clear and specific order provided by management that is lawful, reasonable, and within the scope of the employee's duties and responsibilities.

Misconduct: can include, but is not limited to the following:

- interference with the work performance of others;
- sleeping during working hours;
- failure to work scheduled or expected hours on an ongoing basis;
- soliciting or collecting money from employees for any unauthorized purpose;
- willful destruction in whole, or in part, of any of KAM's facilities and/or equipment;
- misuse or unauthorized use of KAM property, equipment, materials and so on; and/or
- violation of KAM policies and procedures.

### **Guidelines**

- a) The progressive disciplinary process shall be followed when the KAM Human Resource Committee determines it is appropriate.
- b) The process for progressive discipline involves the following steps:
  1. Counseling/Coaching
  2. Assessment
  3. Verbal warning
  4. Assessment following verbal warning
  5. Written warning
  6. Unpaid suspension
  7. Dismissal
- c) The progressive discipline process has a maximum time limit of three (3) months (from the

start of the process to its conclusion). However, under normal circumstances, the issue should be resolved prior to the end of the three (3) month period. The disciplinary process may consist of any or all of the preceding seven (7) steps as circumstances dictate.

- d) Disciplinary documentation may be removed from the employee's file by the KAM Human Resources Committee after the problem has been corrected and provided there are no further problems of any nature for a period of twelve (12) consecutive months.
- e) Disciplinary documentation regarding the violation of the *Harassment, Safety, Drug Free Workplace, Electronic Communications & Internet Usage*, or *Confidentiality of Information* Policy, disciplinary documentation for violence or threats of violence, and records of suspension **shall not** be removed from an employee's file.
- f) Progressive discipline is not applicable to employees on probation, contract employee, placement students or interns due to the short work term. However, these employees should receive regular feedback from their immediate supervisor with respect to unsatisfactory performance or inappropriate behaviour.

Termination of probationary employees and contract employee shall meet the standards set out in the relevant legislation (i.e. Employment Standards Act).

## **Procedure**

### **Step 1: Counseling /Coaching**

This is an informal discussion between an employee and their direct supervisor regarding work performance or conduct. The intent is to bring the issue to the employee's attention and develop a mutually agreeable plan of action.

### **Step 2: Assessment**

If there is little or no improvement within the time period set out in the plan of action, the next step is a verbal warning.

### **Step 3: Verbal warning**

The verbal warning is a discussion regarding work performance or conduct that has been repeated after coaching and assessment. The discussion shall be held between the Managing Director, Human Resources Committee Chair, and the employee.

A timeline for improvement of the work performance and/or conduct shall be set, and recorded in the employee's file. Supervisors are responsible for providing the KAM Human Resources Committee with a statement for the employee's file including the date, nature of and reasons for the warning, and the timeline for improvement. The Managing Director will also sign this document.

#### Step 4: Assessment following verbal warning

If there is little or no improvement within the time period set out in the plan of action, the next step is a meeting between the employee, their direct supervisor to try and resolve the situation. The next step is a written warning. Supervisors will provide the employee an opportunity to explain the misconduct prior to issuing a written warning.

#### Step 5: Written warning

A written warning is normally given to an employee who has already received a verbal warning for the same or similar offence. However, written warnings can be given without any previous written warning if the offence is sufficiently serious.

The purpose of the written warning is to demonstrate that an earnest effort has been made to help the employee perform to expectations. The written warning shall be signed by the Managing Director and provided to the employee and the KAM Human Resources Committee for the employee's file.

Should dismissal result, the written warning(s) in conjunction with other disciplinary actions shall support KAM's decision if subsequently challenged.

#### Step 6: Unpaid suspension

Suspensions generally follow one or two written warnings; however, serious misconduct may merit a suspension without prior verbal or written warning. If there is no marked improvement, the employee shall be suspended for five (5) days without pay (one workweek for salaried employees). Suspensions must be approved by the Managing Director and/or the Human Resource Committee.

#### Step 7: Dismissal

Dismissal is the most serious form of discipline, and is normally taken only after an employee has been given every opportunity to improve their performance. Rarely, a very serious and flagrant breach of discipline may result in dismissal without prior warning,

This includes, but is not limited to:

- breach of confidentiality;
- criminal offences carried out while acting on behalf of the Association or on the property of the Association; and/or
- conflict of interest.

Dismissals that result from the application of the progressive discipline procedure are deemed "termination with cause".

## 1.9. Layoff and Termination



KAM's funding could vary significantly from time to time, and as a small organization KAM is not able to provide a substantial severance package if it had to layoff or reduce its workforce. Each employment contract shall include a provision that clarifies the extent of KAM's obligations in the event of layoff. This Policy establishes termination and layoff practices applicable to employees of KAM.

### ***Definitions***

Termination: Employee is dismissed.

Layoff: an elimination of a position due to lack of funding, permanent discontinuance of all or part of a service, reduction in the size of the workforce, or other changes in the workplace that impact staffing levels.

Notice Period: the period or equivalent value of time (payment) granted to an employee under the relevant legislation, preceding involuntary termination.\_

Termination with Cause: dismissal of an employee **without notice or payment in lieu of notice**.

#### **1.9.1. Resignation**

Employees who resign (i.e. whose termination of employment is voluntary) are requested to give the Association a minimum of two (2) weeks advance notice in writing.

#### **1.9.2. Termination**

Termination is a serious action that must be based on well-documented, justifiable and defensible reasons. Except in cases of termination of employment for just cause, employees may be terminated only as a last resort following repeated efforts (see 1.8 *Progressive Discipline*) to obtain correction of or improvements in undesirable behaviour or unacceptable performance. Such efforts include:

- proper definition of the problem area;
- coaching of the employee; and
- adequate warnings (both verbal and written) with a probationary period of sufficient duration to allow for the required correction or improvement.

### ***Documents and Approvals***

Each termination of employment shall be documented in accordance with KAM's relevant procedures and policies. To ensure equitable and consistent application of this Policy, the KAM Human Resources Committee shall review and the KAM Board shall approve prior to any terminations of employment.

Before initiating termination action, appropriate consideration must be given to past contribution and length of service of the employee. As well, alternative actions must be explored where feasible. Prior to any action taken to terminate the employment of an employee (i.e. before termination action is actually initiated), the approval of the KAM Board of Directors must be obtained.

### ***Vacation Pay on Termination***

In addition to any other payments authorized under this policy, all terminated employees are entitled to vacation pay in accordance with the relevant legislation.

### ***Termination for Just Cause***

Termination of employment for just cause is strictly reserved for instances of the most serious and flagrant conduct or for a recurrence of unacceptable behaviour following or during one or more periods of probation. Just cause includes, but is not limited to:

- a **major** failure to exercise due skill;
- gross incompetence in the performance of duties;
- consistent and prolonged absenteeism;
- direct and willful disobedience of reasonable instruction (gross insubordination);
- theft or other willful dishonesty;
- conviction of a serious criminal offence; and/or
- violation of the Association policies contained herein.

The employee may be terminated immediately, or the employee may be suspended with pay pending a complete review of their case depending upon the severity of the behaviour/activity. Such review shall be completed within forty-eight (48) hours, if feasible, or within such longer period of time as may reasonably be necessary. All pertinent documentation must be immediately reviewed and coordinated by the KAM Human Resources Committee following imposition of any suspension with pay pending a formal decision.

Termination of employment for failure to meet reasonable job performance or behaviour standards is considered termination for just cause. Any termination of employment for just cause shall be without notice or pay in lieu of notice.

### ***Period of Notice Given by KAM***

To employees whose employment is terminated with notice, the Association complies with the minimum notice period as defined by the relevant legislation **or** as defined in the termination clause included in the employment agreement. The notice period commences on the first working day immediately following delivery of the notice of termination to the employee.

During the notice period, the employee shall be allowed reasonable time off, without loss of pay, to seek alternate employment. The amount of time normally regarded as reasonable shall not exceed the equivalent of two (2) days per week. Should the employee succeed in securing alternative employment before the notice period has expired, the employee, as a matter of personal preference, may elect to immediately terminate employment with the Association. If the employee does so elect, neither the involuntary nature of the termination nor the period of notice are affected.

### ***Pay in Lieu of Notice***

An employee subject to termination upon notice shall receive pay in lieu of notice in accordance with policy above, if employment is terminated immediately and the notice period is not worked. Such employee shall be paid an amount equal to the base salary that would have been paid if the employee had worked during the notice period.

## **1.10. Professional Development**

KAM is committed to supporting employee professional development opportunities that enhance the performance of both the individual and the Association. Employee professional development is supported within the context of the Association's designated budget for these opportunities. This policy applies to all regular, permanent employees. This policy does not cover personal development or personal interest courses.

### ***Guidelines***

KAM supports professional development activities that provide opportunities for continuous learning relevant to the professional lives of its employees. Learning opportunities may take many forms, and may be provided through courses, information sessions, workshops, conferences, and professional associations. The goals of KAM employee professional development are to:

- support employee development to ensure that they maintain their acquired skills and qualifications;
- provide opportunities for employees to add to and improve their skills to support future advancement;
- promote shared accountability between the employee and the Association; and
- ensure fairness and equity in the application of employee professional development opportunities.

### ***Definitions***

Work-related Courses: courses and associated training costs that are relevant to the employee's current role or enhance their opportunities for future advancement within the Association.

Training Support: refers to funding of registration fees and other associated costs for training seminars, workshops or conferences in support of work-related goals or paid time off to pursue a degree program.

Tuition Reimbursement Support: refers to reimbursement of the tuition portion of fees paid by employees to accredited institutions for work-related courses (*tuition reimbursement support may be considered a taxable benefit per CRA regulations*). Textbooks and other fees such as parking are not eligible.

### ***Procedures***

In accordance with development goals formulated in the employee's performance review and

development plan, employees may submit requests for professional development funds. Employees may apply for training support to attend training seminars, workshops, conferences or degree programs. Requests must be received by the end of September for the following calendar year. Requests shall be reviewed, and funds allocated in the budget process each year. The Association recognizes that course content and dates may fluctuate; therefore, employees are expected to base requests on the information available. Requests for professional development received after September 30, or those less than \$500, may be evaluated and considered by the KAM Human Resources Committee or Managing Director, contingent on remaining funds available.

An employee must have completed three (3) months of continuous service prior to the beginning of the approved Professional Development. Requests for professional development support shall be evaluated based upon:

- employee's professional development goals;
- relevance to the employee's position, responsibilities or career path in the Association;
- employee's allocation history; and
- available budget.

For employer paid professional development the employee agrees to maintain successful employment with the Association for a minimum period of twelve (12) months. If an employee voluntarily terminates employment before completing the minimum period of service then they must repay a pro-rated amount of the tuition, as determined by KAM's Human Resources Committee.

## **1.11. Dispute Resolution**

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is a small organization with a team-based work environment. KAM is committed to creating and maintaining a dynamic team environment where the dignity, self-worth, and contribution of each employee are valued and respected.

KAM recognizes that from time to time, employees may have a complaint(s) against a peer, a supervisor, or regarding a policy or procedure that has been implemented. All employees have the opportunity to file a complaint or to attempt to resolve a conflict. KAM shall give full consideration to each issue or complaint.

### ***Definitions***

Reprisal: may include a denial or threat of denial of any employment-related opportunity (i.e. promotion, training, etc.); discipline or the threat of disciplinary action, including dismissal; ostracism of the complainant by other employees; or other forms of intimidation.

Complainant: an individual who initiates a complaint about conduct of another person.

Respondent: an individual who is the subject of a complaint about their conduct.

### **Guidelines**

- a) KAM shall foster a culture that promotes positive and supportive interaction among team members free from discrimination, harassment, threats, intimidation and violence.
- b) KAM respects the rights of its employee under the *Freedom of Information and Protection of Privacy Act* (FIPPA).
- c) Confidentiality of all parties to a complaint shall be respected as much as possible, except when the Association must disclose information from an investigation to defend any legal or disciplinary action. To the extent that the complainant chooses to initiate proceedings, confidentiality cannot be guaranteed.

### **Procedures**

#### **Step 1:**

All complainants are encouraged to discuss their complaint directly with the person causing the concern. In many cases, simply bringing the problem to the attention of the respondent may resolve the issue. It is important to keep a written record of incidents, dates and times.

#### **Step 2:**

If unsuccessful in dealing with the issue directly, the complainant should then discuss it with their immediate supervisor no later than five (5) days after the incident. Where possible, an informal resolution is encouraged.

#### **Step 3:**

If the complainant is not satisfied with the decision of their supervisor or if the supervisor is causing the concern, they may discuss the complaint with the KAM Human Resources Committee or the Managing Director, as appropriate to the situation, no later than ten (10) days after the incident. If the complainant submits a complaint in writing the KAM Human Resources Committee or to the Managing Director then they shall respond in writing within five (5) working days.

#### **1.11.1. Ontario Human Rights Code**

The *Ontario Human Rights Code* provides that a person who has the authority to prevent or discourage harassment may be held responsible for failing to do so. All supervisors have a duty to deal with such incidents when they become aware that they are happening. Action should be taken even if a formal complaint is not filed.

In the event that an incident of harassment is reported to the Ontario Human Rights Commission, the onus is on KAM to demonstrate that efforts have been made in good faith to prevent harassment, to stop it once it takes place and to correct any damage that has resulted. If KAM cannot demonstrate that such efforts have been made, there is clear risk that the Association will be held

liable.

### **1.11.2. Complainant**

Any individual who feels that they are a target of harassment has a number of options available to them. Choosing the most appropriate is a matter of finding the one with which the complainant is most comfortable and which best fits the circumstances.

#### ***Procedures***

##### **a) Dealing with an Incident Directly**

Frequently, the most effective way to end harassment is to deal promptly and directly with the person involved. It is possible that the person is unaware that their conduct is considered to be unwelcome and distasteful. Complainants should tell the person clearly and firmly that their conduct is unwelcome, and that the behaviour is against KAM's policy.

If a complainant chooses to deal with an incident themselves, it may be useful to have a witness present or to make a note of the conversation afterwards. It is important that the Employee keep such a written record of the incident(s), including dates, times, the nature of the behaviour, and witnesses, if any, as this kind of documentation could help to validate the complaint in future.

##### **b) Seeking Assistance**

If an employee feels uncomfortable dealing with the incident themselves, or if they have tried to deal with the situation but the behaviour has continued, they may choose to seek assistance from the Managing Director or the Chair of KAM's Human Resources Committee, depending on circumstances.

##### **c) Filing a Complaint**

###### **i. Informal Complaints**

A complainant may specifically request that the matter be dealt with on an informal basis with the assistance of the KAM Human Resources Committee or the Managing Director. It is often the case that harassment is the result of a communication problem and that once this has been identified the matter can be resolved fairly easily without going to a full investigation.

If an informal resolution of the complaint is achieved, no record of the complaint will be entered in the Respondent's employee records. However, the KAM Human Resources Committee Managing Director shall record the occurrence of the complaint and the informal resolution achieved. This record shall remain confidential.

###### **ii. Formal Complaints**

In the case of formal complaints, the Respondent shall have five (5) working days to respond, to the allegation. The Respondent's statement must answer – with specific responses – to each complaint, either admitting, denying, or explaining the allegations against them. The

Respondent must sign their statement, which will then be attached to the original complaint.

A confidential file shall be opened on all formal complaints and shall be kept separately from existing employee files for a period of not less than five (5) years. At the end of this period the file shall be disposed of in an appropriate manner.

#### d) Malicious Complaints

Any complaints made with a malicious intent or in bad faith shall be treated seriously and shall result in disciplinary action.

### 1.11.3. The Respondent

#### **Procedures**

- a) Any individual accused of harassment shall be treated fairly and equitably at all times.
- b) If a respondent is approached informally and told that their comments or conduct is unacceptable then they must examine their behaviour carefully. If they are guilty of the accusations that have been made against them, they must cease the offensive behaviour and apologize to the complainant immediately. If they do not, and the claims are well founded, the Employee is vulnerable to a formal complaint and to disciplinary action.
- c) If a respondent believes that the charges are false, or feel that the complaint is made in bad faith, they shall discuss the matter with the Chair of the KAM Human Resources Committee or the Managing Director, depending on the circumstances.
- d) If a formal complaint is made against a respondent, then they shall be contacted during the course of the investigation to give their version of events. Respondents shall be advised of the outcome of the investigation and any action recommended to resolve the complaint.
- e) Anyone accused of harassment is encouraged to keep documentation, including dates, times, places and witnesses.

### 1.11.4. Investigations

KAM seeks to resolve harassment claims as quickly as possible. Investigations shall be conducted and the appropriate actions taken no longer than ten (10) business days following the filing of a complaint. An Investigative Team (minimum of three members) shall be appointed by the KAM Board, including a Chair.

#### **Guidelines**

An Investigative Team is responsible for determining and administering the methods and means for addressing harassment complaints. The Team is also responsible for:

- determining the veracity of allegations of harassment or retaliation; and
- determining whether or not a reported act is indeed harassment.

**Procedures**

The severity, frequency and pervasiveness of the conduct shall be taken into consideration when imposing corrective action or discipline on the accused. There are several disciplinary options available, including:

- oral warning
- written warning
- suspension
- probation
- termination
- filing of charges with the police

Wherever and whenever investigations are conducted, the complainant and respondent shall:

- receive written notice of the allegations;
- have the opportunity to present relevant information to the Investigative Team; and
- receive a copy of the investigative findings at the conclusion of the investigation.

At the conclusion of an investigation, the team shall prepare a written report, which shall include a statement of factual findings and a determination of whether KAM's policies have been violated. The report shall be presented for review to law enforcement officials or legal counsel, as necessary.

In all cases KAM shall retain the findings report in accordance with KAM's *Document Retention-Destruction Policy* or for as long as any administrative or legal action arising out of the complaint is pending.

**Confidentiality**

All parties involved in an incident of harassment are bound to maintain confidentiality throughout all stages of the investigation process to protect as much as possible the privacy and reputation of all parties concerned. All records of harassment reports and subsequent investigations are considered confidential and shall not be disclosed to anyone except to the extent required by law.

However, it must be recognized that, to the extent the complainant chooses to initiate proceedings or make comments outside the formal complaint process, confidentiality cannot be guaranteed.

**Remedial Action**

If an investigation confirms that an offence has occurred and remedial action is warranted, it shall be initiated without delay. This may include counseling, education and training, or other disciplinary action up to and including dismissal.

**Reprisal**

All complainants involved in cases of workplace harassment or workplace violence are protected from reprisal or the threat of reprisal under this policy. Any kind of reprisal shall be subject to disciplinary action.



## **1.12. Performance Management**

KAM employs a performance management system that focuses on frequent communication, continuous education and training, and team development to ensure that employees are able to achieve Association goals. The Managing Director reports directly to the Board of Directors, and one of the Board's key responsibilities is mentoring the Managing Director, managing their performance, reviewing that performance regularly against agreed-upon criteria, and contributing to the Managing Director's development.


### ***Guidelines***

To ensure the success of the Association and the success of individual employees, the performance management process is used to:

- establish work standards;
- set team and individual goals;
- discuss areas for improvement;
- note accomplishments and progress; and
- discuss employee development plan.

### ***Procedures***

- a) Supervisors set goals with direct reports on an annual basis.
- b) The goals are directly linked to the employee's job duties, the operating plan, and the Association strategic objectives.
- c) Supervisors shall review, revise and monitor progress with their direct reports semi-annually.
- d) At the completion of each half, supervisors shall report progress to the Managing Director. The Managing Director shall provide the KAM Human Resources Committee with individual progress reports for each employee.
- e) The Managing Director is responsible for setting timelines and standards for work to be performed; ensuring that duties, goals, and work standards are clearly communicated and understood; and to provide feedback that is relevant, timely, and constructive.
- f) The employee is responsible for ensuring that work standards, duties and goals are understood; to complete work tasks to determined schedule and standard; and to seek clarification if unclear.

 <b>kingston association of museums art galleries + historic sites</b>	<h1>Finance Policy</h1>
Created:	November, 2015
Approved: KAM President – Tabitha Renaud	08 December 2015  <i>Tabitha Renaud</i>
Reviewed:	November 2018, January 2021
Review Approved: KAM President – William Visser	16 February 2021  <i>William Visser</i>
Reviewed:	September, 2022
Review Approved: KAM President – William Visser	20 October 2022  <i>William Visser</i>

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The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is incorporated as a not-for-profit organization without share capital under the laws of the province of Ontario. The Association's financial duties are distributed among multiple people to help ensure protection from

fraud and error. The distribution of duties aims for maximum protection of the organization's assets while also considering efficiency of operations.

The purpose of KAM's Finance Policy is to clarify the roles, authority, and responsibilities for essential financial management activities and decisions of the Association. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

## **1.1. Governance**

KAM's elected Board of Directors is responsible for overseeing the policy framework that governs the Association's finances. KAM's Finance Committee members will identify KAM's financial obligations and liabilities to ensure that these obligations are met.

### **1.1.1. Relevant Legislation**

Where a particular subject area is not specifically addressed in this policy the applicable section(s) of applicable Federal and/or Provincial Legislation shall apply. The following legislation informs this policy:

- Ontario Employment Standards Act, 2000. Government of Ontario.
- Accessibility for Ontarians with Disabilities Act (AODA), 2005. Government of Ontario
- Personal Information Protection and Electronic Documents Act (PIPEDA), 2004. Government of Canada.
- Freedom of Information and Protection of Privacy Act (FIPPA), 1988, 1990. Government of Ontario.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), 1991. Government of Ontario.
- Income Tax Act, RSC 1985. Government of Canada.
- Income Tax Act, R.S.O. 1990. Government of Ontario.
- Canadian Accounting Standards for Not-for-profit Organizations (ASNPO)

## **1.2. Financial Planning**

The Association's financial statements are prepared in accordance with generally accepted accounting principles. KAM's target minimum operating reserve fund is three (3) months of average operating costs. KAM's annual budget is prepared and approved annually, prior to the start of each fiscal year.

## **1.3. Purchasing**

During the course of business, KAM's employees and volunteers may find themselves in situations where they could make decisions that encumber the Association financially. To limit commitments

made on behalf of KAM that may have financial implications, all invoices must be authorized by the Managing Director or KAM Treasurer (or designate) prior to payment.

### ***Definitions***

Budget commitment: an amount within the annual operating budget that has been ratified by the Board of Directors.

Budget authority: the employee or volunteer who has oversight over and signing authority for a budget line item. Individuals require approval from the budget authority before purchasing any item or service.

## **1.4. Contracts**

KAM's activities require letting contracts for products and services for a wide range of project activity. Contracts may support the Strategic Plan and Operating Budget to ensure that the Association can access specialized knowledge, products and services in order to meet KAM objectives.

An employee's ability to bind the Association is subject to the authority as outlined in this Policy. If an individual violates the terms of the Finance Policy, they may be personally liable for any financial commitment and subject to disciplinary action.

### ***Definitions***

Expense contract: a binding agreement that defines the terms under which KAM will purchase goods or services from another organization (e.g. website redesign).

Revenue contract: a binding agreement that defines the terms under which revenue will be received by KAM from another organization (e.g. summer student grant).

### **1.4.1. Expense Contracts**

For contracts over \$5,000, at least three (3) requests for quotations shall be sought. All expense contracts over \$5,000 will be covered by a written contract. All expense contracts in excess of \$10,000 should be regularly reported to the KAM Finance Committee. The KAM Board has the option to waive the need to receive three (3) quotes if appropriate and justifiable.

For contracts in excess of \$25,000 advertisements will be placed in appropriate media and a more formal tendering process will be followed. For all other contracts, the nature of the contract – timing, estimated scope/value, etc. – will suggest the best mechanism for competition, and can range from the most public process through to soliciting, by telephone or e-mail, expressions of interest from local providers and from which a successful proposal is selected. In all cases of un-tendered contracts in excess of \$10,000 a list of competitors, their quotation and the amount of the successful bid will be submitted to the KAM Finance Committee for information.

KAM periodically enters into unique and innovative partnerships with private sector partners that have developed a new program or initiative. Such partnerships would be impeded if, after jointly

developing a new program, the resulting contract needs to be tendered. In addition, very infrequently, there may be more than one source in the open market but for reasons of function or service, only one vendor is recommended for consideration. These exceptions, which exceed \$10,000 will be brought to the KAM Finance Committee for approval.

#### **1.4.2. Revenue Contracts**

Revenue contracts arise through staff efforts to identify potential opportunities that conform to existing KAM strategic objectives. As these contracts normally require KAM to provide some combination of KAM resources and/or deliverables, they may create a liability for the Association. If the value of the contract is less than \$10,000 (excluding HST), the KAM employee should proceed with the contract that is most reasonable in terms of finances and deliverables. While there is no formal process required, *three informal quotes should be obtained prior to any commitment being made on behalf of KAM.*

Revenue contracts require approval by the KAM Finance Committee before submission of the proposal to the funding agency if the contract value exceeds \$10,000. If the Managing Director identifies a funding opportunity in excess of \$10,000 that aligns with the strategic objectives of the Association, they shall inform the KAM Finance Committee and provide an informal proposal. The proposal shall include:

- a) name of funding agency and program;
- b) KAM resources required to complete the application;
- c) KAM resources required to fulfill the program requirements if the application is successful;
- d) the justification for pursuing the funding; and
- e) reports and/or follow-up required.

If the cost of the contract is greater than \$25,000, the KAM employee shall submit a formal proposal, including the completed request for proposal template, to the KAM Board of Directors for approval. All proposals received shall be presented to the full Board (through the Finance Committee and the Managing Director) for selection.

### **1.5. Cash Handling**

The Association maintains physical security of its assets to ensure that only people who are authorized have physical or indirect access to money and other valuable property. KAM may receive cash for membership, event registration and the sale of goods or services. Payment by currency, cheques, bank drafts, and money orders are all possible forms of acceptable payment.

#### **1.5.1. Safeguarding Cash**

All cash received by KAM will be safeguarded by the Coordinator until it is deposited with the bank. All cash shall be kept in a secure location to which there is restricted access. Cash proceeds shall not be used for making loans, advances, or to pay for KAM expenditures. All cash proceeds shall be properly deposited.

### **Guidelines**

- a) All cash proceeds will be receipted immediately with a written receipt.
- b) All cash proceeds will be regularly deposited into an authorized KAM bank account.
- c) The Coordinator shall ensure cash proceeds are coded and the HST collected is properly recorded.

## **1.6. Corporate Credit Cards**

Corporate Credit Cards will be used to procure goods and services required by KAM to fulfill its daily operations and strategic activities when standard invoicing protocols for payment are not possible.

### Guidelines

- a) Corporate Credit Card account, including liability, belongs to the corporation.
- b) The Board of Directors will determine and approve the total credit limit available to the corporate credit card account.
- c) Corporate Credit Cards (linked to a single corporate account) will be issued to the KAM Managing Director and the KAM Office Coordinator.
- d) Delegation of Authority:
  - a. The Managing Director holds the authority to approve credit card transactions of the Office Coordinator
  - b. The Treasurer and other Board members (who have current signing authority) hold the authority to approve credit card transactions of the Managing Director
- e) Payment, record keeping and reporting of corporate credit card expenditures will adhere to already established financial protocols.

## **1.7. Reimbursements**

KAM employees and volunteers may incur travel expenses in the course of doing business. Those required to travel for KAM related business shall be eligible for reasonable reimbursement for travel, on behalf of the Association, to attend approved courses, workshops, conferences, trade shows, seminars, events and/or meetings.

### **Definitions**

Travel: the attendance at local and out of town courses, workshops, conferences, trade shows, seminars, events or meetings where overnight accommodation is not required.

Extraordinary Travel Expense: travel expense not included in the annual operating budget.

Off-site: KAM business activities which do not occur at KAM's offices.

### **Guidelines**

- a) KAM employees and volunteers shall not purchase goods and services on behalf of KAM

unless expressly requested to do so.

- b) Expenses must have been incurred by the claimant
- c) No person may request reimbursement for expenses that have been paid or reimbursed by another individual or agency.
- d) Individuals should neither gain nor lose personally as a result of incurring expenses on behalf of KAM.
- e) Original receipts from suppliers must support all expense reimbursements, except when allowances are paid on a per diem basis. When expenses are charged to a credit card, the detailed receipt listing the items purchased should be submitted.
- f) Lost or unattainable receipts will be assessed on a case-by-case basis.

#### **1.7.1. Eligible Expenses**

KAM shall reimburse expenses that are legitimate, reasonable, and appropriate for the activity undertaken. Approved expenses related to Association activities shall be reimbursed, including reasonable and occasional long distance telephone costs incurred in the performance of KAM duties.

In order to receive reimbursement, a completed reimbursement form along with all itemized receipts (copies or originals) must be included. All reimbursements shall be provided in the form of a KAM cheque. Any departure from this policy requires advanced approval.

#### ***Canadian Police Information Centre Verification***

Where the policy of KAM requires the provision of a Canadian Police Information Centre (CPIC) verification, KAM may provide reimbursement for the related CPIC fees.

#### **1.7.2. Travel Reimbursements**

KAM employees and volunteers may be requested to travel to conduct Association affairs or to attend events related to professional development and shall be reimbursed for their expenses, if the appropriate documentation is submitted. When required to travel out-of-town on KAM business, prior approval is always necessary for reimbursement. For extraordinary travel expense reimbursement to occur, prior approval must be obtained. All approvals must be in place before any travel advances are issued or reimbursements made.

#### ***Transportation***

KAM employees and volunteers who travel for business purposes must always consider the costs of travel and avoid them when business can be conducted as effectively by teleconference or videoconference, with due regard to the importance of face to face dialogue in some circumstances. When travel is required, the most cost effective means of travel taking into account the time of day, convenience, and personal safety. This would include public transportation and the use of coordinated cab rides when practical.

Reimbursement are made for KAM employees and volunteers who use a personally owned vehicle to conduct KAM affairs, authorized in advance, and paid at a rate per kilometre, as prescribed by

Canada Revenue Agency, plus any related parking or toll expenses. A rental vehicle should be used whenever the total costs would be less than the reimbursement for use of a personal vehicle. When renting a vehicle, one shall obtain the rental company's collision protection, unless otherwise insured.

No other costs related to a personally owned vehicle are reimbursable. No reimbursement can be made for traffic or parking fines and offences, regardless of the circumstances. In every case, the driver is personally responsible for all fines incurred.

### ***Accommodations***

KAM shall reimburse accommodation costs for the number of nights noted on the reimbursement form. Hotel stays shall be reimbursed at the negotiated conference rate or up to this amount if the attendee stays at an alternate hotel. Accompanying individuals are at personal expense, and any additional room charges for the second person are a personal expense.

### ***Meals***

KAM shall reimburse reasonable meal costs for out-of-town travel to and on the day of the meeting, no more than \$55 per day plus tax (reimburse up to \$10.00 for breakfast, \$17.00 for lunch, and \$28.00 for dinner) where all itemized receipts must be provided. Alcohol can not be claimed and shall not be reimbursed as part of a travel or meal expense. Meal costs where meals have been included in another reimbursable item (e.g. conference fees, transportation, accommodation) are not reimbursable.

### ***Travel Advances***

Travel advances are available to individuals to meet out of pocket expenses. In all cases, individuals who are travelling should provide a full accounting within five business days of the conclusion of the event, or return from the trip for which the advance was provided.

KAM shall not reimburse costs for telephone calls, internet services, baggage services, valet services, laundry or cleaning services, club fees, in-room entertainment, movies, mini-bar charges, or other personal expenses.

## **1.8. Fundraising**

The Kingston Association of Museums, Art Galleries and Historic Sites' (KAM) Finance Policy serves as a framework to guide fundraising activities, including grants, donations and sponsorships, which benefit KAM and its programs. This Policy applies to all KAM employees, Directors, volunteers and members acting on behalf of the Association.

### ***Definitions***

Ethical: Equitable, fair, and just dealing with people that conforms to high standards of public conduct.



Potential KAM fundraising includes:

- i. Grants: a sum of money provided by an organization, especially a government, for project or operational purposes.
- ii. Donations: the provision of financial, in-kind or material contribution to KAM, with no expectation of any activity or benefit in return. It assumes a philanthropic motivation, and is voluntarily and freely given. Examples include:
  - *Cash*: one-off donation by cash, cheque or credit card.
  - *Pledge*: multi-instalment gift with agreed start and end date, frequency and amount.
  - *Securities*: donation of stocks and bonds.
  - *Personal property*: donation of items, usually large items (i.e. vehicle).
  - *Real Estate*: donations of buildings or land.
  - *Intellectual Property*: ideas, art work, graphic design, etc.
  - *Donor Restricted Gifts*: donations which have been given with instructions on how to use it (i.e. only for children's programming).
  - *Legacies*: donations left in a Will (specific amount or percentage).
- iii. Campaigns: organized and extensive fundraising for large programs and capital projects.
- iv. Appeals: individual fundraising activity to support the target of a campaign (e.g. telephone, direct-mail and e-mail).
- v. Sponsorships: any commercial arrangement in which a donor provides a financial or in-kind contribution to support an activity in return for certain specified benefits.
- vi. Gifts-in-kind: donations of goods or services as opposed to funds.
- vii. Crowdfunding: appealing to the public to make small donations to fund a specific project.

#### **1.8.1.Grants**

KAM shall monitor government funding programs available to heritage organizations, and will evaluate the opportunities for funding with reference to Board-established priorities for the year, and the Association's operating capacity.

#### **1.8.2.Donations**

KAM is committed to ethical standards and to ensuring that donations are used to further the Association's mission and strategic priorities.

#### **Definitions**

Prospects: any individual, corporation, foundation, government, council, or other identified as potential donors.

Individual donors: individual donors who contribute to the Association.

Major donors: donors that contribute large sums (\$5000+), recognizing that these donors require time to cultivate and tailor stewardship.

Corporate donors: corporate contributors are often looking to show their own social responsibility

through a sponsorship agreement.

Foundations: private funds set aside by individuals, families or other entities for donation purposes, where the terms of support are often very specific.

### **Guidelines**

- a) KAM will comply with all relevant direct marketing and fundraising laws.
- b) All communications will adhere to KAM's branding guidelines.
- c) All funds raised will be for the stated purpose of the appeal and/or campaign and will comply with KAM's stated mission and purpose.
- d) All KAM fundraising activities will adhere to KAM's Information Management Policy.
- e) KAM shall consider accepting donations/sponsorships only when the benefit can be clearly defined.
- f) KAM shall only enter into donation and/or sponsorship agreements with those whose values, identity and policies align with KAM's strategic direction, image, and policies. Agreements must not impose or imply conditions that could limit, or appear to limit, KAM to carry out its functions fully, impartially or ethically, or where acceptance would create a conflict of interest or the appearance of a conflict of interest for KAM.

## **1.9. Gift Acceptance**

KAM seeks to ensure that gifts are properly received, recorded and administered using appropriate internal controls. The Association shall ensure that the acceptance and management of gifts are in compliance with Canadian fundraising regulations, donor rights, and in accordance with KAM's Information Management Policy.

### **Guidelines**

- a) Donation Agreement shall only be accepted upon approval by KAM's Board.
- b) KAM is not obliged to accept donations from any individual or organization and reserves the right to decline such support should a clear benefit not be defined.
- c) KAM will not accept gifts that:
  - Compromise its status as an independent non-profit corporation
  - Do not help fulfil its strategic aims
  - Expose KAM to undue adverse publicity or reputational risk
  - Require unacceptable expenditure of additional KAM resources
  - Create conflicts of interest which are not fully transparent and managed appropriately
  - Potentially harm KAM's relationships with other donors or stakeholders, or its ability to undertake other fundraising initiatives
  - Impose or imply conditions that could limit, or appear to limit, KAM's ability to carry out its functions fully, impartially or ethically
  - Undermine KAM's vision and values, or existing policies
  - Costs the Association more than the benefit it derives from it

- d) KAM shall not affiliate with or accept donations from organizations or individuals who discriminate against any individual or group based on gender, sexual orientation, religious affiliation, political affiliation, citizenship, age, race or ethnicity, or disability.
- e) KAM reserves the right to cease affiliation with a donor if the donor changes its policies in a way that conflicts with KAM policies and/or constitution.
- f) KAM shall not accept any donations from organizations that create products that are known to cause harm to human beings or animals, as determined by the KAM Board.
- g) Donors shall not have the ability to influence the actions or social values of KAM.
- h) KAM is not a registered charity and is unable to issue tax receipts.
- i) KAM shall not issue refunds on donations after they have been approved and accepted by the KAM Board.

#### **1.9.1.Record Keeping and Accountability**

KAM shall record donor personal information necessary to keep accurate donation records. These records shall be kept in accordance with KAM's *Information Management Policy*, available on request.

- a) KAM shall never release or sell donor database information; donor information will always remain private unless it is agreed to by the donor for public recognition.
- b) KAM's donor database is used to calculate year-end donation collection and spending reports.

#### **1.9.2.Donor Recognition**


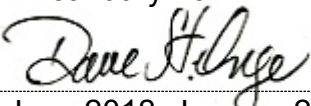

- a) KAM shall always thank donors for their generosity in a timely manner. No donation shall go unnoticed, unacknowledged or forgotten.
- b) The extent of recognition will depend on the level and nature of the gift and may include suitable sponsorship benefits.
- c) KAM's donors and sponsors may advertise their charitable contributions (e.g. in advertisements, website, announcements, social media) only after they inform a KAM representative of their intent to do so.
- d) KAM's logo, promotional photos and any other branding materials, shall not be used by any donor without the express written consent from a KAM representative. If permission is granted, the donor must abide by KAM's *Brand Identity Standards*, which will be provided by KAM.

#### **1.9.3.Disbursement**

- a) The allocation of KAM's received gift shall be recommended by KAM's Finance Committee to the Board of Directors.
- b) Donors may choose to place restrictions on how their donation is to be used or allocated to a KAM Board approved expense (e.g. operational expenses, advertising, etc.).
- c) Donor restricted gifts will be properly accounted for and applied to the purposes designated.

### **1.10. Audit**

KAM's financial statements will be audited annually by a licensed public accounting firm recommended by the KAM Finance Committee and appointed by the KAM Board of Director with approval at the Annual General Meeting or a Special General Meeting called for that purpose.

	<h1>Occupational Health and Safety Policy</h1>
Created:	September, 2016
Approved: KAM President – Dave St. Onge	24 January 2017 
Reviewed:	June 2018, January 2021
Review Approved: KAM President – William Visser	16 February 2021 

Summary, Definition and Guidelines		
1.1	Health and Safety	
	1.1.1 Supervisor and Employee Obligations	
1.2	First Aid	
	1.2.1 Employee Incident Reporting	
1.3	Work Environment	
	1.3.1 Scent-Free Workplace and Indoor Air Quality	
1.4	Health and Safety Committee	

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) is committed to providing and maintaining a healthy and safe environment for its employees and volunteers. KAM shall comply with its duties under the *Ontario Occupational Health and Safety Act*, such as taking every reasonable precaution for the protection of individuals in the workplace. As the employer, KAM makes every effort to provide a safe, healthy and respectful work environment. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

### Definition

Employee: A person who performs work or supplies services for monetary compensation.

Volunteer: A person who performs work or supplies services for no monetary compensation.

Supervisor: A person who oversees and is responsible for managing another employee or volunteers activities and work tasks.

### Guidelines

Commitment to the continual improvement health and safety is an integral part of this organization. KAM is accountable for the health and safety of under their supervision and is responsible to ensure that:

- a safe, healthy and respectful work environment is maintained;
- any equipment provided is in a proper and a safe condition;
- all legislative requirements are met or exceeded;
- all employees are informed of established legislation and follow safe work policies and procedures;
- all employees and volunteers receive adequate training to protect their health and safety;
- every reasonable precaution is taken to protect employees and to reduce risk of injury and violence at work; and
- all accidents are properly investigated and preventative measures are implemented.

## **1.1. Health and Safety**

KAM is committed to the prevention of illness and injury through the provision and maintenance of healthy and safe conditions. KAM is committed to take reasonable precautions to prevent injuries and to maintain a healthy working environment. All employees shall protect their own health and safety by working in compliance with prevailing regulations and standards. The Association adheres to relevant health and safety standards and legislative requirements.

### ***Guidelines***

The Association is committed to ensure that all employees adhere to the following principles of occupational health and safety:

- a) the health and safety of all personnel is a major responsibility of every Employee;
- b) occupational health and safety is an essential aspect of all employees work environments; and
- c) preventative measures must be taken to eliminate any risk of occupational illness or injury

### **1.1.1. Supervisor and Employee Obligations**

KAM shall ensure that competent persons are appointed to supervisory positions.

#### ***Supervisor Responsibilities***

- a) Ensure that their employees are trained in approved work procedures, and to ensure that employees follow safe work methods.
- b) Ensure that the workplace is safe and that any risks, hazards, and safety violations drawn to their attention are investigated and corrected promptly.
- c) Ensure that any persons under their direction are made aware of, and comply with all applicable policy and safety procedures adherent to this policy.

#### ***Employee Responsibilities***

- a) Protect their own health and safety by working in compliance with prevailing regulations and standards, and with safe work practices and procedures.
- b) Report any health hazards and unsafe conditions or practices for corrective action.
- c) All accidents are reported to their supervisor.

## 1.2. First Aid

KAM will ensure that first aid equipment, facilities and trained personnel are in the KAM office. In consultation with the facility representative, KAM shall provide and maintain a first aid station with a first aid box and first aid manual.

KAM shall ensure that the first aid station is at all times in the charge of an employee who,

- a) is the holder of a valid First Aid Certificate or its equivalent; and
- b) works in the immediate vicinity of the station.

### 1.2.1. Employee Incident Reporting

The *Workplace Safety and Insurance Board* (WSIB) covers all compensated persons employed by KAM in the event that they are injured accidentally while they are performing their work. Injuries must be reported to an employee direct supervisor, or the Managing Director.

A report on any accidental employee injury must be made to WSIB within three (3) days after the accident. Injuries must be reported immediately. Even minor injuries should be reported in this manner in case later complications should make the injury more serious. Under WSIB regulations, a physician must examine an employee who has suffered an injury while at work. The employee shall ensure that this treatment is obtained.

#### **Procedures**

*In all cases of injury/disease, the Employee must:*

1. Get first aid immediately. First aid includes treating any illness or injury as taught by the first aid delivery organization. If applicable, first aid also consists of calling Emergency Medical Services (EMS), beginning Cardio Pulmonary Resuscitation (CPR), and using an Automatic External Defibrillator (AED) if available.
2. Tell the employer of any injury or the possible onset of a work related disease/condition.
3. Claim benefits if the injury causes him/her to seek health care. Health care includes services requiring the professional skills of a health care practitioner (i.e., a doctor, nurse, chiropractor or physiotherapist); services provided at hospitals and health facilities and prescription drugs.

The Employee should also claim benefits if the injury causes him or her to:

- be absent from regular work;
  - require modified duties at less than regular pay;
  - require modified work at regular pay for more than seven (7) calendar days after the date of accident; and/or
  - earn less than regular pay at regular work.
4. Claim WSIB benefits by signing *WSIB eForm 6 - Worker's Report of Injury/Disease* and provide a copy of the form to the employer.
  5. Choose a doctor or other qualified health professional. Health professionals must not be changed without permission from the WSIB.

6. Cooperate in health care treatment.
7. Consent to disclose their functional abilities information by signing the:
  - *WSIB eForm 6, Worker's Report of Injury/Disease*;
  - *Functional Abilities Form for Planning Early and Safe Return to Work (FAF)*; or
  - *REO6 - Worker's Continuity Report* (if applicable).
8. Cooperate in the work reintegration process.
9. Complete and return all WSIB forms promptly.
10. Report to the WSIB any material change (i.e., change in income, return to work status, or medical condition).

**In All Cases of Injury/Disease, KAM must:**

- a) Ensure first aid is given immediately. First aid includes but is not limited to: cleaning minor cuts, scrapes or scratches; treating a minor burn, applying bandages and/or dressings, cold compress, cold pack, ice bag, splint, changing a bandage or a dressing after a follow-up observation visit and any follow-up for observation purposes only.
- b) Ensure there is a record of the first aid treatment/advice given to the Employee.
- c) Provide immediate transportation to a hospital, a doctor's office, or the Employee's home, if necessary.
- d) Complete *WSIB eForm 7, Employer's Report of Injury/Disease*, if the worker gets health care. Health care includes services requiring the professional skills of a health care practitioner (i.e., a doctor, nurse, chiropractor or physiotherapist); services provided at hospitals and health facilities and prescription drugs. He/she must also complete *WSIB eForm 7, Employer's Report of Injury/Disease* if the injury causes the Employee to:
  - Be absent from regular work.
  - Require modified duties at less than regular pay.
  - Require modified work at regular pay for more than seven (7) calendar days after the date of accident.
  - Earn less than regular pay at regular work.
- e) Completed *eForm 7* to the WSIB within three (3) calendar days of learning of their reporting obligation.
- f) Give the worker a copy of the accident report (including any attachments to the *eForm 7*) that is provided to the WSIB.
- g) Pay full wages and benefits for the day or shift on which the injury occurred.
- h) Cooperate in the work reintegration process.

### **1.3. Work Environment**

Workplace cleanliness is an important safety measure. Cleanliness helps to control pests, and is



essential to comply with fire and safety regulations. Workers and the Association are judged by the way the work area is maintained, and the condition of our offices creates a lasting impression on visitors.

### **Guidelines**

All workers and employees shall ensure that the workplace is clean and orderly by:

- keeping aisles clear, and not blocking exits;
- stacking items in an orderly and safe manner;
- avoiding keeping perishable goods in workspaces;
- cleaning up after using public spaces; and
- managing documents to reduce clutter.

#### **1.3.1. Scent-Free Workplace and Indoor Air Quality**

The use of scented products in an indoor environment may impact on worker's health. Scented products can contain, in low concentrations, many different types of chemicals, some of which are respiratory irritants and are known to have neurological or systemic effects at high concentrations.


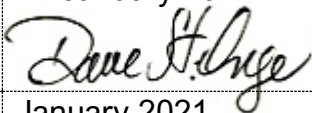

As an employer, KAM is obligated to take every precaution reasonable in the circumstances for the protection of worker health and safety. Similarly, workers shall take reasonable measures to protect themselves and their co-workers

### **Procedures**

- a) If it is clear that the source of the irritation is a particular scent emanating from a co-worker, complainants may approach the individual in a positive manner and share the concerns about the issue in their area. They may express how the use of the scented product is causing discomfort and affecting health or general working situation.
- b) If a complainant is unable to resolve the concern with their co-worker or do not feel comfortable approaching the individual, they can then approach their supervisor with the concern.
- c) If an area in the workplace is sufficiently severe that the complainant is unable to perform normal work, such that they seek outside health care and/or lose time from work, this lost time shall be reported as a workplace illness/injury via a WSIB Form for review and assessment.
- d) Complainants must obtain medical documentation from a medical specialist (i.e. allergist, environmental health specialist) confirming that the conditions/symptoms are related to exposure to scented products/indoor air quality and outlining the severity of the health risk, their restrictions and the type(s) of accommodations needed.

#### **1.4. Health and Safety Committee**

In order to ensure compliance with KAM's *Occupational Health and Safety Policy*, a regular standing health and Safety Committee, which will include at least one Board representative and employee, will meet to conduct regular meetings and inspections (minimum four times annually) and address any concerns. Regular reporting will take place to the Board as a whole.

 <p><b>kingston association of museums art galleries + historic sites</b></p>	<h1>Workplace Harassment Policy</h1>
Created:	September, 2016
Approved: KAM President – Dave St. Onge	24 January 2017 
Reviewed:	January 2021
Review Approved: KAM President – William Visser	16 February 2021 

The Board of the Kingston Association of Museums, Art Galleries & Historic Sites is committed to providing a work environment in which all individuals are treated with respect and dignity.

Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, workers and volunteers are expected to uphold this policy, and will be held accountable by the Board. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

Workplace harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker or volunteer in a workplace -- a comment or conduct that is known or ought reasonably to be known to be unwelcome.

Examples may include:<sup>1</sup>

- \* Intrusive invasions of personal space
- \* Inappropriate jokes
- \* Setting someone up to fail
- \* Threatening, humiliating or demeaning images or comments on websites, and/or other social media platforms
- \* Pranks, threats – overt/covert
- \* Shunning / scapegoating
- \* Yelling / extreme micromanaging
- \* Damaging someone's reputation through gossip or other means

- b) engaging in a course of vexatious comment or conduct against a worker or volunteer because of sex, sexual orientation, gender identity or gender expression, where the course of comment

<sup>1</sup> [www.bizlifesolutions.com](http://www.bizlifesolutions.com) – Charity Village Webinar, September 2016

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 or volunteer and the person knows or out reasonably to know that the solicitation or advance is unwelcome.

Examples may include:<sup>2</sup>

- \* Communications of sexual nature, verbal, written or electronic
- \* Inappropriate or unwanted touching (touching a person's hair, clothes or body; standing too close or brushing up against another person unnecessarily)
- \* Lies or gossip about a person's sex life, orientation or romantic activities
- \* Unwanted flirtatious comments or compliments
- \* Pornographic or graphic images (cartoons, calendars, websites)
- \* Staring or ogling particularly at a sexual body part ("elevator eyes")
- \* Stalking

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace.

Workers and volunteers are encouraged to report any incidents of workplace harassment. If the worker/volunteer is able, tell the person harassing you to stop. Inform the supervisor, Managing Director or a member of the Human Resources Committee. Make good notes. Call the police if the behaviour seems criminal. No negative consequences will result for reports made in good faith.

The Human Resources Committee will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers'/volunteers' privacy as much as possible.

Further to this, KAM will seek to provide (to the best of its ability) staff and volunteer access to professional development and training regarding workplace violence and harassment.


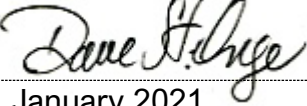

Nothing in this policy prevents or discourages a worker or volunteer from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker or volunteer also retains the right to exercise any other legal avenues that may be available.

The workplace violence policy should be consulted whenever there are concerns about violence in the workplace.<sup>3</sup>

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<sup>2</sup> [www.bizlivesolutions.com](http://www.bizlivesolutions.com) – Charity Village Webinar, September 2016

<sup>3</sup> Supported from <https://www.labour.gov.on.ca/english/hs/pubs/wpvh/>

 <p><b>kingston association of museums art galleries + historic sites</b></p>	<h2>Workplace Violence Policy</h2>
Created:	September, 2016
Approved: KAM President – Dave St. Onge	24 January 2017 
Reviewed:	January 2021
Review Approved: KAM President – William Visser	16 February 2021 

The Board of the Kingston Association of Museums, Art Galleries & Historic Sites (KAM) is committed to the prevention of workplace violence and is ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers, volunteers and visitors from workplace violence from all sources. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

The [Occupational Health and Safety Act](#) defines workplace violence 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 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 [Section 1].

This definition of workplace violence is broad enough to include acts that would constitute offences under [Canada's Criminal Code](#).<sup>1</sup>

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to workers, volunteers, and visitors in the workplace. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence procedure that implements this policy. It includes measures and procedures to protect workers, volunteers and visitors from workplace violence, a means of summoning immediate assistance and a process for workers, volunteers and visitors to report incidents, or raise concerns.

<sup>1</sup> Taken from <https://www.labour.gov.on.ca/english/hs/pubs/wpvh/concepts.php>

The workplace violence procedures cover:<sup>2</sup>

- \* Measures and procedures to **control the risks of workplace violence**
- \* Measures and procedures for **summoning immediate assistance**
- \* Measures and procedures for workers/volunteers/visitors to **report incidents of workplace violence** to the employer
- \* Measures and procedures for how the employer will **investigate and deal with incidents or complaints** of workplace violence

The Board of the Kingston Association of Museums, Art Galleries & Historic Sites, as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting procedure. Supervisors are responsible for ensuring that measures and procedures are followed by workers/volunteers/visitors and that workers/volunteers/visitors have the information they need to protect themselves.

Every worker/volunteer/visitor must work in compliance with this policy and the supporting program. All workers/volunteers/visitors are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

Workers, volunteers and visitors are encouraged to report any incidents of workplace violence. If the worker/volunteer/visitor is able, tell the person to stop. Inform the supervisor, Managing Director or a member of the Human Resources Committee. Make good notes. Call the police if the behaviour seems criminal. No negative consequences will result for reports made in good faith.

The Human Resources Committee will investigate and deal with all concerns, complaints, or incidents of workplace violence in a fair and timely manner while respecting the worker's/volunteer's/visitor's privacy as much as possible.

Nothing in this policy prevents or discourages a worker, volunteer or visitor from filing an application with the Human Rights Tribunal on a matter related to Ontario's Human Rights Code within one year of the last alleged incident. A worker, volunteer or visitor also retains the right to exercise any other legal avenues that may be available.




The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace. <sup>i</sup>

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<sup>i</sup> Supported from <https://www.labour.gov.on.ca/english/hs/pubs/wpvh/>

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<sup>2</sup> Taken from [https://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix\\_b.php](https://www.labour.gov.on.ca/english/hs/pubs/wpvh/appendix_b.php)

	<h1>KAM Volunteer Policy</h1>
Created:	27 March 2024
Approved:  KAM Chair – Lena Beliveau	
Reviewed:	April 15 2024
Review Approved:  KAM Chair	

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The Kingston & Area Association of Museums, Art Galleries and Historic Sites (KAM) is committed to providing a safe, secure, and healthy workplace with a respectful, collegial atmosphere. KAM shall conduct its business affairs in a uniformly ethical manner with openness and transparency in business transactions, and accountability for the use of public funds. Its reputation and trust of the community and membership are among KAM's most vital corporate resources.

## 1.0 Guidelines

This *KAM Volunteer Policy* outlines processes and protocols related to the recruitment, management, retention, and departure of community volunteers, who are not members of KAM and who assist in specific project-based activities of the Association.

This policy is an operational resource to support staff and the Board of Directors to recruit, manage, retain, and process the departure of community volunteers in equitable and transparent ways and to ensure that the business of the Association is conducted effectively and appropriately. The KAM Volunteer Policy intersects and is supported by other KAM policies and relevant legislation and adheres to the Canadian Code of Volunteer Involvement.

## 2.0 Definitions

KAM recognizes the important role Volunteers have in supporting the work of nonprofit organizations and is committed to ensuring equity and decent work for both paid workers and volunteers. Accordingly, KAM is committed to properly defining and classifying employees and volunteers and recognizing when work should be paid.

**2.1 Paid Workers** include: Full-time, Part-time, Casual employees; Temporary Agency Staff; Independent Contractors; Co-Op Placements and Paid Internships – all of whom are remunerated in return for the completion of assigned tasks/work.

**2.2 Unpaid Workers** include:

**2.2.1 Unpaid Trainee or Unpaid Student work Experience:** when students undertake unpaid practicum placements or internships as part of their curriculum and learning experience. Such unpaid work experience is designed to centre students' learning goals and ensures that the value of learning is greater than students' work contribution.

**2.2.2 Unpaid Intern:** an individual who undertakes unpaid internships to gain more experience, with the expectation of career progression.

**2.3 Community Volunteers:** Volunteers have no expectation of compensation and decide how much of their time to donate. They may work with a supervisor, paid or unpaid, to determine the nature and timing of their work and any learning goals they choose to pursue. Nonprofits and charities are governed by volunteers who sit on the board of directors. In organizations with paid staff, distinct volunteer roles are often built into the structure of nonprofit programs.

### 3.0 Relevant Legislation

- Canadian Human Rights Act, 1985. Government of Canada.
- Ontario Human Rights Code, 1990. Government of Ontario.
- Accessibility for Ontarians with Disabilities Act (AODA), 2005. Government of Ontario
- Employment Equity Act 1995. Government of Canada.
- Employment Equity Act 1993. Government of Ontario.

### 4.0 Other Relevant Frameworks

- The Canadian Code for Volunteer Involvement (Volunteer Canada, 2017)
- United Nations Sustainable Development Goals (2017)
- The Decent Work Charter (Ontario Non-Profit Network

### 5.0 Other Related KAM Policies

This policy works in concert with the following related policies:

- Employment Policy (2022)
- Accessible Client Service (2021)
- Health and Safety (2021)
- Workplace Harassment Policy (2022)
- Workplace Violence Policy (2022)
- Finance Policy (2022)
- Information Management (2021)
- Information Systems Policy (2021)
- Volunteer Policy (2024)

### 6.0 Role Creation and Position Description Development

KAM is committed to establishing clearly articulated volunteer and unpaid work roles and projects. Each volunteer opportunity with the Association will be determined through the following process:

- 1) **Role Creation** is the first step in determining the need for a volunteer and should always be considered before writing the position description.
- 2) **Risk Assessment** will be conducted to determine any risks or potential challenges to ensure that volunteer roles will not bring harm to the organization, volunteers, clients, staff or community members.
- 3) **Management Hierarchy** will be determined to ensure that all volunteers are properly supervised by a designated Staff member.
- 4) **Position Description** is the written declaration of the volunteer activities and responsibilities, and usually includes (but not limited to): position/project title, purpose, qualifications, requirements, screening steps, location, time commitment, training and orientation, and benefits.



## 7.0 Screening

Screening refers to the entire process of volunteers applying to and being selected for volunteer and unpaid internships/placement roles and projects. Recruitment, selection, interviewing, application, reference-checking and candidate follow-ups are all included in this process.

KAM will screen and select candidates based on requirements determined through an assessment of risks. Any interviews and requirement requests will be conducted in a manner that reflects the labour and human rights legislation in Ontario. The screening process will take reasonable precautions – based on risks assessed in each volunteer role – to ensure volunteers selected can meet the requirements of the role in a fair and equitable manner.

The KAM Volunteer Policy requires **positive enrollment**, meaning that individual candidates must complete an application process to be considered for a volunteer role/project.

The screening policy and procedures are in accordance with KAM's Inclusion, Indigeneity, Diversity, Equity and Accessibility (IIDEA) Policy, and any relevant legislative requirements. Every effort will be made to select volunteers who represent the diverse community served by KAM.

### 7.1 Unpaid Interns and Unpaid Student Work Placement Protocols:

- 7.1.1 KAM will register interest in hosting student interns/work placements with the appropriate educational institution/authority, and prospective interns will contact KAM (as required by their program).
- 7.1.2 KAM will develop a Project Brief associated with specific educational institutions/authorities.
- 7.1.3 KAM will screen the interested Candidate(s) for the project through a) submission of the candidate's CV and b) an interview.
- 7.1.4 KAM will offer a placement opportunity to the selected candidate following the screening process and inform those candidates who have been declined.

### 7.2 Community Volunteer Protocols:

- 7.2.1 KAM staff will post application information on the KAM website, as well as through any other appropriate community platforms.
- 7.2.2 Volunteer candidates will complete application forms and demonstrate that they meet Application Requirements honestly and to the best of their ability. Volunteer candidates will complete a formal interview and provide references (if required for the role) and complete any orientation and training necessary to ensure they are prepared for the role.
- 7.2.3 It is the responsibility of the staff member recruiting volunteers to develop appropriate interview questions for phone, email, or in-person interviews (whichever is necessary) that discover the presence of skills, competencies and experiences. Questions are applicable to all volunteers being interviewed for the same role, with accommodations made as necessary.

- 7.2.4 Requesting references and other requirements will be based on the requirements determined by the risk assessment. Consent must be provided from candidates when reference will be contacted following the screening process.
- 7.2.5 Staff will inform both successful and declined candidates within (5) five business days following the screening process.

### 7.3 Police Reference checks and vulnerable sector screenings:

To request police reference checks and vulnerable sector screenings, the following criteria must be met:

- 7.3.1 There is a bona fide reason to request this check based on the risk assessment of the volunteer role/project brief.
- 7.3.2 The check is not requested until the final round of the screening process to ensure the candidate is a right fit for the role/project.
- 7.3.3 Any information found on the check that is not relevant to the role or its requirements will be disregarded and have no impact on decision-making.
- 7.3.4 Police Reference checks are free to volunteers (except students who are registered in an educational program that requires a community placement). Volunteers must visit Kingston Police station in person to access this service for free. Otherwise, they will be required to pay the online processing fee. All Vulnerable Sector Screenings require a paid fee by all volunteer applicants (for more information: <https://news.ontario.ca/en/release/1001888/ontario-making-it-easier-to-volunteer>; and, <https://www.kingstonpolice.ca/reporting-and-services/background-check/> )
- 7.3.5 All volunteers will be responsible for paying any fees associated with reference and vulnerable sector screenings. KAM may reimburse these fees depending on available annual budgets. If such funding is available, KAM staff will notify all eligible volunteers.

### 7.4 Declining Volunteer Candidates:

If a volunteer does not complete the screening process, supply the requested requirements, show evidence of ability to fulfill the duties of the role, and/or indicates behaviour not in line with Human Rights Code, KAM's workplace violence and harassment policies, KAM's Health and Safety Policy, they will be declined for the role. A supervisor must also not rely on personal preference or opinion to decline a volunteer. Declined candidates are also entitled to a reason if they require it, based on the criteria of the role.

## 8.0 Resignation

### 8.1 Resignation Protocol with a minimum of one (1) week's notice:

Volunteers who wish to resign from their position and do so with a minimum of one week's notice must write a letter stating their intention and the last date of volunteer service. The resignation letter should be forwarded to the volunteer's supervisor by email or provided in hard copy. Staff supervisors will acknowledge in writing receipt of resignation letters that are provided via email. A copy of the resignation and acceptance of resignation will be kept on the volunteer's record for a minimum of three years.

### 8.1 Resignation Protocol with less than one (1) week's notice:

Volunteers who wish to resign from their position and do so with less than one week's notice must write a letter stating their intention and last date of volunteer service. The resignation letter should be forwarded to the volunteer's direct supervisor by email or provided in hard copy. Staff supervisors will acknowledge in writing receipt of resignation letters that are provided via email. Volunteers may disclose a family or medical emergency as a reason for resignation to any KAM staff member in person, over the telephone, or in writing. If an emergency is provided as the reason for sudden resignation, this will be indicated on the volunteer's record, and the volunteer may apply to return to KAM at any time. If no emergency is disclosed, the volunteer may not be welcome back to KAM for a minimum of three (3) years.

## 9.0 Dismissal

### 9.1 Responsibilities:

- 9.1.1 It is the responsibility of volunteers to understand their expectations and be aware of the dismissal policy and process to follow each step accordingly.
- 9.1.2 It is the responsibility of Volunteer supervisors will determine the responsibilities of each volunteer role – along with any associated expectations, boundaries, duties, and rules that are appropriate. Every volunteer supervisor will ensure volunteers are aware of their expectations and responsibilities, and all possible consequences for failing to meet these expectations, breaching a boundary, or inappropriate behaviour. When necessary, volunteer supervisors are responsible for following the procedures of this policy.

### 9.2 Procedures:

#### 9.2.1 The following are considered grounds for immediate dismissal:

- 9.2.1.1 Illegal, violent and/or unsafe acts (may also involve Kingston Police Services)

9.2.1.2 Theft of property or misuse of KAM funds, equipment, client information or materials

9.2.1.3 Being under the influence of alcohol or drugs while performing volunteer duties

9.2.1.4 Any action or behaviour that causes harm to other clients.

9.2.2 Probationary Periods:

9.2.2.1 All volunteers are subject to a probation period as determined by their supervisor and written in their position description. During this probation period, the following procedure may not apply as volunteers may only receive one or no warnings for improvement, depending on the severity of the issue.

9.2.3 Other Cases: The following protocols applies to all other cases besides probation and the immediate dismissal grounds listed above:

9.2.3.1 Any instance of failure to meet the requirements of the role and/or misrepresent or contravene the mission of KAM will be documented in the volunteer's file using a Volunteer Incident Report form. Each occurrence will be shared and followed up with the volunteer. A plan will be created to improve behaviour and ensure instances aren't repeated.

9.2.3.2 If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing (physical & digital). This warning will be recorded in the volunteer's file.

9.2.3.3 Volunteers will be given a set time period during which they should improve their behaviour. This time period will be noted in the written warning.

9.2.3.4 Volunteers may be dismissed if improvements are not made after two (2) warnings. Volunteer supervisors are responsible for determining whether or not improvements made are sufficient.

9.2.3.5 An appointment will be scheduled to inform the volunteer of the decision to dismiss them in person. The volunteer, their supervisor and one other member of KAM staff will be present in this meeting. The volunteer is invited to bring to the meeting another volunteer or any other person for support purposes.

9.2.3.6 The volunteer will be supplied with a confirmation of their dismissal in the form of a Dismissal Letter, signed by their supervisor and the Executive Director in physical and digital formats.

9.2.3.7 Details of the dismissal will be recorded in the volunteer's file and may impact future opportunities to volunteer with the organization. However, the volunteer may apply for another role at any time.

## **10.0 Reimbursement and Travel Expenses**

Volunteers will not normally be required to make purchases on behalf of KAM, but in event that this is necessary or required, volunteers will be subject to the same protocols as staff, as defined in KAM's Finance Policy, Section 1.1 Governance, subsection 1.3 Purchasing.

Volunteers will be subject to the same Travel Expense protocols as staff as defined in KAM's Finance Policy, Section 1.7 Reimbursement, subsection 1.7.2 Travel Reimbursement.

## **11.0 Attire**

Volunteers are subject to the same protocols as staff as defined in KAM's Employment Policy, section 1.3 Professionalism, sub-section 1.3.2 Attire.

## **12.0 Incidents and Accidents**

Volunteers must report to their supervisor when an incident or accident occurs. Depending on the seriousness of the incident or accident, reports must be made immediately or at most within 24 hours of the occurrence. KAM staff and/or the KAM Board will respond to the occurrence accordingly based on the severity and impact of the incident or accident. Emergency services will be contacted in the case of an accident threatening harm.

### **12.1 Definitions:**

"Incident" is a circumstance serious enough to require immediate attention to a volunteer, client or staff. Incidents can occur because of a volunteer's actions, or instead in the presence of a volunteer. This can include breaking boundaries or rules, failing to follow instructions, near-accidents or any occurrence that would be deemed by senior management to be problematic.

"Accident" is an unforeseen or unexpected occurrence that could lead to bodily harm or injury and/or damage to property. Accidents are without apparent or deliberate cause and can happen to anyone involved – volunteers, clients, staff and/or community members.

"Emergency services" refers to standard EMS response procedure, sending police, fire services and ambulance/paramedical services.

### **12.2 Responsibilities**

**Volunteer:** It is the responsibility of volunteers to inform their supervisors of an occurrence as soon as possible using whatever contact means necessary. If the incident or accident occurs off-site, volunteers must follow the facility protocol as well, including potential additional incident reporting. In the case of a life-threatening accident, volunteers must contact 911 before reaching their supervisor or other staff.

**Staff:** It is the responsibility of volunteer supervisors and staff to be aware of incident and accident response protocol. In the event of an emergency, staff should contact 911 as soon as possible and

provide as many details as is necessary. It is the responsibility of senior management to ensure emergency preparedness information is available for all volunteers in responding to accidents.

### 12.3 Incident Reporting Procedures

Volunteers may report an incident in any format they wish, as long as they provide the date, time, location, name(s) and details.

Volunteer supervisors must compile a formalized incident report – using KAM's Incident Report Form - with any additional information they receive or deem appropriate.

All incidents will be reported by staff to the Board of Directors, and depending on the severity of the incident, may precipitate a health and safety review.

## 13.0 Confidentiality

**Volunteers:** It is the responsibility of volunteers to maintain the confidentiality of information seen, observed or worked with, especially that of KAM members and other stakeholders. Volunteers must be aware of accidental ways in which it is possible to breach confidentiality, such as talking about volunteer work outside of their role.

**Staff:** It is the responsibility of all volunteer supervisors to ensure volunteers sign the Confidentiality Agreement and that these signed pledges are kept on file for seven (7) years from the start of volunteer engagement. Supervisors will include which information volunteers are allowed to share with them in the position description for that role. All staff contact information is available on the KAM website.

## 14.0 Privacy and Protection of Personal Information

KAM voluntarily adheres to the Personal Information Protection and Electronic Documents Act (PIPEDA), 2004, (Canada); the Freedom of Information and Protection of Privacy Act (FIPPA) 1998, 1990, (Ontario); and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) 1991, (Ontario). All information is collected by fair and lawful means. KAM will limit the collection and use of personal and/or business information to that required for valid business purposes or to comply with legislation. Any information related to volunteers will be managed in accordance with KAM's Information Management and Information Systems policies.




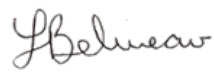
**Volunteer Responsibilities:** It is the responsibility of volunteers to provide consent for the collection of their personal information.

**Staff Responsibilities:** KAM collects and uses personal information from volunteers to support program delivery and for the following specific reasons:

- Application and recruitment process of volunteers

- Maintaining contact with volunteers to ensure coverage of shifts and responsibilities and letting volunteers know of opportunities
- Satisfying statistical reporting requirements (such as locations of volunteers) detached from personal identifiers
- Accommodate volunteers with disabilities, illnesses and/or injuries
- Support ongoing training and development
- Keeping volunteers aware of organization activities & events

For all these and any purpose, it is the responsibility of the organization and volunteer supervisors to request consent for a new use of personal information.

 <b>kingston association of museums art galleries + historic sites</b>	<b>Information Management Policy (formerly Document Retention-Destruction)</b>
Created:	June, 2012
Approved: KAM President – Edward Grenda	12 June 2012 
Reviewed:	November 2018, January 2021
Review Approved: KAM President – William Visser	16 February 2021 
Reviewed:	April 15 2024
Review Approved: KAM Chair – Lena Beliveau	

Summary			
1.1	Recorded Information Management		
1.2	Governance		
	1.2.1	Relevant Legislation	
1.3	Privacy		
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1.4	Human Resource Records		
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	1.4.3	Payroll Records	
	1.4.4	Third Party Reference Requests	
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	1.7.2		
1.8	Gift Acceptance		
	1.8.1	Record Keeping and Accountability	
	1.8.2	Donor Recognition	
	1.8.3	Disbursement	
1.9	Audit		

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) has a commitment to protect the personal information and intellectual property of the Association, its employees, its members, and its stakeholders. To ensure that protection of privacy is balanced with access to information, the Association adheres to the relevant standards and legislative requirements. This



policy, like all KAM policies, will be reviewed by the Governance Committee every 2 years, unless otherwise required.

## 1.1. Recorded Information Management

The purpose of this policy is to manage information to meet all legislated requirements for record keeping to ensure information is readily available for decision-making and to protect the integrity and authenticity of records. Recorded information management applies systematic controls and standards to the creation, security, use, documentation, retention, conversion, disposition and preservation of recorded information.

### **Definitions**

Record: Any information, however recorded, and regardless of its form or characteristics. Records include, but are not limited to: correspondence, memoranda, books, maps, plans, photographs, drawings, diagrams, pictorial or graphic works, films, microforms, sound recordings, videotapes, computer generated files, and electronic mail transmissions.

Corporate record: any record created, received, deposited, or held by any employee, contract employee, Board member, volunteer, and/or professional contractor conducting business on behalf of the Association.

Intellectual property: An asset of KAM, and includes, but is not limited to: research conducted for the Association; information collected for, and stored with the Association; written materials developed for KAM; marketing techniques; design elements commissioned for the Association; member information, which may include intellectual property of an outside Association; KAM products and services; copyright material.

PIPEDA: Personal Information Protection and Electronic Documents Act. Federal legislation that governs the collection, use and disclosure of personal information in the course of commercial activities. Organizations are obligated to an individual's consent when they collect, use or disclose the individual's personal information. The Association must obtain consent **each and every time** it uses the information for a purpose different from the original purpose.

MFIPPA: Municipal Freedom of Information and Protection of Privacy Act. Ontario legislation that, with some limitations, provides the public with a right of access to records held by a municipality and protects the privacy of personal and sensitive information.

FIPPA: Freedom of Information and Protection of Privacy Act. Ontario legislation that, with some limitations, provides the public with a right of access to records held by a government office or publicly funded institution, and protects the privacy of personal and sensitive information.

Personal Information: Includes any factual or subjective information, recorded or not, about an identifiable individual. Personal information **does not include** business information that is publicly available, such as an employee's name, title, business address or telephone number.

### **Guidelines**

- a) The records and information holdings of the Association are valuable assets. All records and

information in the custody and control of KAM are the property of KAM.

- b) All corporate records are subject to this Policy.
- c) It is the responsibility of every employee, contract employee, Board member, volunteer, and/or professional contractor to deliver all their corporate records to their successors or to their supervisor upon leaving the Association.

## **1.2. Governance**

KAM shall provide support for information management, as well as designate an employee to administer and support record management and participate in training for this role.

### **1.2.1. Relevant Legislation**

Where a particular subject area is not specifically addressed in this policy the applicable section(s) of applicable Federal and/or Provincial Legislation shall apply. The following legislation informs this policy:

- Accessibility for Ontarians with Disabilities Act (AODA), 2005. Government of Ontario
- Personal Information Protection and Electronic Documents Act (PIPEDA), 2004. Government of Canada.
- Freedom of Information and Protection of Privacy Act (FIPPA), 1988, 1990. Government of Ontario.
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), 1991. Government of Ontario.
- Income Tax Act, RSC 1985. Government of Canada.
- Income Tax Act, R.S.O. 1990. Government of Ontario.

## **1.3. Privacy**

KAM has a responsibility to protect the privacy of the personal information of our partners and clients. The collection, retention, and disclosure of personal information, online or offline is governed by the PIPEDA. As a publicly funded Association, some sections of the MFIPPA also apply to KAM.

### **1.3.1. Collection and Use of Personal Information**

KAM may collect, use, and disclose personal information, when applicable, and with an individual's consent, for the following purposes:

- to verify the identity of members, partners, or workshop participants;
- to register persons for KAM events or workshops;
- to communicate and provide information about KAM or KAM related events; and
- to communicate and provide information about up-coming KAM and KAM-related events, programs, services and other opportunities.

KAM shall not sell or rent this information to any external parties.

### ***Accuracy of Personal Information***

KAM endeavours to ensure that any personal information provided by an individual or an organization and in its possession is as accurate, current and complete as necessary for the purposes for which KAM uses that data.

### ***Retention of Personal Information***

KAM retains personal information as long as it is necessary to fulfill the purpose for which it was collected. Legal, financial or business requirements may dictate the retention period in some cases (in accordance with 1.7 *Document Retention Schedule*.)

### ***Safeguarding Personal Information***

KAM endeavours to maintain adequate physical, procedural and technical security with respect to its offices to prevent any loss, misuse, unauthorized access, disclosure or modification of personal information.

### ***Provision of Documentation for Investigations or Litigation***

Documents requested and subpoenaed by legally authorized personnel shall be provided within five (5) business days. The Board President and Managing Director shall authorize appropriate provision. No documents shall be concealed, altered or destroyed with the intent to obstruct the investigation or litigation.

## **1.4. Human Resource Records**

KAM is responsible for maintaining secure data (paper & electronic) on its employees for business related purposes, and where required by law. The data shall be stored in the KAM Human Resources files. Access to a complete file is restricted to the auditors and employees who administer employment, benefits, and compensation policies, the Chair of KAM Human Resources Committee and Managing Director.

KAM recognizes the rights of an individual to their privacy. Information about the employment and performance of KAM employees is confidential, and shall not be released to an external organization/individual unless the employee has provided a written request for its release.

### **1.4.1. Employee file**

The employee file contains information about workers and their job. This includes the documents and information the employee provided to KAM when they were recruited. Other information includes the employee's KAM job history including special projects, training certificates, performance evaluations, and documentation relating to absenteeism or disciplinary problems, medical certificates, letters of commendation, and letters of recognition. The contents of this file are confidential and held in a locked, secure area.

An employee may view their Human Resources file by requesting an appointment with the KAM Human Resources Committee Chair, who shall be present when the employee is examining their

file. Nothing may be removed from the file.

KAM shall retain employee records in accordance with its *Document Retention Schedule* (see 1.7). KAM commits to collecting and retaining personal information as listed below for the sole purpose of managing its business (in accordance with the *PIPEDA*):

- name
- address
- telephone number
- date of birth
- social insurance number
- education history
- records relating to legislated leaves
- written agreement(s) to work excess hours
- information contained on the wage statement
- hours worked in excess of a salaried employee's regular schedule
- days and hours worked
- payroll records
- beneficiary information
- start date of employment
- end date of employment

#### **1.4.2. Volunteer Engagement File**

A volunteer engagement file shall be maintained for every volunteer. That file shall contain:

- volunteer application and attached documentation;
- applicable correspondence;
- record of training programs attended; and
- other documents that accurately reflect the volunteer's history and activities with KAM.

Upon written request, a volunteer may request to see the contents of their file by requesting an appointment with the Managing Director, who shall be present when the volunteer is examining their file. Nothing shall be removed from the file.

#### **1.4.3. Payroll Records**

Canada Revenue Agency requires the retention of all employee records pertaining to taxation and payroll for at least six (6) years from the end of the last taxation year. These records may be kept in paper or electronic format. They may include:

- CPP contributions, as per the *Canada Pension Plan*, subsection 24(2);
- EI premiums, as per the *Employment Insurance Act*, subsection 87(3);
- Taxes withheld, as per the *Income Tax Act*, subsection 230(4)(b);
- The hours worked by each employee;
- Form TD1, Personal Tax Credits Return;
- Canada Revenue Agency letters of authority which allow organizations to reduce the tax deductions for certain employees for a specific year; and
- All information slips and returns filed.

Should an employee wish to review their file, they must schedule an appointment with the Chair of the KAM Human Resources Committee at a mutually convenient time. Access to a complete file is

restricted to the auditors, the KAM Human Resources Committee, and the Managing Director. Upon termination/retirement of an employee, all employee files are securely archived.

Each employee is responsible for keeping the Association informed of current address, phone number and personal situation (i.e. emergency contact).

#### **1.4.4. Third Party Reference Requests**

Only the Managing Director or delegated KAM employees are authorized to respond to third party reference requests for former workers on behalf of the Association. If an employee is uncertain how to respond to a request, they may ask the KAM Human Resources Committee to respond.

If the request is for information that relates to current or former employees of KAM with respect to job performance or employment history, responses should be limited to information that is job related, factual and objective.

If the request for information is related to a credit or loan application, the employee must authorize release of this information in writing. Alternatively, KAM may provide a letter of confirmation on letterhead that may be used by the employee.

### **1.5. MFIPPA Corporate Access**

KAM shall collect, use, maintain and disclose personal information in its custody and control in accordance with the privacy requirements of relevant regulations and legislation.

#### ***Guidelines***

These guidelines apply to all personal information that is in the custody and control of KAM and/or collected, used and/or disclosed by KAM. These guidelines are for general purposes only. For advice on specific privacy issues, employees should contact the Managing Director or the KAM Human Resources Committee.

MFIPPA sets out privacy requirements related to the collection, use and disclosure of personal information in KAM's custody and control. These requirements are as follows:

- a) Any collection of personal information by KAM must either be expressly authorized by statute or be necessary to the administration of KAM's programs, services and/or activities.
- b) Personal information must be collected directly from the person to whom the information relates unless he/she has authorized another manner of collection.
- c) All forms (including electronic and hard copy) used to collect personal information must identify the statutory authority for the collection and/or the purpose for which it shall be used and the name of a contact person who can answer questions about the collection. These forms must be reviewed by legal for privacy compliance prior to use.
- d) KAM shall not use personal information in its custody or control except with the consent of the individual or for the purpose for which it was originally collected. Employees should consult with the Managing Director or the KAM Human Resources Committee if they require clarification on

the proper use, or disclosure of the information.

- e) KAM is not permitted to disclose an individual's personal information except in limited circumstances, including:
- where the individual has identified that information in particular and has consented to its disclosure;
  - where an employee needs the record in the performance of their duties and the disclosure is necessary and proper in the discharge of KAM's functions. This means where the disclosure is necessary to the proper administration of KAM's programs, services and/or activities, including the administration of its by-laws or statutory programs. Disclosures that are merely convenient or desirable are not allowed;
  - where disclosure is to a law enforcement agency in Canada for the purpose of aiding in an investigation - these types of requests should be referred to the Managing Director or the KAM Human Resources Committee; and/or
  - in compelling circumstances affecting the health and safety of an individual or compassionate circumstances, but only after referral to the Managing Director or the KAM Human Resources Committee.
- f) Employees shall ensure that reasonable measures to prevent unauthorized access are defined, documented and put into place.
- g) Employees shall take all reasonable measures to keep the personal information collected from individuals accurate and up-to-date.
- h) Any breach of privacy or security shall be immediately reported to the Managing Director.
- i) Employees shall take reasonable measures to protect the records in their custody and control from inadvertent destruction and each measure must be defined, documented and put into place, taking into account the nature of the records to be protected.
- j) Records containing personal information must be retained for at least a year after use in the absence of a by-law setting out a specified time period and may only be destroyed under schedule. A disposal record, not containing any personal information, must be maintained.
- k) Every individual has a right of access to their personal information in the custody and control of KAM. Individuals requesting access to their own personal information or general records may make an access request for records that may be subject to exemptions under MFIPPA. All formal access requests shall be processed by the Managing Director and the KAM Human Resources Committee.

## **1.6. Document Protection**

Documents (hardcopy, digital, online or other media) shall be stored in a protected environment for the duration of the *Document Retention Schedule*. Computer backup media shall be included.

## **1.7. Document Retention Schedule**

Destruction of records may occur after they have been retained until the end of the designated period. Destruction includes garbage, shredding, paper recycling, and erasure/disintegration of magnetic media. Records shall be destroyed using a method appropriate to their medium and content. Records containing confidential and/or personal information shall be destroyed in a manner that ensures definitive obliteration.

The following types of documents shall be retained for a designated period. A minimum of one hard copy and one digital copy of each document shall be retained according to the following schedule:

#### **1.7.1. Corporate Records**

Letters Patent	Permanent
Annual Filing: Officers & Directors	Permanent
By-laws	Permanent
Board Policies	Permanent
Resolutions	Permanent
Board meeting minutes	Permanent
Annual Reports	Permanent

#### **1.7.2. Financial Records**

Letters of determination: tax exemption status	Permanent
Chart of accounts	Permanent
Fiscal policies and procedures	Permanent
Audits	Permanent
Financial statements	Permanent
General ledger	Permanent
Cheque registers / books	Seven (7) years
Bank deposit slips	Seven (7) years
Cancelled cheques	Seven (7) years
Invoices	Seven (7) years
Petty cash receipts	Seven (7) years

#### **1.7.3. Tax Records**

Annual tax filing for the Association	Permanent
Payroll registers	Permanent
Filings of fees paid to professionals	Seven (7) years
Payroll tax withholdings/ payroll tax returns	Seven (7) years
Earnings records	Seven (7) years

#### **1.7.4. Personnel Records**

Employee offer letters	Permanent
Confirmation of employment letters	Permanent
Benefit descriptions per employee	Permanent
Pension records	Permanent

Employee applications and resumes	Seven (7) years after termination
Unsuccessful candidate applications/interview materials	3 years
Promotions, demotions, letters of reprimand, termination	Seven (7) years after termination
Formal complaint letters and Investigation Reports	Five (5) years
Job descriptions, performance goals	Seven (7) years after termination
Workers' Compensation records	Five (5) years
Salary ranges per job description	Five (5) years
Time sheets	Three (3) years after termination

#### **1.7.5. Insurance Records**

Directors and Officers Insurance policy	Permanent
Workers' Compensation Insurance policy	Permanent
General Liability Insurance policy	Permanent
Insurance claims applications	Permanent
Insurance disbursements / denials	Permanent

#### **1.7.6. Contracts**

All insurance contracts	Permanent
Employee contracts	Permanent
Construction contracts	Permanent
Legal correspondence	Permanent
Leases / deeds	Permanent
Vendor contracts	Seven (7) years
Warranties	Seven (7) years




#### **1.7.7. Donation / Funder Records**

Grant dispersal contract	Permanent
Donor lists	Seven (7) years
Grant applications	Seven (7) years
Donor acknowledgements	Seven (7) years

#### **1.7.8. Management Plans and Procedures**

Strategic Plans	Seven (7) years
Staffing, programmes, marketing, finance, fundraising and evaluation plans	Seven (7) years
Disaster Recovery plan	Seven (7) years



	<h1>Information Systems Policy</h1>
Created:	24 January 2017
Approved: KAM President – Dave St. Onge	17 July 2018 
Reviewed:	January, 2021
Review Approved: KAM President – William Visser	16 February 2021 

Summary, Definition and Guidelines		
1.1	Governance	
1.2	Mobile Phone Policy	
	1.2.1 Association Issued Devices	
1.3	E-mail and Internet	
1.4	Social Media	
	1.4.1 KAM Social Media Channels	

The Kingston Association of Museums, Art Galleries and Historic Sites (KAM) encourages the use of media to enhance the effectiveness of communication. The goal of this policy is to protect corporate information and technology assets and to provide direction and clarity regarding the acceptable use and management of information systems and devices, while ensuring KAM is able to benefit from the services in a way that is cost effective and sustainable. This policy and associated procedures define the standards, controls and limitations that apply to the purchase, provisioning, management and outlines the Association's requirements regarding acceptable use of information systems. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

## Definitions

Information Systems: Computers, Smart Phones, Tablets, the internet, social networking sites, and telephony systems.

Internet: all activities undertaken through the Association's on-line resources including, but not limited to, electronic mail, browsing external web-sites, video-conferencing and other cloud-based data management platforms.

Communications systems: computer systems, tablets and telephony systems including cellular devices.

## Scope

This policy applies to all communications systems accessed on or from the Association's premises, accessed using the Association's equipment, or, via KAM paid methods, and/or used in a manner

that identifies the individual with the Association.

## 1.1. Governance

KAM's elected Board of Directors is responsible for overseeing the policy framework that governs the Association's Information Systems. KAM's Communications Committee shall identify the Association's obligations and liabilities and will satisfy themselves that these obligations are met.

### **Guidelines**

- a) Ownership: Association provided communications systems, internet/intranet, web-based platforms, E-mail privileges, voice mail messages, and faxes are considered Association resources and are intended to be used for business purposes only.
- b) Personal Use: Personal use of information systems is authorized within reasonable limits as long as it does not interfere with or conflict with business use. Individuals are responsible for exercising good judgment regarding the reasonableness of personal use.

Examples of unacceptable use of corporate internet, e-mail, telephony and computing resources include, but are not limited to the following:

- i. Broadcast e-mail sent for personal interests.
  - ii. Providing log-in, user id and passwords to a third party in order for them to utilize Association resources.
  - iii. Placing personal long-distance calls during regular business hours, while working on- site at KAM locations.
- c) Privacy of Communications: Individuals should not assume that electronic communications transmitted via Association resources are private or confidential. Due to the inherent characteristics of e-mail systems, correspondence via Internet E-mail is NOT guaranteed to be private. The Association reserves the right to review, at any time, electronic files, messages, and usage of systems to obtain business information on behalf of the Association, or to assure compliance with the law and this or any other KAM policies. Notwithstanding technical limitations and the Association's right to review, accessing an individual's e-mail for unspecified purposes is strictly forbidden.
- d) Data Security: Each person is responsible for protecting KAM information by safeguarding their login ID and password from disclosure to any person except the KAM Coordinator or Board Chair.
- e) Downloading: Downloading of non-executable files for business use is permitted. These would include reports, adobe pdf files, information flyers, etc., from other institutions or agencies that may be useful to the Association.

Executable software and software upgrades should not be downloaded without the approval of the Coordinator. This type of software may contain viruses which could harm the Association's equipment.

- f) Adherence: Violation of this policy may result in corrective action, up to and including suspension or termination from KAM.

## **1.2. Mobile Devices**

KAM is committed to the use of technology for the purpose of communicating and sharing information, conducting business transactions, and supporting the operations of KAM. KAM provides mobile devices to employees and volunteers consistent with the requirements of their positions, which may be used to remotely access services such as corporate email and calendaring, business applications and file shares. KAM permits users to use personal devices (e.g. smartphones/tablets) in lieu of KAM owned devices. However, whether KAM issued or personal, devices shall be used in accordance with this policy and by methods that protects the confidentiality and integrity of corporate information and the KAM network.

### **Scope**

KAM may provide mobile devices to employees who have been identified by the Managing Director as necessary to accommodate work and meeting schedules and associated travel requirements that frequently interfere with the ability to communicate in a timely and effective manner. This policy applies to all individuals who may be given access to the KAM network. Specific policy provisions and terms of use apply to both corporate and personal mobile devices.

### **Definitions**

Association Issued Devices: laptops and/or devices such as tablets, which are provided by KAM and used for the purpose of communicating and sharing corporate information, conducting business transactions, and supporting the operations of KAM.

Personal Mobile Devices: smartphones and/or mobile devices such as tablets that are individually owned and may be used for the purpose of communicating and sharing corporate information, conducting business transactions, and supporting the operations of KAM.

#### **1.2.1.Association Issued Devices**

An employee's assessment for use of an Association-issued device shall be based on the following business criteria:

- a) position within KAM and job description;
- b) degree of urgency that messages need to be acted upon;
- c) frequency of "out of the office" occurrences, where downtime could be converted into productive time for Employee;
- d) improvement to services; and
- e) responding in an emergency.

Once determined that an employee is eligible, the request shall be reviewed by KAM's Managing Director prior to issuance.

### **Guidelines**

- a) KAM has a zero-tolerance policy for texting or emailing while driving and only hands-free talking while driving is permitted. If a call must be made or received while driving, the employee must pull over to a safe location to make or receive the call.
- b) Lost or stolen corporate-issued devices must be reported to KAM within twenty-four (24) hours.
- c) Individuals are responsible to:
  - Protect KAM devices against elements such as dust, dirt, water, and heat.
  - Refrain from using pay per use features.
  - Ensure recorded voice mail messages are changed frequently, and that they are appropriate, informative and timely.
  - Maintain the security of voice mail accounts and passwords.
  - Limit use of wireless devices while outside the country. When traveling outside of Canada for business purposes, employees are responsible for notifying the cellular service provider to temporarily suspend roaming charges. If an Employee fails to notify the service provider, all roaming charges shall be their responsibility. If an Employee incurs roaming charges during personal travel outside of Canada, all roaming charges shall be the responsibility of the Employee.
  - Return the Association's mobile device to the Association upon termination, change of duties, or at the request of the Association.

### **1.3. E-mail and Internet**

Communications and Internet Access should be conducted in a responsible and professional manner reflecting the Association's commitment to transparent, honest, ethical, and non-discriminatory business practice. As such, the following restrictions apply and employees and volunteers **shall not**:

- a) use e-mail for transmitting, retrieving or storing any communications that are of a discriminatory or harassing nature, derogatory to any individual or group, obscene or X-rated, of a defamatory or threatening nature, part of a chain letter, or for any other purpose that is illegal, against KAM policy, or contrary to the Association's interest;
- b) solicit business for personal gain or profit;
- c) represent personal opinions as being those of the Association;
- d) upload, download or otherwise transmit commercial software or any copyrighted materials, except to the extent expressly permitted by the copyright owner;
- e) download any executable software, except for approved anti-virus updates and other software cleared with the KAM Coordinator;
- f) connect unauthorized equipment to the network;
- g) examine, change, or use another person's files, output or user name without explicit authorization;
- h) transmit confidential or proprietary information over the Internet unless it is encrypted. This

includes: information disclosed only to employees, volunteers and non-KAM personnel engaged in business activities with the Association; information disclosed only on a need-to-know basis; Association proprietary information; personal information about customers, vendors, and employees, and proprietary information that is the property of a third party with whom KAM works; and/or

- i) copy, retrieve, modify or forward copyrighted materials except as permitted by the copyright owner.

## **1.4. Social Media**

KAM is committed to an open exchange of ideas through varied communication channels. Association communication tools shall reflect the diversity of the population it serves. This policy provides guidance for KAM's use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

### ***Guidelines***

- a) Users must be aware that information that is posted or published may be public indefinitely.
- b) Postings reflect KAM's image and users must refrain from material that is inappropriate and/or harmful to KAM, its members, or other stakeholders. Although not an exclusive list, some specific examples of prohibited social media conduct include: posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, or libelous.
- c) Use of social computing sites for KAM sanctioned activities shall follow the Association's brand management policies and procedures.
- d) Users shall respect copyright, fair use and financial disclosure laws and adhere to the terms of service as stated by each social media outlet.
- e) Users require appropriate permission before referring to or posting images that include a person or use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- f) Social media use must not interfere with other responsibilities at KAM. KAM's information systems are only for Association purposes. When using KAM's systems, use of social media for business purposes is allowed but personal use of social media networks or personal blogging of online content is discouraged.
- g) It is highly recommended that users keep KAM's related social media accounts separate from personal accounts, if practical.

### **1.4.1.KAM Social Media Channels**




KAM actively utilize a variety of social media channels for corporate promotional purposes. The same guidelines that are found in the *Code of Conduct* apply to employee and volunteer's activities online.

This includes all forms of online publishing and discussion, including; blogs, wikis, user-generated video and audio, virtual worlds and social networks. It is important that;

- a) employees/volunteers consult with the KAM Coordinator prior to establishing a social media account, page or group for KAM use;
- b) where possible KAM's Coordinator account shall be established as the administrator; and
- c) the username and password of the social media account must be provided to the KAM Coordinator.

### ***Guidelines***

- a) KAM employees and volunteers are personally responsible for the content they publish on blogs, wikis or any other form of user-generated media. Individuals must be mindful that published materials will be public for a long time and will protect themselves, KAM and the membership.
- b) When publishing KAM-related matters to any website outside of KAM, employees and volunteers must make it clear that they are speaking for themselves and not on behalf of KAM with the use of a disclaimer.
- c) Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Refer these inquiries to authorized KAM's Coordinator.
- d) Protecting confidential and proprietary information requires permission before posting someone's picture in a social network or publishing in a blog a conversation that was meant to be private.
- e) If a situation threatens to become antagonistic, users must disengage from the dialogue in a polite manner and seek the advice of a supervisor.

 <p>kingston association of museums art galleries + historic sites</p>	<h2>Accessible Client Service – Providing Goods and Services to Persons with Differing Abilities</h2>
Created:	December, 2014
Approved: KAM President – Mark Badham	09 December 2014 
Reviewed:	January, 2021
Review Approved: KAM President – William Visser	16 February 2021 

### Purpose:

Kingston Association of Museums, Art Galleries, and Historic Sites, Inc. (KAM) is committed to excellence in serving all persons with differing abilities. This policy, like all KAM policies, will be reviewed every 2 years, or as necessary, depending on changes in legislation or operational requirements.

### Assistive Devices:

We will ensure that our staff and volunteers are trained and familiar with various assistive devices we have on site or that we provide that may be used by visitors with differing abilities while accessing our goods or services.

### Communication:

We will communicate with persons with differing abilities in ways that take into consideration their preferred methods and means of communication.

### Service Animals:

We welcome persons with differing abilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public.

## **Support Persons:**

A person with differing abilities who is accompanied by a support person are welcome to have that person accompany them on our premises.<sup>1</sup>

We will notify visitors of this by posting a notice in the following locations: KAM website; KAM health and safety bulletin board; KAM office door.

## **Notice of Temporary Disruption:**

In the event of a planned or unexpected disruption to services or facilities, KAM will notify visitors promptly. This clearly posted notice will include information about the reason for disruption, its anticipated length of time, and description of alternative facilities or services, if available.

Services/Facilities include:

- General information about KAM's operation as a cultural heritage umbrella organization
- General information about KAM's member organizations and how to contact them.

This information will be communicated primarily through the KAM website and email, and other additional means as appropriate.

This notice will be made publicly available through KAM's digital platforms – ABOUT section (website, Facebook, Twitter); e-mail communications with members and key stakeholders.

## **Training:**

KAM will provide accessible client service training to our employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

This training is mandatory for all staff and volunteers and will be apart of all onboarding protocols and training, and when any changes are made to this KAM policy or to relevant legislation.

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<sup>1</sup> Fees are not charged to any visitor to the KAM's office



Training will include:

- An overview of the **Accessibility for Ontarians with Disabilities Act, 2005**, and the requirements of the client service standard (<https://www.aoda.ca/training-resource/>)
- KAM's plan related to the client service standard
- How to interact and communicate with persons of differing abilities
- How to ensure appropriate accessibility opportunities for individuals with different abilities
- How to interact with persons with differing abilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the equipment or devices available on-site or otherwise that may help with providing goods or services to people with disabilities.
- What to do if an individual with differing abilities is having difficulty accessing KAM's goods and services.

### **Feedback Process:**

Customers who wish to provide feedback on the way KAM provides goods and services to persons with differing abilities can provide feedback in the following ways:

- By telephone to KAM's office
- By e-mail: [info@kingstonmuseums.ca](mailto:info@kingstonmuseums.ca)

All feedback, including complaints, will be handled in the following manner: complaints will be directed to the KAM's Managing Director and Board President for follow-up and resolution. Inquiries can expect to hear back in 10 days.

### **Notice of Availability:**

KAM will notify the public that our documents related to accessible customer service, and other publicly available policy documents, are available upon request through notice on KAM's digital platforms – ABOUT section (website, Facebook, Twitter).

### **Modifications to this or other policies:**

Any policy, practice or procedure of KAM that does not respect and promote the principles of dignity, independence, inclusion, accessibility and equal opportunity for people with differing abilities will be modified or removed.