Niagara Historical Society

Constitution & By-Laws

Letters Patent December 12, 1978 and applicable amendments
Glossary

In the Constitution and By-Laws of the Niagara Historical Society:

**Annual Meeting:** means the Annual Meeting of the membership

**Board:** means the Board of Directors of the Society.

**Committee of the Whole:** means the session of the Board that permits free discussion of a matter to make tentative decisions without the restrictions of formal debate.

**“ex officio”:** applies to the right of a person to assume an office or some functions by virtue of his/her current appointment.

**General Meeting:** means any meeting of the Board of Directors

**Good Standing:** defines the status of members who have paid their membership fees to the society by the date and in the amounts prescribed in the By-Laws.

**Museum:** means the Museum of the Niagara Historical Society.

**Quorum:** a minimum number of persons or a proportion of the membership that must be present in order to transact business at a meeting.

**Residual Authority:** means the authority which governs when the Constitution or the By-Laws of the Society or the relevant legislation do not provide for a specific situation.

**Society:** means the Niagara Historical Society.

**Symbol:** means any sign, other than the official seal, that is used by the Society to identify itself.

**Two-Third Majority Vote:** means two-thirds of the valid votes cast, not counting blanks or abstentions.

**Valid Votes:** when referring to written votes, excludes spoiled or blank ballots but includes negative ballots.
CONSTITUTION OF THE NIAGARA HISTORICAL SOCIETY

ARTICLE 1 – NAME

The name of the organization shall be “Niagara Historical Society”.
(ref. Letters Patent 381795 dated December 12, 1978)

ARTICLE 2 – ADDRESS OF THE SOCIETY

The registered address of the Society shall be 43 Castlereagh Street, Niagara-on-the-Lake, Ontario, L0S 1J0.

ARTICLE 3 – MISSION

The Niagara Historical Society & Museum is a team of staff and volunteers which passionately collects, preserves, researches, educates and promotes the history of Niagara-on-the-lake and its communities. We inspire an appreciation of local history through engaging programs and exhibitions.

ARTICLE 4 – PURPOSE

Place: The Society has a continuing role in community education, connecting people to the past, present and future through programming of life-long learning opportunities with specific reference to the Niagara region.

Preservation: The Society shall encourage the preservation of Canadian historical records and artifacts with reference to the Niagara region and specific attention to the historical benchmarks in the Town of Niagara-on-the-Lake.

Participation: The Society shall encourage the recognition of the Museum as a centre for heritage based learning and development volunteer opportunities with the many skills available within the community.

Management: The Society shall manage the Museum and its' holdings as a community place, communicating cultural experiences from one generation to the next.

Other: The Society shall manage the pursuit of any other activity relevant to its stated purposes. The Board of Directors, staff and volunteers will follow the Canadian Museum Association Code of Ethics, as well as following ethical behaviour when pursuing fundraising opportunities. The Board of Directors, the staff and volunteers are also committed to meeting all federal, provincial and municipal legal requirements.

ARTICLE 5 – AFFILIATIONS

(a) The Society shall maintain affiliation with the Ontario Historical Society.

(b) The Society may seek affiliation with other organizations that have purposes/interests similar to its own.

ARTICLE 6 – MEMBERSHIP

(a) Membership is open, upon payment of the required fee, to any person who expresses an interest in pursuing the purposes of the Society.

(b) The rights and privileges of members under this Constitution shall be as set out in the By-Laws.
(c) Members are expected to promote and support the activities of the Society.

(d) For the purposes of application and interpretation of the Constitution, the Membership shall retain all powers of the Society not delegated to the Board.

**ARTICLE 7 – MEETINGS OF THE MEMBERSHIP**

(a) The will and the power of the Society are exercised at meetings of its members.

(b) The Annual Meeting shall be held at Niagara-on-the-Lake, as near as possible to October 13, the anniversary of the Battle of Queenston Heights.

(c) Special meetings may be called by the President or by the Board or at the request made to the Board by any ten (10) members of the Society.

(d) At any meeting of the Society, a quorum shall be as prescribed by the Board according to the By-Laws.

**ARTICLE 8 – THE BOARD OF DIRECTORS**

**8.1 Role of the Board**

(a) The Board is the governing body responsible and accountable to the Membership for the management of the affairs of the Society, the Museum and the Collection.

(b) As guardian of the fundamental values of the Society, the Board shall be responsible for the formulation of the vision of its purposes and for the long term planning necessary to the accomplishment of those purposes.

(c) The Board shall govern in accordance with the Constitution, the By-Laws and, as determined from time to time, the established policies and procedures.

(d) At any meeting of the Board and its Committees, a quorum shall be prescribed by the Board according to the By-Laws.

(e) The Board of Directors of the Niagara Historical Society is responsible for ensuring the financial resources, including fundraising for the purpose of operating the Society and Museum and will follow the Canadian Museum Association fundraising guidelines. The Society will diversify its fundraising sources.

**8.2 Election and composition of the Board**

(a) The Board will consist of the following officers who will constitute the Executive Committee:

- the President
- the Vice-President- Museum
- the Vice-President- Society
- the Treasurer
- the Recording Secretary,
- And six (6) Directors and one (1) Representative of the Council of the Town of Niagara-on-the-Lake.
- The Board of Directors may also include a Past-President.
8.3 Role of the Past Presidents
(a) The Past President or a past Director shall be invited to chair the Nominating Committee.

(b) Past Presidents may be invited to join one or more of the Board Portfolios, give advice and support on any matter of interest to the Society.

(c) The Past-President may remain on the Board for one (1) additional year after completing a full-term if it follows his term as President.

8.4 Vacancies
Vacancies shall be filled in accordance with the By-Laws.

8.5 Responsibilities of the Board
The Board shall be responsible for:
- the development and implementation of policies relating to the purposes of the Society;
- the approval of all budgets;
- all employment contracts, salaries, employee benefits and related expenditures;
- custody and retention of the records of the Society;
- the management, acquisition and disposal of all properties of the Society;
- the raising of appropriate resources to sustain and develop the activities of the Society;
- the review of all significant financial and material donations to the Society.
- the Board shall follow the Society’s Code of Ethics

8.6 The Strategic Plan
(a) The Board shall be responsible for the formulation of strategic planning for the promotion and accomplishment of the purposes of the Society.

(b) A newly elected Board shall be responsible for the continuing implementation and annual updating of all such plans.

(c) Board approved strategic plans shall be presented to the Membership at the Annual Meeting.

ARTICLE 9 –BY-LAWS

The Board shall issue By-Laws for the general management and the conduct of the affairs of the Society and for its internal organization. By-Laws shall take effect on the date of any General Meeting at which they are approved or otherwise stated.

ARTICLE 10 – AMENDMENTS

(a) The Constitution may be amended by a two-thirds majority of the valid votes cast by the members present at an Annual Meeting.

(b) All members shall be notified in writing and on the Society web site of all proposed amendments to the Constitution.

(c) Amendments to the Constitution shall take effect on the date of the Annual Meeting at which they are approved.
(d) The Membership shall be informed of the proposed amendments to the Constitution in the “Newsletter” of the Society. Any amendments to the By-laws will be reported at the Annual Meeting.

ARTICLE 11 – FINANCIAL MATTERS

(a) The Society shall be operated as a non-profit incorporated organization.

(b) No officer, director or member of any committee shall receive any remuneration for duties performed on behalf of the Society.

(c) Reasonable out of pocket expenses incurred while performing duties on behalf of the Society may be reimbursed to members as authorized by the Board.

(d) The Society shall be entitled to receive, hold and use all monies and other assets subscribed to it or acquired in any way.

(e) The Society shall not accept, unless approved by the Board, any financial or material donation bequest that would require the establishment of a trust or stipulate that the donation or bequest be used for a specific purpose.

(f) Any surplus or accretion of the Society shall be used solely for the promotion of its purposes.

(g) The Society may establish a Reserve Fund for the purpose of accumulating gifts, donations and surplus funds. The Reserve Fund shall be used to provide income for operations and capital acquisitions as necessary.

(h) Financial data concerning the operations of the Society and Museum will be made available to all members of the Society and to its funders. Privacy of personal information will be respected.

ARTICLE 12 – REMOVAL

Officers or members whose conduct is considered to be unbecoming or contrary to the stated purposes of the Society may be asked to resign or may be removed in accordance with the procedures set out in the By-Laws.

ARTICLE 13 – AUDITORS

Once a year, the accounts of the Society shall be audited by one or more qualified persons.

ARTICLE 14 – DISSOLUTION

Should the Society have to restrict, suspend or terminate its activities for any reason, the appropriate decisions shall be made by the Membership in accordance with the By-Laws and the Letters Patent of December 12, 1978.

ARTICLE 15 – RULES OF ORDER

At all meetings of the Society, its Board and any of its committees, all procedural matters not already prescribed in this Constitution or in the By-Laws shall be governed by the Rules of Order recommended in the By-Laws.
Approved by motion passed at the Annual Meeting of 13 10 1994
day month year
Sgn. Clifford James, President

Amended by motion passed at the Annual Meeting of 13 10 1995
day month year
Sgn. Wilfrid M. Agnes, President

Amended by motion passed at the Annual Meeting of 10 10 1996
day month year
Sgn. Lester Taylor, President

Amended by motion passed at the Annual Meeting of 12 10 2000
day month year
Sgn. Lester Taylor, President

Amended by motion passed at the Annual Meeting of 10 10 2002
day month year
Sgn. Sheila Tierney, President

Amended by motion passed at the Annual Meeting of 16 10 2003
day month year
Sgn. Sheila Tierney, President

Amended by motion passed at the Annual Meeting of 13 10 2005
day month year
Sgn. Kelly M. James, President

Amended by motion passed at the Annual Meeting of 13 10 2007
day month year
Sgn. Kelly M. James, President

Amended by motion passed at the Board of Directors Meeting on 25 11 2010
day month year
Accepted by the Society Membership in December 2010
Sgn. Neil Rumble, President

Amended by motion passed at the Annual Meeting of 15 10 2015
day month year
Sgn. Dennis Kam, President
BY-LAWS OF THE NIAGARA HISTORICAL SOCIETY

BY-LAW I – SEAL AND SYMBOL OF THE SOCIETY

The Seal and Symbol of the Society shall be in such forms as shall be prescribed by the Board, provided that the Seal shall bear the words “Niagara Historical Society”.

BY-LAW II – MEMBERSHIP

II.1 Classes of Membership

(1) There shall be one class of membership in the Society.

(2) Application for membership shall be made on the prescribed form and shall be submitted with the appropriate fee.

II.2 Membership Fees

(a) All members shall pay to the Society membership fees which are due on January 1st and must be paid by April 30th of the current year.

(b) The membership of an individual who is six (6) months in arrears shall lapse. It may be reinstated upon application in accordance with the By-Laws.

(c) All membership fees shall be set by the Board and communicated to the Membership. They will come into effect January 1st of the next calendar year.

(d) If no new or amended scale of fees is approved, the fees payable shall be those in effect in the immediately preceding year.

(e) The scale of fees shall be published in the “Newsletter” of the Society, posted at the Museum for the information of the public and on the Society website.

II.3 Members’ Rights

Members have the right:

• to receive notices of all General Meetings;
• to attend all meetings, to participate in the proceedings and to vote;
• to receive information, briefing material and the Minutes of the Board;
• to stand for nomination and to be elected to office or appointed to membership in any committee;
• to request a General Meeting, or to introduce a motion on a substantive subject for the consideration of a General Meeting;
• to inspect the accounts of the Society at a reasonable time and place;
• to elect the directors of the Society.

II.4 Members’ Privileges

(a) Privileges currently granted to members include:
    - free admission to the Museum;
    - free delivery of the “Newsletter” of the Society;
    - a ten (10) percent discount on all items sold through the Gift Shop of the Museum.
    - free admission to Society Lecture Series
Unless changes are approved at the Annual Meeting, the privileges of the members shall be those approved for the immediately preceding year.

II.5 All fees to be set by the Board
The fees for admission to the Museum, exhibits, special displays, or events of the Society shall be set by the Board at any time.

BY-LAW III – MEETINGS OF THE MEMBERSHIP

(1) All meetings of the Membership shall be called by the President.

(2) Notice of any meeting shall be given to the Membership at least ten (10) days prior to the date of the meeting and shall state the time and place of the meeting as well as any significant business to be brought to the Membership, preferably in the form of an agenda.

(3) A request for a meeting of the Membership, in accordance with Article 7 (c) of the Constitution, shall be forwarded to the Recording Secretary of the Society at least twenty (20) days prior to the date of the meeting at which it is intended to be considered.

(4) At all meetings of the Membership, a quorum shall consist if twenty-five (25) members in good standing, of whom at least five (5) shall be incumbent elected members of the Board.

(5) The quorum may be amended at a Meeting of the Membership on proposal of the Board.

BY-LAW IV – VOTING MATTERS, NOMINATIONS AND ELECTIONS

IV.1 Voting Matters
(a) Only members in good standing and present at the time of the vote may vote at a meeting of the Membership or at a meeting of the Board or of its committees.

(b) At any meeting of the Membership, Board or committee, a member shall have only one (1) vote.

(c) Except where otherwise prescribed in the By-Laws, a decision taken at the General Meeting or Special Meeting of the Society shall require a majority of the valid votes cast by members in good standing present at the meeting.

(d) A written ballot may be used for elections, for amendments to the Constitution and to the By-Laws, for the dissolution of the Society, or for any legal, financial or other potentially contentious issue on which a precise recorded vote may be desirable. Any change in the prescribed voting methods may be approved by the Presiding officer only if there is, in each instance, unanimous consent of members present and voting.

IV.2 Nominations and Elections
(a) Nominations for election to the Nominating Committee are proposed to the membership by the Board in office.

(b) Nominations for election to positions on the Board are proposed by the Nominating Committee. Written nominations from Society Members will be accepted up to seven (7) days prior to the Annual Meeting. Nominations from the floor will not be accepted.
**BY-LAW V – FUNCTIONS OF THE ANNUAL MEETING**

In addition to specific functions assigned to it elsewhere in the Constitution and in the By-Laws, the Annual Meeting shall:

1. receive the reports of the President and other officers of the Society and the reports of the Standing Committees of the Board;
2. decide all financial policies and regulations affecting the fees, rights, privileges and obligations of the members;
3. decide on all matters brought before it by the Board in the notice of meeting;
4. consider all matters brought before it by the Board on behalf of members, and, at its discretion, refer such matters for consideration and possible action by the Board;
5. appoint qualified persons to audit the accounts of the Society for the next fiscal year;
6. elect the Executive Committee and the Directors to serve in accordance with the By-Laws;
7. elect the Nominating Committee to serve until the next Annual Meeting;
8. retain all residual powers of the Membership not otherwise delegated in the Constitution or in the By-Laws.

**BY-LAW VI – THE BOARD OF DIRECTORS**

**VI.1 Meetings of the Board**
(a) The Board shall meet not less than six (6) times each year. A quorum shall consist of a simple majority of all elected members of the Board.

(b) The Managing Director should attend Board meetings as a non-voting participant.

**VI.2 Transfer of powers to a new Board**
To ensure rapid and smooth transfer of powers to a newly elected Board, the first Board meeting, to be held after the last Annual Meeting, shall be a joint session with the retiring Executive members of the previous Board, at which time the state of affairs of the Society shall be reviewed in detail.

**VI.3 Terms of office**
With the exception of the Representative of the Town Council, the Board shall be elected from the Membership of the Society at each Annual Meeting provided that:

(a) all directors shall serve for a term of three (3) years with an opportunity for re-election for an additional term of three (3) years (with a maximum of 6 years served). To provide for continuity of office, the election of Board directors shall be for staggered terms.

(b) the terms of office for a director in an Executive position shall not exceed three (3) years. Directors can serve in another Executive position provided they do not exceed six (6) years on the Board.
The outgoing President may serve one additional year, immediately following their term as President, in the position of Past-President even if it exceeds the six (6) year maximum.

No directors of the Board, except the President position and the Past-President Position, shall serve for more than six (6) consecutive years.

All other elected members of the Board may seek re-election at any subsequent Annual Meeting, e.g. after a hiatus of not less than one (1) year.

VI.4 Vacancies
(a) The position of any member of the Board who fails to attend three (3) consecutive Board meetings may be declared vacant.

(b) A vacancy in any one of the elected positions of the Board shall be filled on proposal of at least one (1) suitable candidate by the Nominating Committee for election at the next Annual General Meeting.

(c) A vacancy in any executive position of the Board shall be filled by a current Board Member or a past executive Board Member, selected by the Nominating Committee without reference to the membership, until a new Board Member is elected at the Annual Meeting or by a Special Meeting.

(d) A vacancy on a committee involving a person who is not an elected director shall be filled by the Board.

BY-LAW VII – COMMITTEES

(1) The Society has established five Board portfolios:
- Finance and Administration
- Membership and Development
- Publications and Communications
- Planning and Physical Plant
- Governance

Each portfolio has a basic to do list that can be discussed and modified by their respective members. The agreed lists then become objectives for the portfolios and they will proceed to develop strategies to fulfill them. Each portfolio will also develop a resource needs list for funding, volunteers, etc... While the responsibility for the respective portfolios rests with Board members, they may add as many members to their committee as they wish to help develop ideas and meet the objectives they have set before themselves.

(2) The Executive Committee is a Standing Committee of the Board.

(3) The terms of reference and responsibilities of the officers of the Board and of the Chairs and members of the Standing Committees shall be as set out in a Manual of policies, responsibilities and procedures as approved by the Board.

(4) Standing Committees shall serve for the term of the Board that appointed them.

(5) The Nominating Committee is a Standing Committee of the Membership. It shall comprise of at least three (3) members in addition to the Past President who may chose to join the Committee in accordance with Article 8.4 of the Constitution. In any event, the Chairperson of the Nominating Committee shall be elected or confirmed at the Annual Meeting.
The terms of reference and responsibilities of the Nominating Committee approved by the Membership shall be included in a Manual of policies, responsibilities and procedures and their application and effectiveness shall be monitored by the Board.

The Reserve Fund Committee shall be composed of the Membership and Development Committee and 3-5 members of the Society who shall be appointed by the Board.

The Society may, from time to time, establish ad-hoc or advisory committees that exist to accomplish a goal and then cease to exist. An Ad Hoc Committee is a temporary committee established for a specific and limited function such as an evaluation committee or special projects committee associated with Society activities. Examples may include:

(i) Fundraising. This committee would oversee development and implementation of the Fundraising Plan; identify and solicit funds from external sources of support, working with Fundraising Manager if available;

(ii) Events (or programs). This committee would plan and coordinate major events, specific to Fundraising.

An Advisory Committee advises and makes recommendations to the Board or Staff on specific issues. An advisory committee typically includes people outside the Board who have a particular skill or interest in the issue at hand.

BY-LAW VIII – FINANCIAL MATTERS

(1) The financial year of the Society shall be from January 1st to December 31st.

(2) A General Account shall be operated with a recognized Canadian banking institution in the name of the Niagara Historical Society.

(3) The Society may open and operate any special purpose account which may be required by legislation (e.g. lottery), or which may be deemed appropriate at the time by the Board.

(4) The signing officers of the Society for all documents and bank accounts shall be:
   • the President or Vice Presidents, the Treasurer and the Managing Director.

(5) An account shall be operated for the Museum at a recognized Canadian banking institution. The signing for that account shall be in any two (2) of the following:
   the President, the Treasurer, the Vice Presidents and the Managing Director of the Museum.

(6) Appropriate arrangements shall be made by the Board to accommodate members’ requests to inspect the accounts of the Society.

(7) The Board may authorize fund raising appeals to the public for any reason pertaining to the purposes of the Society.

VIII.2 Limits to Expenditures

(a) The approved budgets(s) of the Society are sufficient authorities for the expenditure of funds by the responsible managers.
(b) Non-budgeted items in excess of $2,000.00 (two thousand dollars) must be presented to the Board with complete documentation for evaluation and approval.

(c) In an emergency, where time is of the essence, three Board members, including at least one member of the Executive Committee may authorize an expenditure of up to $2,000.00 (two thousand dollars).

VIII.3 Borrowing

(a) The Board may borrow, on behalf of the Society, up to $25,000 (twenty-five thousand dollars) for operational needs.

(b) Borrowing for any other purpose must be approved in advance at a General Meeting, following a four (4) week notice of motion to the Membership.

BY-LAW IX – INSURANCE

IX.1 General Policy

An insurance policy shall be maintained in the name of the Society to provide against loss of the museum buildings and the collection by fire and other perils. This policy will be purchased from a reputable underwriter. This policy shall also provide coverage against theft and/or burglary and against third party liability. The amounts insured in each of these categories shall be reviewed and approved each year at the time of renewal of the Policy or as may be required during the Year by way of endorsements to the Policy.

IX.2 Directors’ Insurance

An insurance policy shall be maintained to indemnify and save harmless any and all members of the Board against the cost of any and all legal actions brought against them for alleged failure to fulfill their responsibilities unless it is proven that such failure was due to gross negligence to act in the best interests of the Society and/or to a premeditated and calculated attempt to defraud it or as otherwise stipulated by the insuring company.

BY-LAW X – REMOVAL

(1) Removal of a director or of any member of the Society shall be decided by a two-third majority of the valid votes cast by the members present at any General Meeting on formal recommendation of the Board, provided that:
   • the person involved shall be informed in writing, in time for that person to make a written response to the Board;
   • that response shall be attached to the usual notice of meeting sent to the Membership;
   • the person involved shall retain the right to speak in the debate and to vote on the issue.

BY-LAW XI – DISSOLUTION

(1) Any action to restrict or suspend the activities of the Society or to dissolve it in accordance with the Constitution shall be decided by a two-third majority of the valid votes cast at a General or Special Meeting of the Membership called by the President.
(2) Special notice of the meeting urging all members to attend shall be given twenty (20) days prior to the date set for the meeting.

(3) The notice shall:

- state the reasons for restriction, suspension or dissolution;
- state the specific date for restriction, suspension or dissolution or leave it to be set at the meeting;
- inform the Membership of the proposed steps to be taken to preserve property and artifacts or of the steps to be taken for the disposition and safekeeping of records; for the settlement of accounts and liabilities and in case of dissolution, for turning over to the Municipality of Niagara-on-the-Lake the residual assets of the Society after liquidation in accordance with paragraph (e) of the Letters Patent of December 12, 1978. If the Town of Niagara-on-the-Lake does not accept the Museum and its assets, the Museum will be offered to the Niagara Foundation and other heritage preservation groups operating in the Town of Niagara-on-the-Lake. If the collection cannot be transferred in its entirety, the Society will attempt to keep as much of the collection intact as possible and within the Town of Niagara-on-the-Lake. The collection will then be offered to other like minded institutions in the Niagara Region, then the Province of Ontario, then to other Canadian institutions.

(4) The Board shall be authorized by written ballot at the General or Special Meeting to implement the decisions taken by the Membership under paragraph (3) of this By-Law.

BY-LAW XII – RULES OF ORDER

(1) At all meetings of the Society, its Board and any of its Committees, “Procedures for Meetings and Organizations” (M.K. Kerr and H.W. King, 1984, second or later edition) shall govern in all procedural matters not already contained in the Constitution and these By-Laws.

(2) A new signature be appended as indicated.

day month year President

Amendment to By-Law IX – Insurance passed at the General Meeting: 11 01 1995 Wilfrid M. Agnes
day month year President

Amended by motion passed at the Annual Meeting: 13 10 1995 Sgn. Wilfred M. Agnes
day month year President

Amended by motion passed at the Annual Meeting: 10 10 1996 Sgn. Wilfrid M. Agnes
day month year President

Amended by motion passed at the Annual Meeting: 12 10 2000 Sgn. Lester Taylor
day month year President

Amended by motion passed at the Annual Meeting: 10 10 2002 Sgn. Sheila Tierney
day month year President

Amended by motion passed at the Annual Meeting: 16 10 2003 Sgn. Sheila Tierney
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NIAGARA HISTORICAL SOCIETY
Terms of Reference and Responsibilities
Of the Executive Committee

1. Composition

(a) The Executive Committee is a Standing Committee of the Board. It includes the Officers of the Board elected by the Membership at the Annual Meeting e.g. President, the Vice Presidents, the Treasurer and the Recording Secretary.

(b) The Executive Committee may establish sub-committees of its members from time to time and/or invite Chairs of Standing or Special Committees to attend its meetings in order to conduct its business more effectively.

(c) The Executive Committee may invite the Past Presidents for consultation as may be required on special issues.

(d) A Quorum for all meetings of the Executive Committee shall be a simple majority of the eligible voting members of the Committee.

2. Calling and Notice of Meetings

(a) Meetings of the Executive Committee are held at the call of the Chair of the Board, either on a regular schedule between meetings of the Board or on an ad hoc basis as frequently as the work load demands.

(b) In emergencies, special meetings may be called on short notice or the Committee may conduct special meetings by telephone or fax.

3. Powers and Functions

(a) The Executive Committee is responsible for the day to day business of the Society between regular meetings of the Board and it has the power to act in the name of the board within existing policies, guidelines and procedures from the Board or General Meeting of the Membership.

(b) The decisions or recommendations of the Executive Committee must be reported to the Board at the next Board meeting. If the Board does not support the decisions or recommendations, they may be rejected, provided of course that the particular action taken can be revised or arrested.

(c) The Executive Committee assists in the preparation of the budgets and has authority to approve expenditures in accordance with the provisions of approved budgets or other specific provisions made by the Board.

(d) As any other Standing Committee, the Executive Committee may generate and propose options for the creation or revisions of policies. These options must then be submitted to the Board for review and approval.
The Executive Committee may also act as a “pre-Board” committee to investigate difficult issues, secure information in order to present recommendations or options for the consideration of the Board. The purpose of this procedure is to clarify issues or complicated items of business to lighten the task of the Board and contribute to its greater efficiency.

4. Limits to Authority

(a) The Executive Committee may not impinge on the prerogatives of the Board or in any way usurp its powers or provoke a conflict of jurisdiction. In doubt, the Executive Committee should defer to the Board.
NIAGARA HISTORICAL SOCIETY
Terms of Reference and Responsibilities
Of the Nominating Committee

1. Composition

(a) The Nominating Committee is a Standing Committee of the Membership of the Society. It is elected by the members at the Annual Meeting of the Society for a term of one year.

(b) The Committee is composed of no fewer than three (3) members, in addition to Past Presidents who may choose to join the Committee as provided for in Article 8.4 of the Constitution.

(c) The Committee should include persons who have taken part in the affairs of the Society and of its Museum. But, apart from the immediate Past President, no member of the Board in office or members of the Executive Committee of the outgoing Board should serve on the Committee.

2. Nomination and Election

(a) Nominations for election to the Nominating Committee are proposed to the Membership by the Board in office. The list of nominees is forwarded by the Board with the Notice calling the Annual Meeting of the Membership.

3. Function of the Nomination Committee

The only function of the committee is to replenish the Board of Directors by proposing names for election to the Board of Officers and Directors:

(a) at the Annual Meeting, for each vacant position to be filled on the outgoing Board.

(b) during the term of the Board in office, to fill vacancies created by resignation or other causes.

(c) The task of the Nominating Committee is important and sensitive. It must serve the general interest of the Membership to whom it is responsible and, at the same time, be responsive to the needs of the Board in Office, as they arise throughout the year.

(d) Because of the nature and importance of its functions, the Nominating Committee is a part of the system of governance of the Society that must be seen to be independent from the interference and undue influence from the Board in office. No member of the Nominating Committee may stand for election to the Board of the Society.

(e) The Nominating Committee is not a policy-making body. However, it is clear that its members should be knowledgeable about the Society and the general thrust of its current policies and undertakings. Thus, the Nominating Committee could contribute significantly to the stability and continuity that are much needed in the affairs of the Society.
4. General

(a) The Nominating Committee should be active or be in a position to be activated at any time during the year, for two reasons:

(i) because the population of Niagara-on-the-Lake and more particularly people who may be valuable to the Society because of their experience, specialization and willingness to serve on the Board may or may not be in Niagara in winter or in summer when the Committee may wish to approach them,

(ii) because the Board in office may need to replace a Director or an officer of the Executive at any time during its Time of office.

(b) The Nominating Committee should be probing possibilities on a continuing basis as opportunities arise and keep a list of persons who have expressed an interest in the Society or who would be good candidates for specific job positions.

(c) The Membership of the Board of Directors should be drawn from the Community at large (on a geographical basis) and, although the Board is expected to act as one once a decision has been reached, its membership should include persons of varied interests, experience and education. There should be no discrimination or exclusion on the basis of gender, race, religion or political beliefs. Written nominations from the Society members will be accepted up to seven (7) days prior to the Annual Meeting by the Chair of the Nomination Committee. However, nominations from the floor will not be accepted.

(d) Above all, nominees should be fully aware of the duties and responsibilities of officers and Directors of the Board and be willing to devote time, dedication and continuity to the tasks expected of them. It should be noted in this respect that the Nominating Committee will be seeking candidates willing to serve for three (3) years on the Board in whatever capacity.

5. Guidelines for Nominee Selection:

The guidelines below have been outlined to provide more clarity to the Nominating Committee on the nominee selection process once a vacant position on the Board has been identified.

(a) Ensure that Board Nomination forms are sent to the membership with either the winter or Spring Newsletter.

(b) Ensure candidates who have been identified as potential nominees submit a resume and/or biography for committee review.

(c) The committee consults with the President and Managing Director to ascertain the priorities and needs of the Board, in terms of skills sets, relevant experience and interests.

(d) The Nominating Committee creates a short list of nominees for interviews, seeking to achieve a best fit with the needs of the Board.

(e) Provide nominee candidates selected for interview with a Board Nominee Package which could include:
   - Terms of reference for the Board in general, and the specific Executive positions
   - Include Committee Terms of Reference
   - Include Section 8.5 of the constitution Responsibilities of the Board
   - Include BY-LAW VI – THE BOARD OF DIRECTORS which includes meetings, terms of office and vacancies
- Updated Strategic Plan
- Current Board Member and staff list
- Annual Report
- Recent Program of Events so they are aware of our activities

(f) Interview each candidate where relevant, these interviews can provide an overview of the Board position and duties. It is also an opportunity for the nominee to outline their expectations, interests in the organization and understanding of the Board's responsibilities.

(g) Provide a congratulatory letter to the successful nominee (pending membership approval) and thank you letters to all those who applied.

6. Reporting the Nominations

The Committee shall send all nominations to the Board for inclusion in the Notice of the Annual Meeting for the information of the Membership with a copy of their report.
NIAGARA HISTORICAL SOCIETY
Terms of Reference for
Honorary Life Supporter

A. Background

In June 2002 the Board of the Society agreed to establish a category of Membership in the Society known as Honorary Life Supporter.

This is intended to honour extant individuals who have made a contribution significantly beyond the norm to the Society and/or Museum. It is intended to be limited in number – to be exclusive. It is not intended to be posthumous, nor to honour individuals who have made a significant financial contribution only; such individuals can be honoured as “Patrons” of the Society and Museum.

B. Policy and Procedure

1. The awarding of an Honourary Life Supporter is entirely at the discretion of the Board of Directors of the Society, after receiving a recommendation from the Executive Committee.

2. Nomination for Honorary Life Supporter can be made at any time by any member of the Society, in writing to the President.

3. The Membership and Development Committee of the Board will consider such a nomination. This committee will decide whether or not to recommend awarding an Honorary Life Supporter and report that to the Board.

4. In considering such a recommendation, the Board may review any matter that they choose, including but not limited to:
   i. The types and extent of contributions made by the nominee, such as (among other things) time, effort resulting in a product of value to the Society, and the donation of artifacts.
   ii. The period of time during which this contribution was made.
   iii. The period during which the nominee has been a regular Member of the Society
   iv. Any other matter the Board considers relevant.

5. At any given time, in keeping with the concept of exclusivity, there is to be no more than five Honorary Lifetime Supporters of the Society.

6. The announcement of the awarding of an Honorary Lifetime Supporter will be made at the Annual General Meeting of the Society, the actual presentation of the award will be made at a Society public function in connection with Janet Carnochan Day. These dates may be varied to such other dates as the Board decides is proper. The award itself will consist of a framed engraved plaque mounted with the crest of the Society. In addition, a similar plaque will be placed permanently in the Society’s Honour Role in the Museum.
**Terms of Reference**

**Duties of the Directors of the Society**

Elected Directors of the Society shall, individually and/or collectively:

(a) Foster the welfare and success of the affairs of the Society for the development of the Museum as a strong community resource,

(b) safeguard the trust placed in the Board by the Membership on behalf of the community at large,

(c) appoint members of the Standing Committee for a term of one year and of Special Committees for specific terms as required,

(d) must be on one or more Standing or Special Committee(s) and report in writing at each Board meeting on the activities of such Committee(s) when necessary,

(e) provide the President with a report on the activities of the Committee(s) they chair for the Annual Meeting,

(f) participate in the preparation and discussion of draft budgets of the Society and of the Museum,

(g) determine and approve policies, objectives, procedures and from time to time review and amend them as required,

(h) exercise control over all funds and properties of the Society,

(i) undertake such duties as may be required by the President of the Society,

(j) discharge their duties in good faith and with the degree of diligence, care and skill which a reasonable person would exercise in similar circumstances in like positions,

(k) be aware of the possibility of conflict if they have any personal interest in any matter under consideration by the Board and abstain from all discussion and voting concerned with such matters,

(l) be aware that they have no authority to act as individual agents of the Society unless such authority is specifically delegated to them on each occasion,

(m) maintain an awareness of happenings and occurrences in Niagara-on-the-Lake and Niagara Region which may impact upon or fall within the Society’ goals and mandate. These should be presented to the Executive Committee and/or the Board for action, with recommendations,
NIAGARA HISTORICAL SOCIETY
Board Declaration of Commitment

The Niagara Historical Society has a very active board and as a Director you are called upon to make an active commitment. Because we are a not-for-profit corporation we rely heavily on our Board to carry out the duties as set out by the Constitution and By-laws.

Therefore, as a Director of the Niagara Historical Society, I, _______________  
Print name
acknowledge that I have read the Constitution and the “Terms of Reference for the Directors of the Society” and that I understand and will fulfill the commitment I am making for the duration of my term.

______________________________  ________________________
Director’s Signature                Date
NIAGARA HISTORICAL SOCIETY
Terms of Reference for the
Duties of the President

As Chief Executive Officer, the President shall:

(a) be responsible for the overall supervision and administration of the affairs of the Society,

(b) preside at all meetings of the members of the Society,

(c) Chair the meetings of the Board and of the Executive Committee,

(d) In consultation with the Recording Secretary prepare agenda and notices for all meetings of the Society, the Board and the Executive Committee,

(e) Be ex officio member of all committees of the Society except the Nominating Committee,

(f) Possess and exercise such powers and fulfill such duties as the Board may from time to time assign to him/her by passage of specific motions,

(g) Ensure that all policies and actions approved at the meetings of the Society or by the Board are properly implemented,

(h) As guardian of the process, ensure that all actions of the Board on behalf of the Society are in accordance with the applicable legislation and with the Constitution and By-Laws of the Society,

(i) Conduct annual performance reviews of permanent staff and in consultation with them, develop training plans and annual performance objectives.
NIAGARA HISTORICAL SOCIETY

Terms of Reference for the
Duties of the Vice President (Society Affairs)

The Vice President (Society Affairs) shall:

(a) act for the President in his/her absence,

(b) Chair the Membership and Development Committee of the Society,

(c) may chair a Standing Committee of the Board.

(d) Responsible for promoting and developing initiatives in consultation with the Membership & Development Committee.
The Vice President in charge of the Museum is responsible for:

a) act for the President in his/her absence,

b) ensuring that the policies established for Museum operations are implemented;

c) providing the board with recommendations regarding changes in Museum policies and operating procedures in consultation with the Governance Committee;

d) May chair a standing Committee of the Board and will Chair the Planning and Physical Plant Committee.

e) Liaison with the Maintenance Committee on a regular basis
NIAGARA HISTORICAL SOCIETY  
Terms of Reference of the  
Duties of the Recording Secretary

The Recording Secretary shall;

(a) have custody of the seal and of any other official symbol of the Society,

(b) oversees the maintenance of files or documents for the Society’s records, minutes of General Meetings, Board, Standing and Special Committees and obtain them from the appropriate persons,

(c) issue notice of Annual and any other General or Special meeting of the membership as well as of meetings of the Board,

(d) record the proceedings of all the Board and membership meetings,

(e) distribute minutes of the Board meetings to Board members,

(f) make records available to members of the Board at all reasonable times,

(g) in November of each year, gather and send the complete records of the Society to be bound. This should include minutes of the Board meetings, Standing and Special Committees, reports, Newsletters, records of all meetings of the Membership and the Annual Report of the Society,

(h) as custodian of the records of the Society, ensure that no document of any kind is removed from the Society’s files. Copies may be issued on request. Originals may not be issued to anyone in any circumstances.

(i) Participate on the Publications & Communications Committee
NIAGARA HISTORICAL SOCIETY

Terms of Reference for the
Duties of the Treasurer

The Treasurer of the Society shall:

a) be responsible for monitoring and the recording, receipt, safe keeping and disbursement of all funds of the Society,
b) assure records are kept on all assets and liabilities of the Society and publish balance sheets for the overall operations of the Society as well as for specific projects,
c) oversee the maintenance of full and accurate books of the accounts and of all financial transactions of the Society,
d) report in writing at each regular meeting of the Board of Directors on the financial accounts of the Society,
e) make all arrangements necessary for the presentation to the Membership of the audited accounts of the previous year and the budget(s) for the new year,
f) report to appropriate government agencies on all required financial matters,
g) oversee the maintenance of the financial records of the Museum as required for the purposes of Section 877 of the Revised Regulations of Ontario 1990,
h) oversee the preparation and filing of all returns relating to taxation matters,
i) ensure that the insurance needs of the Society, the Museum and the Directors of the Society are covered at all times.
j) ensure that all necessary banking and finance forms and arrangements are current,
k) maintain control of and issues “Official Receipts for Income Tax” for donations. In his/her absence, the president may sign these receipts,
l) recommend investment of surplus funds in special accounts,
m) lead the presentation of a budget for the Society and Museum activities,
n) ensure the preliminary Museum budget (as part of the Society’s operations) is prepared for approval by the board before the Annual General Meeting,
o) ensure that the accounting systems of the Society and Museum are adequate and meet the standards for checks and balances,
p) review draft audit reports and consult as required with the external auditor

q) upon the receipt of the final audited statements ensure these are presented to the membership at the next general meeting,
r) advise the Membership at the Annual Meeting, of the status of the accounts to September 30th, alternatively, this could be done via the Society Newsletter announcing that meeting. This report should show budgeted, actual year to date (YTD) and projected revenues and expenses to fiscal year end.

s) Ensure adequate costing of the strategic planning framework

t) Will Chair the Finance and Administration Committee
Publications and Communications Committee
Terms of Reference

This committee will be composed of at least two Board Members, the Managing Director and Society Administrator.

The responsibility of this committee will consist of:

1. Establishing regular communications with the community, community groups and Society members.
2. The development of new publications/journals
3. The development of the Society website and the possibility of web-based publications
4. Assessing the needs to republish early Society publications for purpose of resale

Finance and Administration Committee
Terms of Reference

This committee will be composed of the Treasurer, Secretary, one or more Board members, the Managing Director and the Society Administrator.

The responsibility of this committee will consist of:

1) Annual review of staff needs and resources with the President.
2) Develop annual budgets with staff and President.
3) Review of monthly expenditures.
4) Bi-monthly report of financials for Board.
5) Assist Staff with maximizing available grants.
6) Through Secretary maintain Minute Book of Society.
7) Reviews with Staff the retention of records and files.
8) Complete annual review of the Compliance Report
9) Assessment of the financial implication of recommendations coming from the standing committees.
Planning and Physical Plant Committee
Terms of Reference

This committee will be composed of the Vice-President of the Museum, one or more Board member and the Managing Director.

The responsibility of this committee will consist of:

1) Liaise with the Maintenance Committee to establish physical plant needs.
2) Develop a five year strategic plan. Oversee its implementation and provide regular updates to the Board.
3) Develop Capital Improvement plan and oversee its implementation

Membership and Development Committee
Terms of Reference

This committee will be composed of the Vice-President of the Society, two or more Board members, the Society Administrator and the Managing Director.

The responsibility of this committee will consist of:

1) Build fundraising relationships.
2) Maintain Membership relations.
3) Review fees, structures, member benefits.
4) Develop program to build membership.
5) Make Honourary Life Supporter recommendations.
6) Promote planned giving programs
7) Set out signature events for the Society
Governance Committee
Terms of Reference

This Committee will be composed of the President of the Society, two or more Board members, and the Managing Director.

The responsibility of this committee will consist of:

1) Ongoing review and compliance of the Constitution and By-Laws, drafting of By-Laws and Amended Articles to comply with Provincial Legislation if necessary.

2) Oversight of Management Policies.

3) Ensure that the Nominating Committee candidates are reviewed by the President and the Managing Director.

4) Evaluate effectiveness of Board Governance structures, processes and recommend changes where required.

5) On-going review of Committee structures and function.

6) Ensure that new Directors to the Board receive orientation training.
NIAGARA HISTORICAL SOCIETY
Terms of Reference
Duties of the Town Council Representative

The Town Council Representative shall:

(a) serve as the primary interlocutor between the Historical Society, its Board and Membership and the Town Council;

(b) contribute to the welfare and success of the affairs of the Society and to the development of the Museum as a strong community resource;

(c) assist in safeguarding the trust placed in the Board by the Membership on behalf of the community at large;

(d) report orally or in writing at each Board meeting on the pertinent priorities and activities of the Town Council

(e) be familiar with Board minutes and reports and the Society/Museum’s financial plans and results;

(f) ensure all minutes and reports are made available to appropriate Town Departments/senior officials

(g) inform/update Town Council periodically on the strategic plans, priorities, activities and financial statues of the Society and Museum; and

(h) represent the interests of the Society, as required, at discussions of Town Council on the relevance, role and funding of the Society and Museum and other non-profit Niagara-on-the-Lake organizations and institutions.
NIAGARA HISTORICAL SOCIETY
Management Policies and Procedures

MUSEUM POLICIES

i. Museum Collections Management Policy
   a. Photographic Reproduction Policy

ii. Exhibition Policy

iii. Research Policy

iv. Museum Archival Policy

v. Museum Staff Training Policy

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vii. Human Resources Policy
   a. Performance Review Example
   b. Staff meetings
   c. Job Description
      • Managing Director
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viii. Health and Safety Policy

ix. Workplace Violence & Harassment Policy

x. Gift Shop Policy

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xvi. Contract Policy

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xix. Fundraising Policy (with Appendices 1, 2 & 3)

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NIAGARA HISTORICAL SOCIETY
COLLECTION MANAGEMENT POLICY

(Revised 2016)

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GLOSSARY

Society: means the Niagara Historical Society
Board: means the Society Board of Directors
Museum: means the Museum of the Society
Director: means the Museum Managing Director
Collection: means the Museum collection
Committee: means the Collection Management Committee
Account: means the Collection Management Account

(A) PURPOSE OF THE MUSEUM

The following statements of policy are intended to embody the intent and objectives of the Niagara Historical Society as outlined in the Constitution. The Museum is not a mere repository of objects, and by carefully defining the scope of its collections the Museum will promote a sound growth policy, while guarding against the danger of random expansion. The collection is the property and responsibility of the Niagara Historical Society and is housed and displayed in the Museum.

(B) COLLECTIONS MANDATE

The Society is concerned with the acquisition of objects and archives as an integral facet of a program of historical research, conservation, preservation and display. We will collect objects associated with a historically important person, place or event or established business that relates to the communities of Niagara-on-the-Lake, and dating from at least fifty years before the current date; or pertains to the foundation and operation of the society itself. However, contemporary objects and archives with significant historical value will be collected at the discretion of the committee. As a general rule, the Museum does not accept gifts that carry restrictions. Natural collections will not be considered for acquisition. If a work is not appropriate for acquisition to the Collection, it may be acquired for a research or education collection.
All works proposed for acquisition to the Collection should be relevant to the Museum’s stated mission and should be in, or capable of being returned to, an acceptable state of conservation, unless the physical condition is integral to the meaning of the work. The Museum must be able to house and care for the proposed acquisition according to generally accepted museum practices. Only items for which legal title can be firmly established should be considered for acquisition.

(B) LAW AND ETHICS

The Museum will be committed to meeting all Municipal, Provincial, and Federal legislative requirements that have an impact on collection development, management, and documentation. Also, the Museum will conform to the Canadian Museums Association “Ethical Guidelines” as they pertain to collections development and management.

(C) COLLECTION MANAGEMENT COMMITTEE

The Collection Management Committee will oversee the Collection, and make recommendations to the Niagara Historical Society Board of Directors regarding artefact and archive acquisition, conservation, deaccessioning and disposal. The Committee will also initiate Museum collection reviews.

The Committee will be composed of volunteers with specific areas of expertise, and/or other interested members of the Society. The Museum Director will be a permanent member of the Committee, and the Society President and the Vice-President (Museum) will both be ex-officio members of the Committee.

(D) FUNDING

A Collection Management Account will be maintained within the Museum accounts for the express purpose of providing funds for the acquisition, protection, and conservation of the Museum collection. The Account may receive funds from the following sources:

1. Gifts or bequests
2. Grants from various levels of Government
3. Fundraising events
4. Specific transfers of Money allocated by the Board through the Museum budget.
5. Funds received through de-accessions.

Procedures:

1. All requests for allocation of funds from the Account will be reviewed by the Committee, who will then submit their report to the Board.

2. All funding recommendations over $2,000 from the Committee will be subject to the explicit approval of the Board.

3. In situations where there is insufficient time to obtain the necessary approvals from the Collections Committee, the Curator, on recommendation of the Collections Committee Chair, will have the discretionary authority to approve up to $500 for artefact acquisition, protection, or conservation. These purchases shall be reviewed by committee members at the following collections committee meeting.

(E) ACQUISITIONS
Objects to be accepted into the Museum collection must be relevant to, and consistent with the Collections Mandate as stated in Section (B). The Museum must be able to provide for the protection and preservation of the object in keeping with the standards of good museum conservation practices.

Procedures:

1. All objects offered to the Museum will be officially received by the Director or his/her representative, who will accept them conditional on the approval of the Committee and the Board. A temporary custody form will be filled out.
2. The Committee will judge the merits of each object based on the Collections Mandate, and will recommend acceptance or rejection for the Museum collection.
3. The Committee will send their recommendations to the Board, who have final approval in each case of acceptance or rejection.
4. A “Donor Form” setting forth a complete description of the object and its provenance will accompany all donated objects. The form will also record the full name and address of the donor, and any special instructions from the donor. A copy of all donor forms will be kept on file at the Museum. One copy of the donor form will be sent to the donor for signature.

(F) COLLECTION RECORDS

The Museum will use a combination of paper based and electronic based collection records. The Museum staff will follow appropriate procedures to ensure that the records are properly managed and remain current.

All items approved for the collection will be assigned a unique accession number, and the item will be catalogued. Appropriately trained volunteers or staff will be assigned the duties of registrar. An up-to-date electronic back-up of the Master Catalogue will be kept in an off-site location.

Procedures:

1. Donor Forms, Loan Forms, and the Accession Register will be paper based and/or electronic based.
2. The Master Catalogue file will be maintained in an electronic database.
3. Donor Forms for approved items will be entered into the Accession Register, and the item will be assigned an accession number.
4. Accession numbers will be applied as follows: Year, Donation Number, Sequential Number within the donation. i.e. 2003.001.001 Artefacts will be labeled using National Park Service or Canadian Conservation Institute protocol.
5. Each item will be catalogued using the R.G.Chenhall system.
6. Two back-up digital copies of the database will be made on a monthly basis. One copy will be retained at the Museum, and the other will be stored off-site by the Director.

(G) HANDS-ON EDUCATION

The Museum will not use accessioned artifacts for hands-on educational purposes, but reproductions, photocopies or original duplicates, as approved by the Collections Committee, may be made available. The Museum does maintain extensive files containing non-original documents pertaining to Niagara-on-the-Lake persons, places, or artefacts, and these files can be made available for hands-on educational purposes. The Museum will also maintain an educational collection which can be used for educational programming.

Procedure:
1. All requests for hands-on education will be approved by the Director.

(H) COLLECTION REVIEW

Good collection management requires an on-going review of artefacts in the Museum collection. Collection reviews will be initiated and monitored or approved by the Committee and monitored by the Director.

Procedures:

1. The reviewers will question if the artefact continues to be relevant to, and consistent with, the purposes of the Museum as stated in Section (B).

2. The reviewers will bring to the attention of the Committee, all artefacts that are damaged, to determine if conservation is justified.

In addition, the reviewers will bring to the attention of the Committee, all artefacts that do not meet the Collections Mandate.

(I) CONSERVATION

The Museum will practice preventative and non-interventional conservation to prevent damage to and minimize deterioration of the collection. Interventional conservation will be done only as a last resort, and only on items that are deemed to be rare and significant to local and national research. Interventional conservation will be done by qualified experts.

The Museum will use condition reporting when an item is accessioned, displayed, stored, or loaned. The condition report will form the basis for treatment decisions.

Procedures:

1. Artefacts considered for conservation will be brought to the attention of the Committee by the Director, through the Collection Review process, or by the submission of a Condition Report.

2. The Committee will review all conservation requirements, and will pass their recommendations to the Board, who have final approval in each case of conservation.

(J) HANDLING AND DISPLAY

The collection will only be handled by properly trained staff and volunteers. Training will cover such areas as cleaning, preventative conservation, inventory, packing, transportation, exhibition, and cleaning artefacts on display. The needs for training will be assessed on an annual basis, and all training will be done by a professional.

Artefacts will be displayed based on their own special needs. Artefacts sensitive to UV light will be displayed only under appropriate conditions, and will not be displayed for extended periods of time. Risk assessment of the Collection should be done to assess the possibility of water damage, theft, and vandalism. Artefacts on display will be checked on a daily basis. The Museum will also maintain a Disaster Plan, and it will be reviewed every year.

The Museum will provide an appropriate environment for its artefacts, monitor it daily and take appropriate actions when necessary. This includes the minimization of light levels, of temperature and relative humidity fluctuations, and of dust, and pest infestation.

Procedures:
1. Training of staff and volunteers, and display of the artefacts will be the responsibility of the Director.

2. Risk assessment of the collection and the Disaster Plan will be evaluated by the Committee and the Director.

(K) STORAGE

The Museum will provide dedicated storage space for artefacts and archival collections.

These spaces will be climate controlled, kept dark when not in use and monitored for pest management. The spaces will be maintained in a neat and organized fashion with no overcrowding, and they will consist of shelving units that are appropriate for the artefacts. All building materials will be pH negative, will not off-gas, and will allow for the weight of the material stored on them. Special storage will be provided for archival, textile, and other materials that cannot be safely stored on shelving.

Procedures:

1. Storage areas will be monitored and cleaned when necessary by trained staff or volunteers.

2. Storage areas will be locked and only accessible to the Director or his/her designates.

(L) DE-ACCESSIONING

Artefacts to be considered for de-accession will be brought to the attention of the Committee by the Director, through the Collection Review process, or as a result of a Condition Report. All such artefacts will be scrutinized on a case-by-case basis by the Committee, using the procedures listed in Section (H) of this policy. The Committee will then determine if de-accession is a valid option, and if there are any restrictions placed on the artefact with regard to its disposal.

Procedure:

1. The Committee will forward their recommendations to the Board who have final approval in each case of de-accessioning.

(M) DISPOSAL

Artefacts approved for de-accession by the Board will be disposed of in a manner that is in the best interest of the Museum. Disposal will be monitored by the Committee who will recommend a specific method from the following list:

(a) an exchange of artefacts with another museum.

(b) transfer of the artefact to another public or private institution such as a museum.

(c) Public sale of the artefact.

(d) Destruction of the artefact.

Procedures:

1. Adequate records outlining the conditions and circumstances under which the artefacts were de-accessioned and disposed of, will be kept by the Museum.
2. All funds received from the sale of any artefact from the Museum collection will be credited to the Collections Management Account.

(N) INCOMING LOANS

Objects to be loaned to the Museum collection will be arranged for by the Managing Director and monitored by the Committee, and are borrowed subject to the following conditions:

(a) While the Museum will exercise due care of the property entrusted to it, the Museum is not responsible beyond the exercise of the standards of care used with its own property.

(b) Where specified by the lender, items on loan will be insured by the Museum for amounts that are mutually acceptable to the Museum and the lender.

(c) The Museum may request the lender to remove any objects by written registered notice to the address indicated by the lender on the Loans Incoming form. In case the owner shall fail to remove any object within six months after such notice, the Museum may dispose of such objects as it sees fit, and shall not be liable or accountable to the lender.

(d) The Museum may photograph or otherwise depict objects for purposes of record, education, or publicity under the same practices that pertain to the objects in the Museum’s own permanent collection.

(e) Except for normal dusting, the Museum will not clean, conserve or otherwise alter any loaned object except by written permission from the lender.

(f) Items will be returned only upon the surrender of the appropriate receipt, or upon the written order of the lender or a duly authorized agent or legal representative.

(g) Pictures or reproductions of items on loan will not be sold without specific permission from the lender.

Procedure:

1. A Loans Incoming form will be completed for each item loaned to the Museum, and a copy will be kept on file at the Museum.

(O) OUTGOING LOANS

Requests for the loan of items from the Museum collection will be carried out by the Managing Director and monitored by the Committee, and will be subject to the following conditions:

(a) The borrower will provide standards of care acceptable to the Museum.

(b) The borrower will provide insurance coverage acceptable to the Museum during the period of the loan and during transport.

(c) The borrower will give appropriate credit if the item is photographed or otherwise pictured for any purpose.

(d) Except for normal dusting, the borrower will not clean, conserve, or otherwise alter the item in any way.

(e) All loans will have an expiry date upon which loaned items must be returned, or the loan period extended by formal approval of the Committee.
(f) The Committee may apply other conditions that they deem appropriate for a particular loan situation.

Procedure:

1. A Loans Outgoing form will be completed for each item loaned from the Museum collection, and a copy will be kept on file at the Museum.

Revised July 2016

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Faith Bell,
Society President
NIAGARA HISTORICAL SOCIETY
RESEARCH AND PHOTOGRAPHIC REPRODUCTIONS POLICY

RESEARCH POLICY:

a. Access and Control
The Museum will allow members of the public to access its collections for research purposes at a fee of $30.00 per visit or free for members. Because the stewardship of the collection is a public trust, the type of access given to a researcher may vary. Access privileges will be determined by the Director/Curator.
   Prior to being granted access to the collections:
   i. A researcher will demonstrate an understanding of the Museum's care and handling procedures. Staff may provide instruction as time permits.
   ii. A researcher will communicate to the Director the nature and purpose of his/her research by completing the information request form.
   iii. A Photocopy of government issued ID will be kept by the Museum for 7 years.
   iv. The name of the ID must match that on the research information form.
   v. The requestor must then write out their personal information on the form.
   vi. All items accessed must be indicated on this form.
   vii. The researcher shall sign the form.
   viii. The Form will indicate that the research room is subject to video recording.
The Museum will not allow a private researcher to remove any artefact from its facility for research or documentation purposes. Loans of artifacts to other Museums or Education institutions will be considered in accordance with the Collections policy. The Museum will provide copies of copyrighted materials for research or private study where the researcher can satisfy the Museum that he or she will not use the copy for a purpose other than research or private study.

b. Remote Access to the Collections
The Museum will respond to inquiries regarding its collection. The Museum staff will record the nature and source of remote inquiries and respond with a notice of receipt of the inquiry within five working days. Where a fee will be applied to an information inquiry, the researcher will be informed of such and an estimate of the fee will be given. Where the estimate exceeds twenty-five dollars ($25.00), then the Museum may ask for a deposit prior to fulfilling the request.

c. Expenses incurred by the Museum
The Museum will endeavour to ensure that the research services offered are on a cost-recovery basis. As such, the Museum may charge all disbursements to a researcher. The Museum may charge a researcher for services or labour provided by the Museum to fulfil the researcher's request.
The Director may waive research service fees for dissemination of the information requested if in his/her judgement such dissemination will benefit the public in general.

d. Publication
When publishing materials obtained from the Museum, researchers will acknowledge the Niagara Historical Society & Museum as the source. Acknowledgement will take the following form:

“Courtesy of the Niagara Historical Society & Museum”

Researchers will be informed that they are responsible for obtaining the publishing rights for any materials retrieved from the Museum collections. The Museum in no way assigns the right of publication when it distributes copies of items from its collections.
Research and Photographic Reproduction Policy and Form
Niagara Historical Society & Museum

Date: __________________________ Name: ________________________________

Mailing Address: ________________________________________________________

Postal Code: ________ Phone:____________________ Fax:_________________________

Items Requested - Identification numbers, key words, catalogue #, accession # or specific questions for hourly research.

_______________________________________________________________________________

_______________________________________________________________________________

_______________________________________________________________________________

_______________________________________________________________________________

Research Costs

General Research Access ______ @ $15.00 ______
Research deposit ______ @ $25.00 ______
Research labour (Old Town) ______ @$20.00/hr ______
Research labour (Town communities) ______ @$25.00/hr ______
Photo copies ______ @ $0.25 ______
Digital Image ______ @ $15.00/image ______
Postage ______ @ $5.00/env ______
Publication Fees* ______@$20.00/image ______

Total Costs:________________________________________

*Publication Fees
A publication fee will be charged for commercial use. If the image is to be used for advertising, front cover, or in a major publication, an additional fee may be charged at the discretion of the Museum Board.
Publication fees will not be charged for non-profit or educational use or use by Niagara Region museums, magazines, newspapers or television.

If the research/material is used in any form for publication or exhibition, the Society requests acknowledgement by including the object number and the following:

“Courtesy of the Niagara Historical Society & Museum”

I, __________________________ agree to pay the above charges in return for research or material from the Niagara Historical Society.

43 Castlereagh Street, P.O. BOX 208, Niagara on the Lake, Ontario, L0S 1J0. Tel: (905) 468-3912, Fax: (905) 468-1728
Conditions for Photographic Reproductions

1. The Niagara Historical Society & Museum reserves the right to determine which photographs may be reproduced.
2. Photographs are provided for one-time use only, unless otherwise stated.
3. The purchaser agrees to reimburse the Museum for reproductions, according to the price scales established.
4. The sale of photographs does not automatically include permission for their reproduction. Permission for reproductions must be obtained separately in writing and will be granted if the proposed use of the photograph meets with the approval of the Museum.
5. Photographs may be ordered for research purposes and then released for publication by letter after payment of a publication fee.
6. Permission to publish or further reproduce material is granted for specific purpose or occasion and does not convey or transfer copyright in the original material to the requestor.
7. The researcher/purchaser assumes all responsibility under the terms of the Copyright Act for use made of images secured from the Niagara Historical Society & Museum.
8. Photographs from the Niagara Historical Society & Museum must be credited to the Museum and should credit the photographer where known.
9. The author/publisher of any publication containing an illustration from the Museum shall provide one gratis copy to the Museum.
10. Researchers are not allowed to copy photographs using their own cameras or other equipment.
11. Photographs shall not be copied or incorporated into the collections of any archives, library, or other repository without the written permission of the Niagara Historical Society & Museum.
12. Photographs shall not be retouched or altered in any way which would affect their historical or artistic integrity.
13. Photographs cannot be supplied on approval or returned for credit.
14. Advance payment is required for photographic reproductions.
NIAGARA HISTORICAL SOCIETY
EXHIBITION POLICY AND PROCEDURES

EXHIBITION POLICY:

1. The purpose of the Museum is to preserve and display a collection of artifacts which will be representative of Canadian heritage and history and with specific reference to Niagara-on-the-Lake. The exhibitions shall be designed to encourage an interest in local history and shall be educational and entertaining.

2. The museum will exhibit a selection of artifacts in the collection in any given year. Exhibitions will conform to prevailing curatorial and conservation standards.

3. The Museum shall feature:
   a) Permanent Exhibitions which shall depict the history of Niagara-on-the-Lake;
   b) Temporary Exhibitions, generally a minimum of two per year, which may include a feature exhibition to commemorate the anniversary of an event or person of significance. Exhibitions may include items borrowed from individuals or institutions that fit the theme;
   c) Travelling Exhibitions – the Museum may choose travelling exhibitions from other institutions and conversely may prepare exhibitions for display at off-site locations;
   d) Private Collections – collections owned by private citizens or firms may be exhibited provided the terms of agreement are appropriate.

4. A committee, to be known as the Exhibition Committee, may be formed by interested members of the Niagara Historical Society. This committee shall consist of a chairman and members who will function under the direction of the Curator (Managing Director). The Exhibition Committee will adhere to the exhibition procedures outlined below and will be responsible for implementing the objectives of the policy. All committee members will be trained in preparation, installation and artifact handling.

5. The Curator (Managing Director), under the direction of the Board of Directors, shall have final approval and responsibility for all exhibitions.

6. The Exhibitions budget will be approved annually by the Board of Directors as part of the overall budget process for the Museum and Society.

EXHIBITION PROCEDURES:

1. All Exhibitions must conform to the Museum Policies and Operational methods for:
   a) Conservation,
   b) Interpretation and Education, and
   c) Exhibitions.

2. That portion of the Museum budget allocated to Exhibitions should be used for:
   a) The design and preparation of necessary graphics and labels
   b) Required materials and construction
   c) Installation and evaluations and
   d) Advertising and promotion of feature exhibitions
   e) Or such other expenses deemed appropriate by the Curator
3. A proposed schedule of exhibitions for the following year shall be prepared by the Curator (Managing Director) and submitted for approval to the Board of Directors each year.

4. Every exhibition shall be thoroughly planned and researched, with full consideration of:
   a) The purpose of the exhibition
   b) The historical accuracy and objectivity of the research
   c) Ethical behaviour in exhibition presentation
   d) The availability and condition of artifacts to be displayed
   e) Specifications and cost of materials and labour to be used
   f) Conservation and security requirements
   g) Text, graphics and labeling, and
   h) The sketch and written plan to be prepared for all exhibitions.
   i) Accessibility for all museum patrons to enjoy

5. Every exhibition shall be installed with:
   a) Clear concise text and labels where necessary. Text shall be a readable font with a minimum size of 16 pt.
   b) Italics may be used for quotations and credit must be given to the source of the quotation.
   c) Adequate security provision.
   d) Safety of staff and visitors in mind. All exhibitions will be adequately supported, secure and will provide barriers against heavy objects or moving parts that may cause injury. All hazards will be identified and will be remediated to ensure safety.
   e) Meeting all municipal, provincial and federal legislative requirements

7. If an exhibition takes in excess of one day to complete, it must be clearly marked “Exhibition in Progress”.

8. All artifacts selected for exhibition must be:
   a) in stable condition
   b) catalogued
   c) installed according to current conservation and security standards.
   d) marked as “On Exhibition” for its location on the Collections Database when an exhibition is being installed and dismantled.

9. Furthermore, any exhibitions which are loaned for display to other locations must be:
   a) transported in a safe and secure manner
   b) mounted and exhibited in comparable conditions to the original
   c) handled to cover all conservation standards, and
   d) labeled with credit for the source.

10. Where items are lent to the museum for display, loan forms and an acknowledgement letter must be completed. A “thank you” letter must be written to the lender at the completion of the exhibition and return of the item.
    Loaned items must be identified as being “from a private collection” unless otherwise stated by the lender.

11. A visual record shall be kept of all exhibits
    a) digitally recorded
b) plans and notes of the exhibit.

Amended by motion passed at the Board of Directors Meeting on

26/03/2015
Day/Month/Year   Dennis Kam, Society President
The Niagara Historical Society & Museum (NHSM) will undertake research related to the objectives of the Society as stated in the constitution:

“The promotion of Canadian culture by encouraging the study of Canadian history and literature with specific reference to the Niagara area.”

The subject areas on which the Society and Museum have focused and shall continue to attend to are as follows:

1. First Nations history of Niagara-on-the-Lake.
2. The military history of Niagara-on-the-Lake,
3. The domestic history of the settlement of Niagara-on-the-Lake.
4. The development of social and cultural activity in Niagara-on-the-Lake.
5. The personal history of individuals whose artifacts are prominent elements of the collection.

The time frame within which research shall be intensive will be 1750 to within 50 years of the current date.

RESEARCH RELATED TO MUSEUM FUNCTIONS:

1. Research shall be initiated with each new acquisition in the following areas:
   a) identification of artifact
   b) history of the genre
   c) personal history of the item
   d) brief biographical references for donor and/or owner

2. Research shall be ongoing to expand the identification of artifacts and archival material.

3. Research shall be ongoing to upgrade the catalogue system.

4. Research on the collection and archives should suggest yearly and seasonal themes for exhibit purposes.

EDUCATIONAL PROGRAMS:

1. Educational programs developed around specific themes shall be researched for accuracy before presentation.

2. The museum will liaise with schools to determine appropriate areas for research and programming.

DOCUMENTATION:

All research related to museum functions shall be documented as follows:

a) Entered into research file system
b) Entered into computer Collections Database under the appropriate artifact
c) Entered into the Artifact Research file
d) Entered onto the Artifact Catalogue file
RESEARCH PROCEDURES:

Research will be carried out by staff, members with special qualifications, contract employees under supervision and, at times, with the assistance of volunteers. All research conducted by the NHSM will ensure:

A. Accuracy and objectivity in the results of research
B. Ethical behavior is followed
C. That all municipal, provincial and federal legislative requirements are met in conducting research and in the use of the results from research

The Museum will issue consent to research as per the NHSM Research Request Agreement. Staff will ensure that all external researchers have training in handling artifacts. For more information on external researchers please read the Research and Photographic Reproductions Policy located in the NHSM Collections Management Policy.

RESEARCH FACILITIES:

The Society has developed and will continue to maintain, a library of reference material related to its collection.

The Society has set aside a library area with appropriate equipment for research including audio-visual aids.

The Society maintains a holding bay for acquisitions while research is in process. A proportion of the budget is allotted to research activities and may vary from year to year. Time away from the premises for staff research activities will be granted as requested, when arrangements for substitute staff can be made.

Amended by motion passed at the Board of Directors Meeting on

26/03/2015

Day/Month/Year       Dennis Kam, Society President
NIAGARA HISTORICAL SOCIETY
ARCHIVAL POLICY AND PROCEDURES

POLICY:

The museum shall, as part of its collection, maintain and add to a repository of historical documents. This documentary material shall be the responsibility of the Curatorial Committee under the direction of the Museum Curator and shall be made available to researchers for such use as:

a) exhibition,
b) publication.

PROCEDURES:

1. Where the Niagara Historical Society is not the owner of the original documents,
   a) all institutions must be given credit in the caption, and in the list of acknowledgements accompanying a publication or material prepared for a public program.
   b) private sources may be acknowledged as “private sources” with a full credit given in the list of acknowledgements for the publication.

2. Where the Niagara Historical Society is the owner of the original document, it shall be given credit in the caption and in the list of acknowledgements accompanying a publication or material prepared for a public program in the following manner “Courtesy of the Niagara Historical Society Museum”.

Note: The material referred to in this policy is the Collection of historical documents acquired by the Society. It is not those records and documents generated by or referring to the business of the Society.

Amended by motion passed at the Board of Directors Meeting on

26/03/2015
Day/Month/Year    Dennis Kam, Society President
GENERAL STATEMENT:

A museum requires skilled staff, paid and unpaid, to carry out day-to-day duties of administration, interpretation, exhibit, display and maintenance of the collection. The Board of Directors will implement these obligations in the following manner:

A. Committee Responsibilities:

   The Board of Directors will:

   1. Set aside a specific amount in each year’s operating budget for staff training purposes.

   2. Take an active role in seeking out training opportunities and ensuring that staff can participate in these activities.

   3. Require staff to undertake further training in museological areas where staff is deemed deficient.

B. Employee Responsibilities:

   1. All employees, paid and volunteer, shall participate in in-house training programs where applicable to their responsibilities.

   2. Employees shall be accountable, in writing, with respect to benefits obtained from training programs and conferences.

TRAINING PARAMETERS:

Each year the Museum shall provide its staff with the opportunity for professional development, interchange with museum colleagues or upgrading of skills.

A. General:

   Areas of museological and general training which are necessary for the operation of a professional museum include:

   1. museum organization and administration including general administrative functions and procedures, staff and site management, promotion and public relations, financial planning, fund raising and grant acquisition, bookkeeping, records and accounting and museum security.

   2. registration and collections management

   3. care of collections

   4. interpretation and public programmes, including exhibit design and preparation, education programs, interpretation and extension services, research.
B. **Specific:**

Training opportunities for museum staff which satisfactorily fulfill the above objectives include:

1. heritage organization annual conference and meetings
2. museum studies certificate or degree course
3. workshops, seminars or courses on museum responsibilities
4. regional meeting or workshops with museum colleagues
5. correspondence courses
6. internships, study tours, exchange programs

Amended by motion passed at the Board of Directors Meeting on 28/07/2011

Day/Month/Year Neil Rumble,
Society President
NIAGARA HISTORICAL SOCIETY
CONSERVATION POLICY AND PROCEDURES

1. The Museum will establish procedures and provide support for protection of the collection from damage or loss through fire, flood, water damage, theft, vandalism, accident and damage from insect pests and vermin.

2. The Museum will establish procedures for care of artifacts in the event of physical emergencies such as fire, flood, accident, etc., pre-designate an emergency work area, and ensure that all staff are familiar with these procedures.

3. The Museum will provide storage areas and artifact workrooms sufficient to accommodate the size and material composition of the collection.

4. The Museum will provide storage space for the collection which will be orderly, clean and environmentally controlled, and will allow adequate physical access to the artifacts. Access will be restricted to the Curator or designate. The storage area will be used only for the storage of Museum artifacts.

5. The Museum will develop standards and procedures and will designate appropriate responsibility for handling, storage, exhibition, packing and transport of its artifacts in order to best preserve the collections.

6. The Museum will provide in-house training for all staff, both paid and unpaid, in the handling and preventative care of artifacts. Where further training is deemed necessary, the Museum will provide support (financial or other) for staff participation in outside training programs. Only staff with appropriate training will be permitted to handle artifacts.

7. The Museum will attempt to ensure that a sufficient size of staff is provided to implement preventive care of collections programs.

8. The Museum will ensure that all artifacts in the collection whether owned or borrowed, are correctly documented with respect to ownership, incoming and current condition and need for conservation treatment. This program shall be on-going and “current condition” shall be assessed as items are brought forward for display.

9. The Museum will ensure that cleaning, repair or restoration of any artifact in its collection is carried out only by qualified personnel and in such a manner as to maintain the historic artistic integrity of that artifact.

10. Funds required for conservation of any artifact shall be drawn from the Collection Management account on the recommendation of the Collection Management Committee.

Revised September 2011

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Neil Rumble,
Society President
NIAGARA HISTORICAL SOCIETY  
HUMAN RESOURCE POLICY

PREAMBLE

This policy is based on the understanding of responsibility, goodwill and trust between employer and employee. It is seen as a policy of mutual interest between both parties and is to be interpreted accordingly. The board of directors of the Niagara Historical Society is referred to as the “Society”.

The Society and its employees and contractors and agents will not discriminate in their employment practices on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sexual orientation, age, marital status, family status, or disability.

1. Agreement of Employment and Conditions

Each employee of the Society will be provided with a letter of agreement containing a job description, an anniversary review date, performance review forms, annual salary, and a copy of this policy.

1. Statutory Regulations

Employment with the Society is subject to all the provisions of the Ontario Employment Standards Act, the Canada Pension Plan, and the Employment Insurance Act.

3. Recruitment

The Society will provide equal opportunity in employment and will recruit, promote, appoint, and assign on the basis of merit without discrimination as defined by the Province of Ontario’s Human Rights Code.

When recruiting for the Managing Director or Society Administrator position, the following procedure should be used. The Board of Directors will form a Hiring Committee made up of at least two Executive Committee Members, of which one is the President.

The Committee will review the job description, make any necessary changes and establish the job posting requirements. Upon approval of this committee, the job posting will then be made available for a minimum of two weeks through appropriate means, while remaining as cost-effective as possible. This includes but is not limited to internet job sites and Museum field-related recruitment sites.

Upon the closure of the Job Posting, the committee will review applications, select a list of potential candidates and set up interviews. When all candidates have been interviewed, the committee will decide on the best person for the post. The successful candidate will then be informed as soon as possible, agreeing on a commencement date and starting salary. If a successful candidate has not been found this process will be repeated. All unsuccessful candidates will then be informed of the outcome of the interview process.

For contract positions, the Managing Director and Society Administrator will complete the above procedure on behalf of the Board of Directors. In special cases, members of the Board of Directors may be invited to join the procedure.
4. Salary

Employees are paid every other Friday, at a rate of one twenty-sixth of their annual salary less appropriate deductions. Individual salaries may be adjusted to take into account changes in the cost of living and merit increases.

5. Hours of Work

Employees are expected to bring a professional viewpoint to their job based on a five-day week. This may constitute working weekends for more than half the year and some evenings. Unless otherwise specified, employees will be based at 43 Castlereagh Street in Niagara-on-the-Lake, Ontario. Normal office hours are from 9:00 a.m. to 5:00 p.m. Employees are expected to work an average of 40 hours per week.

5. Breaks

Permanent employees are entitled to one hour paid lunch break and applicable breaks in accordance with the Employment Standards Act, 2000 for each full work day.

6. Vacation Time

Vacation time is specified in the position contract. Unused vacation can be carried forward to the next fiscal year, up to one week.

Selection of vacation time must be arranged with and approved by the Managing Director or the Board Chair having regard for the work priorities of the Society. Requests for vacation should be in writing.

7. Sick Leave

An employee accumulates sick leave credits at a rate of one (1) day per month for each full calendar month of continuous employment. Where an employee does not have sick leave credits equal to the period of absence by an illness, he or she may be granted special leave with pay. Special sick leave granted must be deducted from sick leave credits subsequently earned before any further accumulation of sick leave credits may take place. An employee who is granted special sick leave must, upon ceasing employment, compensate the Society for the unrecovered leave. The amount of compensation is to be calculated using the employee’s rate of pay at termination. Accumulated days of sick leave at the termination of employment are not payable. Sick leave credits cannot be used in conjunction with vacation or leaves of absence. Sick leave is recorded in the Employee Payroll Book. Leave for sickness of one’s spouse, life partner or child may be granted from the employee’s sick leave.

Doctor’s evidence of illness may be required after three (3) days absence due to illness at the discretion of the Managing Director or Board Chair.

8. Overtime

Overtime is defined as time worked by an employee in excess of normal daily or weekly hours of work, as requested or approved by the Managing Director or Board Chair. Compensation for overtime worked is not to be paid; employees are entitled to equal time off with pay in lieu of overtime worked. Lieu time must be taken in the year in which it is earned, and cannot be carried forward from year to year.
Scheduling of lieu time is arranged in advance with the Managing Director or Board Chair. Exceptions can be made to these provisions in special cases at the discretion of the President.

9. Statutory Holidays

Under normal conditions, employees will not be expected to work on the following holidays: New Year’s Day, Good Friday, Easter Sunday, Thanksgiving, Christmas Eve, Christmas Day, Boxing Day and New Year’s Eve. The Museum remains open for all other statutory holidays. If a holiday falls on a non-working day, or if it is necessary for employees to carry out their duties on any one of the holidays, they shall be entitled to another working day off with pay.

10. Attendance Register

Hours worked and leave taken must be recorded on the time sheets provided.

11. Professional Development Leave

The Society is willing to consider requests for professional development from employees. Requests will be considered on an individual basis and will be evaluated in terms of the employee’s duties and the Society’s financial ability. Where approved by the Managing Director or the Board Chair, the Society will grant leave with pay and will reimburse reasonable travel, accommodation, tuition and sundry expenses upon successful completion of the course. Where the program is deemed beneficial but funding is not available, attempts will be made to reach a solution (e.g. solicitation of special grants, partial funding, etc.). Where it is considered that a professional development request will be of immediate benefit to the employee and only indirectly beneficial to the Society, the Society will consider a contribution of 30% of the expenses involved upon successful completion of the course. All applications should be made to the Managing Director or Board Chair.

12. Leave of Absence with Pay

a) Compassionate Leave: A leave of absence with pay for up to five (5) days may be granted in the case of a death in the employee’s immediate family or household; up to two (2) days may be granted in the case of other relatives. Immediate family shall be identified as a spouse, life partner, mother, father, sister, brother or child. In-laws shall be considered other relatives.

b) Special Leave: A leave of absence for other special purposes will be considered on the merits of the individual case upon application in writing to the Managing Director or Board Chair. Such leaves will not affect an employee’s vacation or sick leave credits.

c) Court Leave: Employees who are required to serve as jurors or witnesses in any court shall be granted a leave of absence with pay for this purpose. Any compensation received by an employee other than for actual expenses incurred will be considered the property of the Society, and shall be deposited to the Society’s general revenue account.

13. Leave of Absence without Pay

An employee may make an application to the Managing Director or Board Chair for a leave of absence without pay at any time after one year of employment. Such application shall be considered on the merits of the individual case, and on the basis of the Society’s work priorities.
14. Maternity and Parental Leave

An employee is entitled to unpaid maternity and/or parental leave in accordance with the Employment Standards Act. An employee whose spouse is pregnant is permitted to take up to four (4) days off with pay at the time of delivery. Absences for these days may be granted from one’s accumulated sick leave or vacation credits.

15. Probation Period

All new employees are hired on a three (3) month probation period which may be extended at the discretion of the Managing Director or the President of the Society. During probation, an employee is entitled to accumulate but not receive vacation and sick leave credits. During the probation period, either party may terminate the employment agreement with one week’s notice.

16. Performance Review

An employee’s performance and conditions of employment will be reviewed annually (at a minimum) on or before the anniversary date of his or her employment. Reviews of the staff will be done by the Managing Director or Board Chair. Employees and the persons doing the performance review will agree on the form and methods to be used. Part of this review, including cost of living and merit changes to the salary, will be decided and recommended by the President of the Society to the Board.

17. Termination of Employment

Employees desiring to terminate their employment with the Society are required to inform the Managing Director or Board Chair in writing at least two (2) weeks in advance of their intended departure date. Should the Society wish to dispense with an employee’s services, he or she is entitled to notice with pay or severance pay equal to one (1) week of his or her annual salary in the first year of employment, and one (1) week for each full year of service thereafter, unless otherwise agreed pursuant to the Employment Standards Act, 2000. (For example, after completing three (3) years of full service, an employee is entitled to three (3) weeks pay in their fourth (4th) year).

18. Travel Expenses

When requested to travel on behalf of the Society by the Managing Director or Board Chair, an expense allowance will be advanced to the employee, or he or she will be reimbursed in full after expenses have been incurred. Valid receipts will be required. It is understood that they will always utilize the most economical means of transportation and accommodation.

19. Staff Honoraria

Employees should be prepared to render professional services within the Society’s sphere of interest. Fees or honoraria for such services, when received, will be the employee’s. If the employee prepared these professional services during the course of a business day, and used the resources of the Society, then fees or honoraria, when received, should be deposited to the credit of the Society unless otherwise authorized. For services within its sphere of interest, the Society may be prepared to cover staff time with pay and to reimburse out-of-pocket expenses incurred.
20. Managing Director

Whenever decisions affecting the Managing Director are required, the chair of the Board is vested with the authority to make them. The president shall report his or her actions to the board and the executive committee within a reasonable time frame.

This policy was officially adopted by the board of directors of the Niagara Historical Society on 2005____(date), and supersedes all previous and related policies.

Revised January 2015
NIAGARA HISTORICAL SOCIETY
STAFF MEETINGS POLICY

Time: Tuesday mornings 10 a.m.

Ground Rules:

• Open, free communication

• Solution oriented

• Acknowledge each others’ contributions

• Notes shall be made on the white board, highlighting key ideas from the meeting

Format:

• Review issues/problems

• Identify resource needs

• Suggest resolutions/solutions

• Create timelines
NIAGARA HISTORICAL SOCIETY AND MUSEUM
JOB DESCRIPTIONS

The Niagara Historical Society in Niagara-on-the-Lake encourages historical study of the Niagara region, collects and preserves historical records and artifacts specific to the Niagara area and encourages the preservation of the town’s historical landmarks.

The Society operates a successful museum, which is made up of three connected buildings and houses a collection of over 40,000 artefacts and archives. It is recognized that the Museum and its contents is the major artefact of the Niagara Historical Society.

The Society & Museum operate on a combined budget of just over $200,000 annually. They employ two full-time employees and hire contract personnel based on grants received for special projects. The Society has a membership of about 300 individuals or families, which includes about 70 active volunteers.

Job Title: Managing Director, Niagara Historical Society & Museum

Reporting Relationship: The Managing Director reports to the President and the Board of Directors of the Niagara Historical Society

Job Purpose: The Managing Director is the chief operating officer of the Niagara Historical Society, responsible for all day to day operations in collaboration with the Society Administrator; has primary responsibility for the implementation of Board directed strategies and policies for the activities, collections and holdings of the Niagara Historical Society.

Primary Responsibilities:

Management/Development/Communications:

- Assist the Board in the development of all strategic plans, marketing plans and financial plans for the Museum
- Prepare budgets in collaboration with the Society Administrator
- Plan, develop, direct and carry out all operational activities of the Museum
- Make recommendations to the Board on the need, focus and allocation of human resources required, including full time and part time employees as well as volunteers
- Train and supervise one full time staff person and together with the Society Administrator, direct the work of several contract staff and over 70 volunteers
- Serve in an advisory capacity to the Museum committees or sub-committees as requested
- Develop contacts/network and liaise on behalf of the Society with governments, museums and other heritage organizations as required
- Research and assist in identifying sources of funding
- Prepare funding applications and follow up on such funding
- Represent the Museum at museum, heritage and other cultural events as may be requested
- Track and report on the operations, maintenance and financial status of the Museum on monthly, quarterly and annual basis in collaboration with the Society Administrator
- Hold signing authority for Museum and Society expenses
- Oversee marketing and PR activities for the Museum, reviewing and approving all media releases, posters, brochures and public announcements for events and programs
- Prepare articles of historical interest for local newspapers
- Coordinate various special events for the Museum
- Develop content for and maintain website

**Curatorial:**
- Ensure the provincially promulgated Community Museum Operating Standards are met, at least to the minimum level
- Research, record, collect and otherwise assist in matters concerning the history of the Niagara region and other Heritage links
- Maintain the collection of the museum, including its acquisitions, care and preservation
- Monitor environmental conditions of collection and building
- Develop and implement a seasonal building maintenance schedule
- Continuously digitize the collection
- Maintain and update all collection records
- Arrange for the implementation of permanent and temporary exhibits on a continuing basis, which will be of interest to local and visiting communities alike
- Develop, research and provide educational programs for children, students and/or interested community groups
- Answer public inquiries related to artefacts, local history and material culture
- Serve as a guest speaker for special interest groups
- Conduct walking tours of the town as well as Museum tours when required

**Physical Demands:**
- May be required to perform small maintenance duties, set up tables and chairs for special events, move exhibit cases and other materials for displaying exhibitions, and move artefacts in and out of storage
- May be required to perform walking tours through the Old Town

**Working Conditions and Environment:**
- Required to work some evenings and weekends for special events and lectures
- Required to work with some chemicals used for maintenance purposes, cleaning of exhibition cases, mounting of exhibition text, preventative conservation, and accessioning artefacts

**Knowledge and Skills Required:**
- Knowledge of the History of Niagara is required
- Knowledge of Microsoft Word, Access, Publisher and Excel
- Experience working on database systems
- Good oral and written communication skills
- Excellent leadership skills
- Excellent analytical and problem solving skills in order to determine the goals of the Society
- Ability to do research
- Proven success in marketing, public relations and fundraising for heritage organizations is an asset
- Experience in Human Resource Management is an asset
- Knowledge of heritage and conservation standards for both artefacts and facilities
- Comprehensive knowledge of theory and practice of museum operations including research, collections management, artefact conservation, exhibit development and funding programs
- Knowledge of community needs
- University degree with graduate work in Museum Studies or related field
- Ability to cultivate and maintain contacts in the museum community, including related governmental organizations at the provincial and federal levels
Terms of Employment:

The Managing Director’s job is a full time salaried position as stipulated in the Niagara Historical Society Human Resources Policy.

The position will be evaluated annually by the Niagara Historical Society Board as set out in the Performance Review Procedure. This will be done in conjunction with the goals and objectives established and agreed with the Board during the previous year.

Salary and vacation periods are specified in the contract with the Niagara Historical Society.

Revised September 2010
Job Title: Society Administrator

Reporting Duties: Reports to the Managing Director of the Society and liaises with all members of the Society's Board of Directors; may report directly to the President and to the Board on specific issues, events or items.

Job Purpose: The Society Administrator supports all functions of the Society through maintaining financial records and accounts, procurement, volunteer management and public relations.

Primary Responsibilities:
Financial Management
- Prepare annual budgets in collaboration with the Managing Director
- Prepare monthly and year-to-date revenue and expenses for the Treasurer of the Society and Board members, and identify and explain, as required, variances from the approved budget.
- Prepare weekly (or as required) bank deposits for the Society and Museum
- Maintain an accurate, computerized record of Sales and Expenses
- Maintain petty cash records
- Prepare and control Accounts Receivable and Accounts Payable
- Organize annual raffle and report to Town
- Maintain budgets and expense accounting for special programs and events
- Prepare GST and PST remittances and Employee Payroll
- Arrange for annual audit and assist auditors as required

Administration
- Prepare funding applications and do follow-up in consultation with Managing Director
- Produce and distribute Board of Director minutes, agendas, and financial reports
- Assist with strategic planning
- Serve in an advisory capacity to the Museum/Society committees or sub-committees as requested
- Procure merchandise for Gift Shop
- Prepare monthly reporting chart including volunteer hours, attendance figures, research visits, communication to members, etc.
- Assist in tracking bi-monthly progress of strategic plan
- Prepare and distribute charitable tax receipts
- Maintain official records of the Society
- Maintain office supplies
- Book tours with various outside groups

Membership
- Set up the quarterly newsletter with assistance from Managing Director and other volunteers
- Have quarterly newsletter printed
- Send membership mailings for the quarterly Newsletter, special events, etc
- Maintain membership figures, organize membership renewal, distribute membership letters of thank you and membership cards
- Plan and oversee annual membership event
- Send communication to members via email for events, important dates and other pieces of interest
- Track overdue memberships and send correspondence regarding renewal

Public Relations
- Ensure that B&B, hotel and other stakeholders are aware of upcoming events and exhibitions
• Promote Society events and exhibitions by producing in-house posters, rack cards and other promotional materials, as well as organizing the distribution of the material
• Design marketing materials and advertisements for tourism guides, newspapers and websites
• Arrange for the printing of materials that cannot be done in-house
• Produce press releases for special events, workshops, lectures and other programmes and distribute them through email
• Produce weekly (or monthly) Cultural Newsletter and distribute it to participating sites as well as to membership and marketing contacts
• Plan and execute special events, in collaboration with Board committees and with volunteer support

Volunteer Management
• Assist in the direction of volunteer work assignments
• Maintain volunteer records and administrative forms
• Assess the need for volunteers
• Ensure that records of volunteer hours are maintained and that volunteers record their hours
• Ensure that volunteers are properly supervised
• Plan and implement formal and informal volunteer recognition activities
• Ensure that volunteers work in a safe and healthy environment in accordance with all appropriate legislation and regulations
• Arrange volunteer schedule for special events
• Develop, administer, and review policies and procedures which guide the overall volunteer program
• Assist in training volunteers in procedures relevant to their job
• Develop and implement plans to recruit new volunteers when required

Staff Supervisory/Management Responsibilities:
• Communicate tasks to volunteers and supervise during special events
• Train new staff (part time and contract) in front desk procedures

Interaction with Patrons and Public
• Interact with Museum visitors
• Phone and face-to-face interaction with various businesses for inventory orders, office supply orders, maintenance of building and grounds, and accounts payable and receivable
• Interaction with media contacts for advertising or articles
• Maintain relationships with members and volunteers

Physical Demands:
• May be required to unpack inventory for gift shop and put it out for display
• May be required to move chairs and exhibition cases to set up for special events
• Travel by foot and by vehicle to various sites to distribute promotional materials

Working Conditions and Environment:
• Will be required to travel to bank to make deposits
• May be required to attend and assist with special events on evenings and weekends
• May be required to work with some chemicals used for cleaning purposes

Knowledge and Skills Required:
• Knowledge of Microsoft Word, Access, Excel and Publisher
• Experience with use of database systems
• Experience with Quickbooks Pro or other Bookkeeping software
• Experience with other Desktop Publishing software an asset
• Good interpersonal skills on the phone and face-to-face
• Strong writing and editing skills
• Strong oral communication skills
• Knowledge of current trends and resources in volunteerism
• Leadership skills
• Certification from the Canadian Administrator of Volunteer Resources (CAVR) or equivalent association is an asset
• Degree or diploma in Business Administration or related studies is an asset
• Post Secondary education in social sciences, human resources, public relations, community development, or adult education is an asset

Revised September 2010

Job Title: Assistant Curator

Reporting Relationship: The Curator reports to the Managing Director of the Niagara Historical Society.

Job Purpose: To assist the Managing Director with management of the collection, general curatorial duties and the planning and administration of public programs

Primary Responsibilities:
• Research, record, collect and otherwise assist in matters concerning the history of the Niagara-on-the-Lake
• Assist in maintaining the collection of the museum, including its acquisitions, care and preservation
• Assist in the maintenance and update of the collection records
• Monitor environmental conditions of the collection and building
• Continuously digitize the collection
• Assist with the implementation of the planned exhibition schedule
• Assist with development and organization of education collection and research materials.
• Develop, research and provide educational programs for children, students and/or interested community groups including planning and implementing community input sessions.
• Assist with marketing of exhibitions and events including writing press releases, producing & distributing marketing materials and doing social media outreach
• Assist with all programs including monthly lecture series, receptions, August Heritage Festival, etc
• Conduct walking tours of the town as well as Museum tours when required
• Prepare articles of historical interest for local newspapers

Secondary Responsibilities:
• Answer the phone at the Museum, greet visitors, receive admissions, direct patrons to the Museum, answer questions by visitors, POS entry of gift shop sales
• Any other duties as required by the position

Physical Demands:
May be required to perform small maintenance duties, set up tables and chairs for special events, move exhibit cases and other materials for displaying exhibitions, and move artefacts in and out of storage.

May be required to perform walking tours through the Old Town.

**Working Conditions and Environment:**
- Required to work weekends and some evenings for special events and lectures.
- Required to work with some chemicals used for maintenance purposes, cleaning of exhibition cases, mounting of exhibition text, preventative conservation, and accessioning artefacts.

**Knowledge and Skills Required:**
- Knowledge of the History of Niagara is required.
- Experience working with a Museum collection required.
- Knowledge of Microsoft Word, Publisher and Excel.
- Experience working on database systems, specifically PastPerfect.
- Good oral and written communication skills.
- Ability to do research.
- Knowledge of heritage and conservation standards for both artefacts and facilities.
- Comprehensive knowledge of theory and practice of museum operations including research, collections management, artefact conservation and exhibit development.
- Knowledge of community needs and experience conducting educational programs.
- University degree with graduate work in Museum Studies or related field.

January 2017
Health and Safety Policy

Preamble

The Board of Directors and the Managing Director of the Niagara Historical Society and Museum (NHSM) are committed to providing a safe and healthy work environment for its employees and volunteers, visitors to the Museum, and contractors and consultants when they are working on the Museum premises.

Policy

Volunteers will be included in health and safety training programs, as appropriate, and they will be given the same consideration as employees when it comes to providing a safe work environment. All employees and volunteers of the NHSM must be dedicated to the continuing objective of reducing risk of injury at the workplace.

The NHSM will comply with all applicable measures and procedures prescribed by the Province of Ontario’s Occupational Health and Safety Act and its regulations, and other relevant legislation concerning health and safety. Compliance includes:

- Establishing and maintaining programs to identify and appropriately control workplace hazards
- Providing a committee to help identify workplace hazards
- Providing tools and equipment that are in good condition and are appropriate for the task
- Reviewing the NHSM’s Health and Safety Policy on an annual basis

Supervisors are responsible to ensure that equipment is safe and that employees and volunteers work in compliance with established safe work practices and procedures. Employees and volunteers must receive adequate training in their specific work tasks to protect their health and safety.

All employees and volunteers have a responsibility to protect their own health and safety by working in compliance with Ontario’s Occupational Health and Safety Act.

All employees and volunteers have the right to refuse unsafe work. Any concerns one may have with their own health and safety or the health and safety of another should immediately be brought to the attention of the Managing Director of the Society.

A copy of the Ontario Health and Safety Act is available to all employees in the Managing Director’s office.

Elements of the Health and Safety Program

Training
- Performed by the Managing Director
- New job procedures
- Equipment use
- Proper material handling

Workplace Inspections and Hazard Analysis
- completed twice yearly by a volunteer maintenance committee
- done informally throughout the year by the Managing Director

Maintenance and Repairs
- Completed by a volunteer maintenance committee and the Managing Director
- Maintenance committee meets each month to complete their duties and plan the tasks for the next month

**Housekeeping**

- Daily general housekeeping as well as weekly and monthly cleaning is completed by all staff and some volunteers at the Museum
- A full monthly cleaning of the Museum facilities is performed by a professional cleaning service.

**Emergency Procedures**

- Disaster Plan is available for all employees and volunteers at the front desk, in the volunteer manual and in the health and safety file
- Disaster Plan addresses water damage, fire, natural disasters, chemical or fuel damage, and looting
- First Aid supplies are available in the Museum kitchen
- Accident Report should be filled out for all accidents and incidences

**Working with Chemicals**

Always wear Personal Protective Equipment when working with any chemicals.

When working with any chemicals used for accessioning or preparing exhibits, make sure you are in a well ventilated area.

Spray glue used for mounting exhibition text should be used in an area away from any artefacts or important documents. Place newspaper in the surrounding area as glue spreads when sprayed. Do not spray more then a few text panels at one time. Take breaks and walk away from the area.

Chemicals used for cleaning and housekeeping can be very harmful. Always use protective rubber or latex gloves when using cleaning agents. Read containers carefully before use and NEVER mix two or more chemicals together as very harmful and even fatal reactions can occur.

All chemical agents must be labelled and identifiable to all employees and volunteers. If you remove a product from one container to another, make sure you label the new container as to the contents and any hazard symbols.

Revised March 2017
Workplace Violence Prevention Policy

The Board of Directors of the Niagara Historical Society 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 from workplace violence from all sources.

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

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns. The Niagara Historical Society, 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 program. Supervisors are responsible for ensuring that measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats. The reporting of incidents should be made to the Managing Director or the President of the Society. There will be no negative consequences for such reports.

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Signed: ________________________ Society President   Date: ______________

The workplace harassment policy should be consulted whenever there are concerns about harassment in the workplace.
Workplace Violence Program

Measures and procedures to control the risks of workplace violence identified in the risks assessment may include:

- safe work procedures;
- design or physical layout of the workplace such as doors with clear windows, adequate lighting, location and structure of counters, barriers, etc.;
- designated safe locations for emergency situations;
- procedures for informing or advising workers of potentially violent situations or people;
- worker training on the workplace violence policy and program and dealing with aggressive or violent clients.

Potential Risks and Procedures:

Working Alone

Regularly, employees are required to work alone. All staff will be required to read “Working Alone” located in the Front Desk Manual as part of their orientation with the Society and on a yearly basis. All staff should feel that they are in a safe environment. Should they ever feel that this is compromised, they should take immediate steps to rectify the situation. The following measures are acceptable measures:

- Contact your supervisor and/or Society board members for advice or assistance
- If there is a risk of harm, press the black panic button located under the front desk, and/or go immediately to the Research Room, lock the door, press the panic button behind the door and contact emergency services (9-11) Note that the panic buttons immediately notify the Dumont Security and the local police.
- Fill out a “Workplace Harassment and Violence Reporting Form” found in the front desk binder and give it to your supervisor

Theft (artefacts and/or money)

The following measures should be taken in the event of theft:

- If you find or suspect theft contact a Supervisor and Police and advise them of the situation.
- Identify and monitor the suspect without being confrontational. Note any identifying features for later.
- Generate a print out of the item(s) you believe to be stolen or in the process of being stolen.
- Do not disturb the area where the theft is occurring or has occurred.
- Without being confrontational and only if you feel that there is no threat to your own safety, stay calm and wait for police.

Try to find out information about the suspect.

- Did you enjoy your visit?
- Any questions about the area or what you have seen?
- Where are you from?
- Are you enjoying your vacation?
- Where have you visited?
- Where are you intending to visit?
If you feel threatened, go to the Research Room, lock the door, press the panic button, and contact Emergency Services (9-11)

**Aggressive or Violent members of the public**

If a member of the public is threatening you, attempt to get to the Research Room, lock the door, press the panic button, and contact Emergency Services (9-11).

If a member of the public is threatening or becoming violent with a visitor, contact Emergency Services (9-11). Try to maintain a safe distance between you and the assailant, leaving ample opportunity for you to escape to the Research Room, where you will lock the door and stay in contact with emergency services.

**Opening and closing procedures**

When opening and closing the museum you should always do a scan of the area surrounding the building for any potential threats. If you feel unsafe, wait for another staff person to arrive or leave with you, or wait to see if the threat moves on.

Should the threat remain, the staff should contact the police or 911.

**Transportation of cash**

Cash should not be transferred on the same day at the same time. There should be no regular routine for the transfer of money. The transportation of money should be done in an indistinguishable bag that does not provide evidence of its contents.

**Visitor who makes you uncomfortable**

There is the potential that a visitor may make you feel uncomfortable even when there is no immediate threat or reason to assume that there is a threat.

If you are working with another staff person, contact that individual and maintain contact. Do not make the visitor uneasy by making it obvious that they are being monitored.

Keep a safe distance between you and the visitor, have a telephone handy and be prepared to go to the Research Room should a threat arise.

If you are working alone, contact your supervisor for advice. It may be necessary for them to come in or provide guidance on who else could be contacted to come and ensure your safety.

**Training on the workplace violence policy:**

Upon commencement of work at the Niagara Historical Society & Museum, all employees will be provided with information regarding the Workplace violence policy and will be informed of the potential risks, procedures and reporting of such acts.

All staff will be provided with this training on an annual basis.
Measures and procedures for summoning immediate assistance include:

- The Museum is equipped with an alarm system and is connected to a central office
- The Museum has a fixed panic alarm button placed in the office and the research room – all staff will be shown the location of this button
- Rooms in the museum which have telephones: Front Office, Managing Director’s office, Research Room and Store Room A.
- The Safe Room at the Museum is the Research Room. It has locks on all outside doors, a panic security button behind the entry door, a telephone, emergency contact sheet (located on the right side of the file cabinet where the phone is located) and is connected to the internet.
- There is also an emergency contact sheet in the cupboard of the front office.
- The Society also has a Disaster Plan with which staff should be familiar. This plan has more policies on other threats to staff safety

Measures and procedures for workers to report incidents of workplace violence to the employer or supervisor include:

- All incidents should be reported to the Managing Director of the Society, or to the President of the Society. The Director or President will have the Complainant fill out the Workplace Harassment & Violence Reporting Form.
- The Director and/or President will then have to report the incident to the Board of Directors. The incident would then be reported to external authorities should the incident warrant it (i.e. Police, Workplace Safety Insurance Board or Ministry of Labour).

Measures and procedures for Workplace Violence:

- An investigation will be conducted upon all reports of violence in the workplace. This will be done within 3 days of the reporting. The investigation will be conducted under the authority of the Director or President (whichever person the incident was first reported to);
- The investigation will include statements made by all parties involved (claimant, alleged and witnesses);
- All reports will be kept in a secure location.
Workplace Harassment Policy

The management of the Niagara Historical Society 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, volunteers and workers are expected to uphold this policy, and will be held accountable by the employer.

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

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

Workers are encouraged to report any incidents of workplace harassment to the Managing Director or the President of the Society. There will be no negative consequences for reports made in good faith.

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

Nothing in this policy prevents or discourages a worker 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 also retains the right to exercise any other legal avenues that may be available.

Signed: ________________________ Society President     Date:_______________

Workplace Harassment Program

Measures and procedures for workers to report and investigate incidents of workplace harassment to the employer or supervisor:

- At any time, if a worker has felt that he or she has been harassed by another staff person or volunteer they should report the incident immediately to the Managing Director or the President of the Society.
- The Director or President will be required to fill out a Workplace Harassment and Violence Report Form (found in the Front Desk Manual).
- The Director or President will then follow-up with an investigation of the incident
- The investigation will include:
  - Interviews with all parties involved and witnesses
  - Documentation of all interviews
  - An outside mediator to assist with the situation, should it become necessary
  - A description of actions to be taken and the timeframe within which it will take place
- All attempts to mediate the situation will be taken by staff
Workplace Harassment & Violence Reporting Form

Worker/Complainant Information
Reported by (last name, first name): ___________________________
Reported on (Date/Time): ________________________
Job/position: ______________________________________________

Incident Description
Incident date(s),* time and location (*can be a specific date & time or a set of dates or over a certain period of
time, e.g., 3 times in the last month):

Name of alleged assailant: __________________
Relationship with alleged assailant:
co-worker member of public volunteer
other (specify) ______________

Description of Incident: __________________________________________
___________________________________________________________
___________________________________________________________
___________________________________________________________

Was this incident reported?: YES NO
If yes, to whom and when?: ___________________________________

Did you seek medical treatment?: YES NO
Is yes, to whom and when?: ___________________________________

Witness(es) (if any)
Name: _____________ Address: ___ Phone: ____
Name: _____________ Address: ___ Phone: ____
Name: _____________ Address: ___ Phone: ____

What were the effects of the harassment/violence?:
___________________________________________________________

Respondent Information
Name (last name, first name): __________________________
Job/position: __________________________________________

Relationship between worker and respondent (if any):
co-worker member of public volunteer
other (specify) __________________________

Report completed by: ____________________________
Worker/Complainant Signature: ________________
Date: __________________

Reported to the Board of Directors on:
______________________

Revised March 2017
GIFT SHOP POLICY AND PROCEDURES

POLICY:

The Niagara Historical Society shall operate a gift shop as a profit centre to the benefit of the Museum.

PROCEDURE:

1. In order to limit the liability of the Niagara Historical Society, no more than $15,000.00 wholesale worth of goods shall be in the gift shop inventory at any one time.

2. Separate accounts may be kept for payments and revenues. Purchases are to be netted against revenues (i.e. sales) to show net income (i.e. profit). This net income will show as a separate item on Gift Shop Profit and Loss Statement in the Society accounts.

3. Merchandise should reflect heritage, history and the Museum Collection and exhibits including reproductions where feasible. History related books should be pre-eminent.

4. Selected aged inventory, except books, prints and posters should be substantially reduced by inventory sales at least once each year.
1. The goal is to get the Newsletters to the majority of people by or on the first of March, June, September and December

2. The Newsletter will strive to include historical content

3. As space permits in the Society Events Calendar, advertise local events – especially history-related ones

4. Society Administrator enters all data and formats the Newsletter

5. Editor(s) communicate any changes to Society Administrator

6. Society Administrator makes camera-ready copy of Newsletter for printer and delivers it

7. While the Newsletters are being printed, labels/envelopes are prepared by staff and volunteers and divided into categories (local, out-of-town, USA, etc.). Any inserts are prepared

8. An electronic version of the Newsletter is posted on the Museum website and distributed by email to members and other contacts

9. As a matter of policy, we will gradually migrate to an exclusively digital version.

Amended by motion passed at the Board of Directors Meeting on

23/07/2015

Day/Month/Year

Dennis Kam, Society President
GENERAL STATEMENT:

Since its inception in 1895, the Niagara Historical Society and Museum has offered public programs, exhibitions and student/youth programs.

EDUCATIONAL STATEMENT OF PURPOSE:

The Niagara Historical Society & Museum will conduct educational programmes and life-long learning opportunities for the people of Niagara-on-the-Lake, visitors and members of the Society. These programmes will support our mandate to encourage and educate individuals of the heritage of Canada and the Niagara Region.

POLICY:

By itself, or in partnership with other organizations, the Niagara Historical Society will offer interpretation and education programs in five distinct areas.

PUBLIC PROGRAMMING:

Lecture Series
The Society/Museum will offer a minimum of six lectures each year on topics of historical or general interest for its members and the public at large.

Publication
The Society/Museum will continue to publish books, booklets, and pamphlets, in electronic or print form, on historical topics.

Walking Tours
The Society/Museum will offer Interpretive Walking Tours of the Town of Niagara-on-the-Lake.

Special Events
The Society/Museum will:
- Provide opportunities for local collectors to display items from their collections.
- Seek out and present traveling exhibitions compatible with the Museum’s mandate.
- Host historically relevant musical or theatrical events at the Museum or at other appropriate venues.

Youth/Student
The Society/Museum may offer a series of Youth/Student programs.
These programs will draw on the Museum’s collection to focus on elements of the current Ontario Public School Curriculum.
The Society/Museum will offer a museum visit combined with a walking tour of the Town as part of the school program.
PROCEDURES:

1. The Board of Directors will ensure that a portion of the annual Museum operating budget will be dedicated to interpretation and education programs.

2. The Managing Director or designate will ensure that the volunteers involved in all programs have the appropriate qualifications for the necessary tasks.

3. No original artifacts will be used for hands-on activities. Original artifacts may be used in demonstrations under the control of the Managing Director or designated staff. If original artifacts are used for public programming, the museum staff will ensure they follow our conservation policy. In addition, all artifacts selected for exhibit must be:
   a. in stable condition
   b. catalogued and
   c. used according to current conservation and security standards.

4. The Niagara Historical Museum will ensure that all programmes conducted by the Museum will be in a safe and secure environment for staff, visitors and volunteers.

5. All programmes shall be thoroughly planned and researched, taking into consideration:
   a. the purpose of the program
   b. the historical accuracy and objectivity of the research
   c. the availability of staff
   d. specifications and cost of materials and labour to be used
   e. conservation and security requirements
   f. age of the participants or the Ontario Secondary School Curriculum designated for school groups

Adopted February 2000
Modified October 2004

Amended by motion passed at the Board of Directors Meeting on 23/07/2015
Dennis Kam, Society President
The Niagara Historical Society strives to be a steward of Niagara’s history and its collection for the residents of the Town of Niagara-on-the-Lake, the Niagara Region and Ontario.

The NHS will provide access, both physically and digitally, to its cultural and educational resources, services and programs to visitors, the Membership and the residents of Niagara-on-the-Lake, whenever possible. Potential visitors to the Museum's public areas include but are not limited to the general public, school groups, special-interest groups, community groups, the academic community and interested individuals. In making its collections and information resources accessible, the NHS will minimize economic, social, geographic, physical, and cultural barriers and reach out to a broad range of interest levels, to the greatest extent possible.

The NHS will exhibit objects from its own collection, from other institutions, or from private sources with the intent of satisfying the needs and interests of its membership and the public. These exhibitions will be used to provide access to the collection and will educate visitors and the public about our unique local history. The NHS will also provide special access to the collections for scholars, graduate students, and other interested parties, as appropriate. Access to parts of the NHS collections is also provided through educational programs/lectures for the general public, school groups, special-interest groups, community groups, the academic community and interested individuals.

The NHS will promote activities at the museum through whatever means possible within the budget approved by the Board of the Society. The Museum will advertise activities in newspapers, on posters and maintain a website.

The Museum will operate year round and will not restrict access to the public programming or activities of the museum by means that would be considered discriminatory.

The NHS will allow all sectors of the community to participate in decisions, goals and directions that may affect them or reflect them. This goal is achieved through Society membership, committees, public surveys, public open houses and through partnerships with community groups, organizations, businesses and citizens.

The Museum will attempt to work with partners in the community for the delivery of programming activities including education, research and exhibitions. This will include; cultural groups, museums and other like minded institutions. The Museum will also advocate co-operation and participation among cultural institutions by sharing collections, curatorial, and museological information and lending objects for exhibition and research.

Revised November 2010.
NIAGARA HISTORICAL SOCIETY
CUSTOMER SERVICE ACCESSIBILITY POLICY

1. Mission
The Niagara Historical Society & Museum is a team of staff and volunteers which passionately collects, preserves, researches, educates and promotes the history of Niagara-on-the-lake and its communities. We inspire an appreciation of local history through engaging programs and exhibitions.

2. Our Commitment
In fulfilling our mission, the NHSM strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities and allows them the same opportunity of access, allowing them to benefit from these same services, in the same place and in a similar way as other visitors.

3. Providing goods and services to people with disabilities
The NHSM is committed to excellence in serving all visitors including people with disabilities and will carry out our services and responsibilities in the following areas:

3.1 Communication
We will communicate with people with disabilities in ways that take into account their disability. We will train staff who communicate with visitors on how to interact and communicate with people with various types of disabilities.

3.2 Telephone Services
We are committed to providing fully accessible telephone service to our visitors. We will train staff to communicate with visitors over the telephone in clear and plain language and to speak clearly and slowly. We will offer to communicate with visitors by correspondence; either digital or by hard copy, if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive Devices
We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by visitors with disabilities while accessing our goods or services.

3.4 Billing
We are committed to providing accessible invoices to all of our visitors. For this reason, invoices will be provided in the following formats upon request: Hard copy, large print, email. We will answer any questions visitors may have about the content of the Invoice in person, by telephone, email or hard copy.

3.5 Exhibition, Interpretation and Educational Programs
We are committed to providing exhibition and interpretation services to all of our visitors. The permanent exhibition “Our Story” will be accessible for all through an interpretation guide available in various formats including Braille. If necessary, the Museum will provide a tour through the galleries explaining the exhibition and the artifacts within the displays. Since the Memorial Hall Upper Gallery is not currently accessible, the Museum will provide a guide with photographs that will explain the artifacts on display and their significance.

When creating an exhibition, the Museum will ensure that all text will be a minimum size of 16 and will have an easy to read font. All exhibition displays and additional text will be kept at a height that is amenable for all visitors.
All visitors will be able to experience an engaging and meaningful educational program conducted by the NHSM. Therefore, all programs will be developed with the customer service needs of those with disabilities in mind.

4. Use of service animals and support persons
We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.
We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the NHSM’s premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
Regular admission will not be charged to the support person when entering the exhibition space. Visitors will be informed of this by a notice that will be posted along with the admission fees at the front desk, on the museum website and communicated over the telephone.

5. Notice of temporary disruption
The NHSM will provide visitors with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at the public entrance and at the site of the disruption.

6. Training for staff
The NHSM will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. The training will be provided within two weeks of the staff or volunteer commencing their duties.
Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard.
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to find and use the exhibition guides to assist all visitors with understanding and enjoying the Museum exhibition
- What to do if a person with a disability is having difficulty in accessing the NHSM’s goods and services
- The NHSM’s policies, practices and procedures relating to the customer service standard.

Where applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.
7. **Feedback Process**

The goal of the NHSM is to meet and surpass customer expectations while serving visitors with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way the NHSM provides goods and services to people with disabilities can be made by email, verbally, or by filling out a Customer Service Feedback Form. These forms will be available upon request at the Front Desk. All feedback will be directed to the Managing Director. Visitors can expect to hear back within 5 business days.

8. **Amendments**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of the NHSM that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
## NIAGARA HISTORICAL SOCIETY COMPLIANCE AND MONITORING LIST

### Governmental Employment & Charitable Regulations

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed by</th>
<th>Frequency</th>
<th>Date</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Charitable Tax Return</td>
<td>Bridgman &amp; Durksen</td>
<td>Yearly</td>
<td>March/April</td>
<td></td>
</tr>
<tr>
<td>Ontario Corporation of Notice of Change</td>
<td>Amy or Sarah</td>
<td>Yearly</td>
<td>January</td>
<td></td>
</tr>
<tr>
<td>WSIB</td>
<td>Amy</td>
<td>Quarterly</td>
<td>April, July, October, January</td>
<td></td>
</tr>
<tr>
<td>Source Deductions: CPP, EI, Taxes</td>
<td>Amy</td>
<td>Monthly</td>
<td>Due the 15th of each month</td>
<td></td>
</tr>
<tr>
<td>T4’s</td>
<td>Amy</td>
<td>Yearly</td>
<td>February</td>
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### Human Resources

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<thead>
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<th>Frequency</th>
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<tbody>
<tr>
<td>Performance Reviews</td>
<td>Society President</td>
<td>Yearly</td>
<td>Sept/Oct</td>
<td></td>
</tr>
<tr>
<td>Salary Adjustments</td>
<td>Society President</td>
<td>Yearly</td>
<td>Sept/Oct</td>
<td></td>
</tr>
<tr>
<td>Training and Professional Development</td>
<td>Staff</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recruitment and hiring</td>
<td>Staff or Board</td>
<td>Yearly and as needed</td>
<td>April for summer staff</td>
<td></td>
</tr>
<tr>
<td>Vacation leave and sick leave</td>
<td>Staff</td>
<td>Yearly</td>
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### Operations

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<tr>
<td>Directors Insurance</td>
<td>Sarah</td>
<td>Yearly</td>
<td>January</td>
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<tr>
<td>Property Insurance</td>
<td>Sarah</td>
<td>Yearly</td>
<td>January</td>
<td></td>
</tr>
<tr>
<td>Content Insurance</td>
<td>Sarah</td>
<td>Yearly</td>
<td>January</td>
<td></td>
</tr>
<tr>
<td>Community Museum Operating Grant</td>
<td>Amy</td>
<td>Yearly</td>
<td>June</td>
<td></td>
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<tr>
<td>Heritage Organization Operating Grant</td>
<td>Amy</td>
<td>Yearly</td>
<td>June</td>
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<tr>
<td>NOTL Town Grant</td>
<td>Sarah</td>
<td>Every 4 years</td>
<td>November</td>
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<tr>
<td>Young Canada Works</td>
<td>Amy</td>
<td>Yearly</td>
<td>February</td>
<td></td>
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<tr>
<td>Business License to Buy and Sell Firearms</td>
<td>Sarah</td>
<td>Yearly</td>
<td>Good until 2019</td>
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<tr>
<td>Payroll</td>
<td>Amy</td>
<td>Biweekly</td>
<td>Fridays</td>
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<td>Audit</td>
<td>Bridgman &amp; Durksen</td>
<td>Yearly</td>
<td>February</td>
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<td>Fire Drill</td>
<td>Staff</td>
<td>Yearly</td>
<td></td>
<td></td>
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<td>Fire Extinguisher &amp; Alarm inspection</td>
<td>Birmingham</td>
<td>Yearly</td>
<td>May</td>
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<td>Strategic Plan</td>
<td>Planning Committee</td>
<td>Yearly</td>
<td>September</td>
<td></td>
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<tr>
<td>Appointment of Auditors</td>
<td>Members</td>
<td>Yearly</td>
<td>October</td>
<td></td>
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<tr>
<td>Election of Executive Committee and Board of Directors</td>
<td>Members</td>
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<td>October</td>
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<td>Task</td>
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<tr>
<td>Appointment of Nominating Committee Members</td>
<td></td>
<td>Yearly</td>
<td>October</td>
<td></td>
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<tr>
<td>Update Fire Safety Plan and send to Fire Department</td>
<td>Sarah</td>
<td>Yearly</td>
<td>October</td>
<td></td>
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<tr>
<td>Update Disaster Plan</td>
<td>Sarah</td>
<td>Yearly</td>
<td>October</td>
<td></td>
</tr>
<tr>
<td>Conflict of Interest Policy- Board of Directors &amp; Staff signatures</td>
<td>Staff</td>
<td>Yearly</td>
<td>March</td>
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**Banking**

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<td>Bank reconciliation</td>
<td>Amy</td>
<td>Monthly</td>
<td>Jan-Dec</td>
<td></td>
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<tr>
<td>Review bank reconciliation</td>
<td>Treasurer</td>
<td>Quarterly</td>
<td></td>
<td></td>
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<tr>
<td>HST/GST Rebate</td>
<td>Amy</td>
<td>Biannual</td>
<td>January &amp; July</td>
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</tr>
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</table>
CONTRACT POLICY

All anticipated purchases of goods and services in excess of $5,000 from a single supplier should begin with a Request for Proposal (RFP) which spells out the following:

Nature of the service sought
Deadline for submission of a proposal
Details of the deliverable:
  - Objectives of the project
  - Length of the product (time frames, running time, number of pages, or other measurable)
  - Names of the individual(s) providing the service or product
  - Start date of the project
  - Milestones and target dates
  - Progress payments
  - Deadline for completion and delivery of the product
  - Confirmation of compliance with copyright regulations
  - Confirmation as to ownership of the finished product by the Museum

Three bidders must be sought for all contracts in excess of $5,000. This requirement may be waived by two members of the Executive in writing, electronically or otherwise.

The contract to be drawn up shall reflect these requirements and must be signed by two members of the Executive. This includes contracts awarded on a sole source basis.

Where practical, best efforts should also be made to incorporate the above requirements in all contracts below the dollar threshold set out above.

November 26, 2015
Complaints Policy and Procedures

This policy and procedure applies to complaints received by the Niagara Historical Society & Museum (NHSM) about our exhibitions, programs, services, staff or volunteers.

a. Guiding Principles
It is in the interest of all parties that complaints are dealt with promptly and resolved as quickly as possible. Review of complaints is to be fair, impartial and respectful to all parties. Complainants are advised of their options to escalate their complaint to a more senior staff person if they are dissatisfied with treatment or outcome. Complainants are provided clear and understandable reasons for decisions relating to complaints. Updates are provided to complainants during review processes. Complaints are used to assist in improving services, policies and procedures.

b. Types of Complaints
Definition: A complaint is an expression of dissatisfaction about the service, actions, or lack of action by the NHSM as an organization or by a staff member or volunteer acting on behalf of the NHSM. Examples include but are not limited to: - perceived failure to do something agreed upon; failure to observe policy or procedures; error made by a staff member/volunteer; or - unfair or discourteous actions/statements by staff member/volunteer;
Anyone personally affected can complain and their complaint will be reviewed in accordance with this procedure.

c. Complaint Receipt and Handling
A complaint may be received verbally (by phone or in person) or in writing (by mail or email). An employee or volunteer who receives a complaint should record the complainant’s contact information including name, phone number and email address as well as documenting the complaint itself. If the complaint cannot be resolved immediately, staff should then pass it along to the Managing Director. The person who initially receives the complaint should acknowledge to the complainant that the complaint has been received and will be acted on by either the Managing Director or the President of the NHSM. If the complaint is towards the Managing Director or a Board Director, it should be passed to the President of the NHSM. If the complaint is towards the President, it should be passed to the Executive Committee who will meet without the President to address the complaint.
If a timeframe for action can be determined, that should be included in the acknowledgement.

d. Resolving the Complaint
Every effort should be made to resolve complaints received in a timely fashion. When receiving a verbal complaint, staff should listen and seek to understand the complaint, and may attempt to resolve it immediately. Complaints received in writing should be acknowledged within 2 business days and staff should attempt to resolve the matter within 10 business days.
Where a complaint cannot be easily resolved, it should be escalated to the President of the NHSM or the Executive Committee. Complainants should be kept informed of the status of their complaint. Every attempt should be made to resolve escalated complaints within an additional 10 business days so that all complaints are resolved within a month of having been received.

e. Documenting the Complaint
It is necessary to keep a record of any complaint that involves a dispute over money as well as any complaint that cannot be resolved immediately (on the same day it is received). Information about such complaints must be recorded on the complaints tracking worksheet. Information recorded on the worksheet includes contact information, a description of the complaint, who handled it, who resolved it, what was done to resolve the complaint and a timeframe.
A summary of the complaints received, if any, including number and type will be reported to the NHSM Board of Directors annually.
May 26, 2016
Conflict of Interest Policy

The purpose of this policy is to complement the Niagara Historical Society (NHS) policies and the Board’s bylaws to prevent the personal interest of staff members, Board members, and volunteers from interfering with the performance of their duties to the NHS, or result in personal financial, professional, or political gain – including gifts or favours - on the part of such persons at the expense of the NHS or its supporters and other stakeholders. All actions or decisions by NHS Board members must be based on an impartial and objective assessment of the NHS’s interest in the situation, without regard to any gifts or favours from outside interests that could adversely affect, or be seen by others as possibly affecting, their judgment.

Definitions:

‘Conflict of interest’ means a conflict or the appearance of a conflict between the private interests and official responsibilities of a person in a position of trust. Persons in a position of trust include staff and Board members of the NHS.

‘Board’ means the established Board of directors of the NHS.

‘Staff Member’ means a person who receives all or part of her/his income from the payroll of the NHS.

‘Supporter’ means corporations, foundations, partnerships, individuals and non-profit organizations who contribute to the NHS.

‘Volunteer’ means a person – other than a Board member – who does not receive compensation for services and expertise provided to the NHS or its Museum and retains a significant independent decision-making authority to commit resources of the organization.

Policy and Practices

1. Full disclosure by notice in writing or verbally at the Board meeting, shall be made by the interested parties to the full Board in all possible conflicts of interest, including but not limited to the following:
   (i) A Board member is related to another Board member or staff member by blood, marriage or domestic partnership
   (ii) A staff member in a supervisory capacity is related to another staff member who she/he supervises.
   (iii) A Board member or his/her organization stands to benefit from a transaction, or a staff member of such organization receives payment from/for any subcontract, goods, or services other than as part of her/his regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and Board policy.
   (iv) A volunteer working on behalf of NHS who meets any of the situations or criteria listed above.

2. Following full disclosure of a possible conflict of interest or any condition listed above, the Board shall determine whether a conflict of interest exists. If so, the Board shall vote to authorize or reject the transaction or take any other action deemed necessary to address the conflict and protect the Society’s best interests. The vote shall be by a majority vote, excluding the conflicted Board Member, even if the remaining Board members are less than quorum.

3. An interested Board member or staff member shall not participate in any discussion or debate of the Board, or of any committee or subcommittee thereof in which the subject of discussion is a contract, transaction, or situation for which there may be a perceived or actual conflict of interest. However, they may be present to provide clarifying information in such a discussion or debate unless objected to by any present Board or committee member.

4. A Board member or ad hoc committee member who is formally considering employment with the NHS must take a temporary leave of absence until the employment position is filled. Such a leave will be taken
within the Board member’s elected term and this term will not be extended because of the leave. If the employment is obtained by the Board or ad hoc committee member their term on the Board will be terminated.

A Board member or ad hoc committee member who is formally considering employment with the NHS must submit a written request for a temporary leave of absence to the President of the Board indicating the time period of the leave. The President will bring the request to the Board for action. The request and any action taken shall be reflected in the official minutes of the Board meeting.

5. A copy of this policy shall be given to all Board members, staff members, volunteers or other key stakeholders upon commencement of such person’s relationship with the NHS or at the official adoption of stated policy. Each Board member and staff member shall sign and date the policy at the beginning of her/his term of service or employment and each year thereafter. Failure to sign does not nullify the policy.

March, 2017
Fundraising Policy

Objective

This policy was created to ensure that the Niagara Historical Society (NHS) maintains high standards of integrity and stewardship in both its active fundraising and related communication activities and its acceptance of donations. The organization will make every possible effort to ensure that this policy is current, relevant and used consistently to achieve this objective.

This policy sets out guidelines for due diligence in acceptance, receipting, documenting, and reconciling financial gifts received by the NHS. Adherence to this policy is paramount to ensure that the organization stands up to scrutiny by all its stakeholders.

Introduction

NHS is a registered not-for-profit charitable organization and may accept charitable financial gifts (hereinafter “gifts”) based on the policies and procedures described in this document. All policies herein shall become effective upon approval by the Board of Directors.

NHS generally accepts gifts in the form of cash, cheque, credit card, gifts-in-kind of goods and services, or deferred gifts which include bequests, transfer of stock, life insurance policies, gift annuities and charitable remainder trusts. Ownership of all gifts resides with the NHS whether they benefit the organization in general, or some purpose specified by the donor and agreed to by the NHS.

NHS prefers to receive unrestricted donations to pursue its greatest needs, but may accept restricted donations after a careful process of due diligence to ensure that such specific purposes are complementary to the overall long-term goals of the organization. NHS may elect to accept or decline any unrestricted or restricted gift.

Fundraising for the NHS is organized in three separate initiatives under the control of the Board. (See Appendix 1.)

General Fund – Overseen by the Membership and Development Committee, chaired by the Vice President Society, who will report to the Board. General Fundraising includes the gifts of money and assets from members and benefactors, and the raising of funds through the many events organized by the NHS and Museum to support the annual costs of operations, programs, and special projects.

Legacy Fund – Overseen by the Legacy & Planned Giving Committee (L&PG), chaired by the Treasurer, who will report to the Board. The NHS’ Planned Giving committee, consisting of a lawyer, an accountant, and a financial planner plus others, will report to the Treasurer. It is this group that recommends what to do with Legacy and planned giving funds given to the NHS. Legacy fundraising includes the gifts of money and assets from members and benefactors that are secured in a locked fund for the sustainable funding for the Society. The principals of the Legacy Funds and/or Trusts are not available for the costs of the Museum. Income from Legacy Funds are available for operations, programs, and special projects including capital projects.

Capital Fund – Overseen by a Capital Fund committee created for each specific project. Any capital campaign for the Museum is defined by the planning documents that describe the capital needs in detail. Such campaigns are, by their nature, ad hoc but might remain in existence for more than one year. If the capital campaign is relatively small (e.g., up to $250,000), then it may be organized solely by the Managing Director, who will periodically report status to the Board. Larger capital campaigns (e.g., over $1,000,000) are organized by a committee, led by
a Board-designated Fundraiser and including the Managing Director, Society Administrator and others. The capital needs, the work flow, and construction/repair/restoration oversight will be led by a Board-designated project manager, who will report bimonthly (or more regularly at the peak of activities) to Physical Plant & Planning Committee, chaired by the Vice President Museum, who will report to the Board.

**Fundraising Procedures**

On an annual basis, the President, Vice Presidents of Society and Museum, the Treasurer, the Board-designated Fundraiser(s), the Managing Director and Society Administrator, with the support of other Board of Directors as appropriate, will review all upcoming funding needs and agree on the best ways to reach the fundraising goals of the organization – both capital and operating expenses. An annual fundraising plan will be developed, approved by the NHS Executive Committee and implemented. Semi-annual reviews will be undertaken by the President, Vice Presidents of Society and Museum, the Treasurer, the Board-designated Fundraiser(s), Managing Director and Society Administrator to assess the success of the fundraising work to date, with a view to enhancing and improving current and future fund development initiatives.

The Board of Directors, Fundraiser(s) and Project Manager(s), fundraising and communications volunteers and others as appropriate will be provided a copy of all policies and procedures related to fundraising activities to ensure compliance across the organization.

All grant applications and letters of solicitation or acknowledgement sent by the NHS must be sent on NHS letterhead, be reviewed by the Managing Director and be signed by the Managing Director or her/his designee.

**Ethical Guidelines**

NHS is a registered not-for-profit charitable organization and therefore a trustee of charitable dollars. This policy recognizes the critical importance of ethical conduct in fundraising activities in order to safeguard the status of the organization and ensure the NHS stands up to scrutiny by all its stakeholders and the public.

Ethical considerations include:

- NHS does not endorse any products and/or services of donors or sponsors.
- NHS does not accept gifts in cash or kind from companies that create products that cause physical harm to human beings or animals, as determined by the Board of Directors.
- NHS will not use any unethical or unlawful techniques to solicit funds or sell products and services.
- Gifts will not be accepted if they are deemed to have originated from unethical or unlawful activities, as determined by the Board of Directors.
- NHS will not engage in any activities that involve discriminatory practices against any individual or group based on gender, sexual orientation, religious or political affiliation, citizenship, age, race or ethnicity, record of offences, disability, income or family status.
- No valuable consideration or other privileges will be bestowed on a donor who could have the ability to exercise, directly or indirectly, control or significant influence over the organization.
- No benefit of any kind may be provided to the donor, or to anyone designated by the donor, except where the benefit is of nominal value (the lesser of $50 or 10%).

NHS will not engage outside professional fundraisers if fees are a significant portion of the anticipated funds raised, as determined by the Board of Directors.
**Donor Rights**

NHS will operate within the Donor Bill of Rights adopted by the Canadian Association of Fundraising Professionals. The Donor Bill of Rights reads as follows:

All donors have these rights:

1. To be informed of the organization’s mission, of the way the organization intends to use donated resources, and its capacity to use gifts effectively for their intended purpose.
2. To be informed of the identity of those serving on the organization’s governing Board, and to expect the Board to exercise prudent judgment in its stewardship responsibilities.
3. To have access to the organization’s most recent audited financial statement.
4. To be assured their gifts will be used for the purposes for which they were given.
5. To receive appropriate acknowledgement and recognition.
6. To be assured that information about their gifts is handled with respect and confidentiality to the extent provided by law.
7. To expect that all relationships with individuals representing the organization will be professional in nature.
8. To be informed whether those seeking gifts are volunteers, employees of the organization, or hired solicitors.
9. To have the opportunity for their names to be deleted from mailing lists.
10. To feel free to ask questions when making a gift and to receive prompt, truthful and forthright answers.
11. To be assured that all online transactions and contributions occur through a safe, private and secure system that protects the donor’s personal information.
12. To be clearly informed if a contribution goes directly to NHS or is held by, or transferred through, a third party.
13. To have access to the organization’s privacy policy.

**Restricted Gifts**

A restricted gift is defined as a gift that has a specific purpose specified by the donor and agreed to by the NHS upon acceptance. NHS may accept and solicit restricted gifts designated for a current restricted fund and approved special projects already included in the annual operating budget.

If the nature of the restricted gift involves a long-term strategic association, a formal partnership agreement will be developed and signed to define the alliance.

Documentation and financial accounting must be maintained to ensure easy verification of the use of restricted funds.

In the case of restricted gifts that result in the creation of new initiatives, the organization must approve the designated donation based on the following:

- Any new donor wishing to donate funds with external restrictions or for a specific purpose must outline the purpose and intent of their gift in writing.
- Such gifts may not be contradictory to the NHS’s mission and goals.
- The donor’s business and/or personal activities must be perceived to be socially responsible and not contradictory to the mission of the NHS.
- The gift may not result in unplanned higher operational costs or financial burden in order to administer/liquidate the gift.
- The gift may not be restricted to the benefit of an individual or group of specific clients.
• Provision of a windup clause that directs the disposition of the remainder of the gift at the expiry of an agreed upon time (not to exceed 10 years), or a specified event.

Any gift of or over $10,000 must be reviewed by the Managing Director who will make a recommendation to the Board to determine whether to accept the restricted gift. If the gift is rejected, the Managing Director will inform the donor immediately and will maintain a file of the decision and due diligence proceedings to support the decision.

Sponsorships

When the benefits and recognition offered by the NHS to a donor are considered to be material based on the guidelines of the CRA, the NHS and the contributor should enter into a formal Letter of Agreement with regard to benefits and recognition, and the contribution should be classified as a sponsorship. No tax receipt will be issued to acknowledge sponsorships.

Gifts-in-Kind

Gifts-in-kind goods are defined as any gift that is not cash or cheque, including securities.

Gifts-in-kind services are free services needed to further the goals of the organization. Examples of such services include consulting services, construction/repair/restoration services and advertising. These services cannot be receipted, as they do not represent a transfer of property. Where suppliers donate back cheques related to payment for services provided, they should be issued a receipt for the full amount of the cash donation.

NHS may decline acceptance of any gift-in-kind goods or services based on the following:

• The gift may not result in unplanned higher operational costs or financial burden in order to store/liquidate.
• The gift must be an item that can be used within a reasonable period of time by the NHS.
• The donor’s business and/or personal activities must be perceived to be socially responsible and not contradictory to the mission of the NHS.
• The donor should have the freedom to make decisions regarding upgrading, maintenance and ultimate disposal of the gift.

Gifts of a company’s inventory or product may be accepted; however, such gifts are not eligible for a tax receipt. CRA considers such gifts as non-qualifying because the donor is able to deduct the cost of the contribution as a business expense.

Other gifts-in-kind may be tax receipted only where the NHS is able to substantiate the value of the gift. All gifts over $1,000 must be appraised according to the guidelines provided by the CRA. The Board must be aware of gifts-in-kind legislation, in particular with regard to silent auction gifts.

NHS will ensure that all gifts-in-kind donors receive proper acknowledgement and recognition.

Official Tax Receipts

NHS will issue official tax receipts fulfilling all of the requirements of the CRA. There is no regulation regarding the issuance of receipts within a particular time frame; however, the NHS will ensure that receipts are issued within a reasonable time. The exception to this policy will be monthly or for ongoing donors who have agreed to receive one receipt at year-end consolidating all gifts received within that year.
Such receipts will be issued by January 20 of the following year.

Each individual gift is to be entered into the NHS system. NHS is responsible for guarding against the unauthorized use of official receipts; therefore, access to the system will be limited and password protected. Gifts will be processed and receipted by the Society Administrator and signed by the Treasurer or any Executive Board member.

**Refund Policy**

As per Revenue Canada: in most cases, a not-for-profit charitable organization cannot return a donor’s gift. At law, a gift transfers ownership of the money or other gifted property from the donor to the not-for-profit charitable organization. Once the transfer is made, this organization is obliged to use the gift in carrying out its purposes. On occasion, though, this type of organization may be obliged by law to return gifts to donors. This can happen, for instance, when a not-for-profit charitable organization asks the public to contribute to a special project and later events make it impossible to carry out the project. Should a donor wish to discuss a refund of their gift they will be asked to please contact the Treasurer so that the request can be addressed.

**Donor Recognition**

All donors will receive timely and appropriate recognition for their gift. This recognition may include letters, telephone call, listing in publication, token gift, certificate, formal recognition event, etc. The Society Administrator is responsible to the Managing Director for establishing and maintaining an ongoing recognition program. All recognition will be equitable in nature based on the amount of the gift.

**Fundraising Events**

Fundraising events are defined as activities and/or events that the NHS plans and/or conducts in order to raise funds.

The following circumstances will be considered when planning fundraising events:

- The cost to raise a dollar should be no more than 50% and ideally significantly lower. Rare and/or occasional exceptions may be given if the event is deemed to have significant public relations benefit.
- The amount of staff time invested in the event versus the overall anticipated revenue will be considered.
- All required licenses/permits will be obtained.
- Formal written agreements will be obtained if the event is run in conjunction with another organization.

Third party events are planned and conducted by an outside organization, company or group of individuals and all or a portion of the funds raised are donated to the NHS. NHS staff and volunteers may assist in planning and executing these events periodically and usually at least one individual from the NHS will attend to represent the organization.

Third party events are encouraged and the revenue accepted as long as the events and the donor's business and/or personal activities are perceived to be socially responsible and not contradictory to the mission of the NHS. Third party organizers are required to review NHS’s third party guidelines (see Appendix 2) and complete a Letter of Agreement prior to the event.

Joint partnership fundraising events are planned and conducted between NHS and other local organizations where the funds raised are shared between the NHS and their partner(s). NHS staff and volunteers will assist in planning and executing these events and at least one individual from the NHS will attend to represent the
organization. Partners are required to complete a Joint Project Partnership Agreement prior to the event (see Appendix 3).

**Planned Giving Gifts**

Bequests, life insurance designations or other gifts that take effect on or after the donor’s death are considered “Planned Giving” gifts. Like any other gift, this policy governs Planned Giving gifts.

Such gifts can be directed to the General, the Legacy or the Capital Funds. A planned gift is any major gift, made in lifetime or at death as part of a donor’s overall financial and/or estate planning. The gift may be arranged in the present and allocated at a future date. All Planned Giving gifts are administered by the Legacy & Planned Giving Committee.

The Legacy & Planned Giving Committee and the Treasurer should ensure that the receipt of any Planned Giving gift complies with the terms of this policy. If this committee or the Treasurer becomes aware of a Planned Giving gift that does not comply with this policy, they should attempt to work with the donor to restructure the terms of the gift so that it does comply. In the event that a Planned Giving gift does not comply with the policy and this is not discovered or remedied until after the donor’s death, the Treasurer and/or a Board-designated Legacy & Planned Giving Committee member shall attempt to work with the donor’s legal representatives to restructure the gift, although this may not be possible in all circumstances.

As with any other gift, the NHS may elect to accept or reject any Planned Giving gift.

Approved by the Board:  May 2017

President’s Signature: ____________________________________________________________

Managing Director’s Signature: ____________________________________________________
Appendix 1

Fundraising Framework for the Niagara Historical Society (NHS)
Appendix 2

Fundraising - Third-party fundraisers for the benefit of the Niagara Historical Society (NHS)

Purpose
To clarify the CRA’s policy regarding fundraising events for the benefit of a particular registered not-for-profit charitable organization.

Definitions
Amount of advantage: The total value of all property, services, compensation or other benefits to which the donor of a property, or a person not dealing at arm's length with the donor, is entitled as partial consideration for, or in gratitude for, the gift.

Intention to give: The amount of the advantage that accrues to the donor does not exceed 80% of the fair market value of the property transferred.

Eligible amount of gift: The amount by which the fair market value of the property that is the subject of the gift exceeds the amount of the advantage, if any, in respect of a gift.

Commentary
1. Under the Income Tax Act, the NHS can issue official receipts to donors for gifts. This tax-receipting privilege is not to be casually farmed out to third parties, even if some of the resulting funds will be flowing back to the NHS. Substantially relinquishing to a third party its receipt-issuing function or the control over the funds that are donated to the NHS, can jeopardize the NHS’s registered status.

2. NHS can enroll a third-party organization or retain a fundraiser or other contractor as an agent to organize a fundraising event. However, the NHS should maintain control over all monies that are earned as part of the event, and over the receipts that are issued for part of those monies.

3. If the NHS does not run the event substantially by itself, through its own employees or volunteers, the NHS should:
   • put in place a written agreement setting out the modalities of the fundraising arrangement;
   • ensure that official donation receipts are only issued to donors for the eligible amount of the gift;
   • ensure that official gift receipts are signed by an authorized individual in conformity with ss. 3501(1)(i), 3501(2), 3501(3) and 3502 of the Income Tax Regulations;
   • be able to provide to the Canada Revenue Agency a full accounting of the monies or that portion of the monies donated to it, and the receipts that were issued in return;
   • be able to account to the Canada Revenue Agency for the amount of the advantage received by the participants as a result of their participation in the fundraising event.

References
• Guidance CG-002, Canadian registered charities carrying out activities outside Canada
• Income Tax Act, R.S.C. 1985 (5th supp.) c. 1, ss. 248(30), (31) and (32)
• Income Tax Regulations, C.R.C. 1978, c. 945, s. 3501(1)
  S7-F1-C1, Split-receipting and Deemed Fair Market Value
Appendix 3

JOINT PROJECT PARTNERSHIP AGREEMENT

This Partnership Agreement made on this date, ____________________________

BETWEEN:

The ____________________________________________________________________________ (Partner A), residing at:

____________________________________________________________________________________

AND

The Niagara Historical Society and Museum (Partner B) residing at:

43 Castlereagh Road, Niagara-on-the-Lake, Ontario L0S 1J0

HEREINAFTER called "the Partners".

WHEREAS, the Partners wish to set forth in a written agreement the terms and conditions by which they will be governed and associated with themselves in the partnership.

NOW, THEREFORE, in consideration of the following provisions contained in this Agreement, the Partners affirm in writing their association in a joint project entitled:

__________________________________________________________________________________________

JOINT PROJECT:

The Partners agree to carry on the activities in partnership with one another based on the following conditions:

It is agreed between the Partners that they shall contribute any capital and/or expense which they deem necessary for conducting and carrying on the joint Project on the following basis:

__________________________________________________________________________________________

It is agreed between the Partners that the net profits of the Project shall be divided between the Partners in the following proportions:

______________________

____________________________________________________________________

All capital and/or expenses incurred during undertaking the joint Project and any losses arising therefrom shall be borne out of the income of the Project.

The Partners shall maintain and keep proper accounts for all the transactions of the joint Project. At the end of the Project a statement shall be made out showing the income and expenses of the Project for its period of activities.

Restrictions: The Partners shall not engage into any activity which is not prescribed by this Agreement.
Upon termination of the joint Project, the assets of the Project shall be realized and applied first in payment of the all or any of the debts and liabilities of the Project and any surplus shall be divided among the Partners in the proportions described above.

Governing Law: This Agreement and the rights of the Partners under this Agreement shall be governed by the laws of the Province of Ontario, Canada.

Agreement: This Agreement contains the entire agreement of the Partners with respect to the Project and may be amended only by the written agreement executed and delivered by all the Partners.

It is understood that the rights or liabilities or duties not specifically granted under this Agreement shall be governed as per the Partnership Act, 1990.

**IN WITNESS WHEREOF**, the Partners have executed this Agreement the date first above written.

**Authorized Signatures:**

Signed:  
Signed:

________________________________________________________________________  
________________________________________________________________________

Per:  
Per:

For Partner A.  
For Partner B.

Dated: _____________________________  
Dated: _______________________________
Antispam Policy

Objective

Niagara Historical Society (NHS) will ensure to act in accordance with Canada's Anti-Spam Legislation (CASL) any time it:

- Makes use of commercial electronic messages (or CEMs);
- Produces or installs computer programs; and
- Is involved with the alteration of transmission data.

NHS recognises that it is subject to CASL when making use of commercial electronic messages, at least but not exclusively when communicating with its members, clients and partners as part of its regular operations.

Definitions

Canada’s Anti-Spam Legislation defines and regulates commercial electronic messages, its compulsory content, the process to obtain customer consent and the unsubscribe mechanism.

“Recipient”: a member or volunteer of the NHS, or any third party being communicated by the NHS staff or any NHS volunteer designated by the NHS staff. This recipient is also known as a “contact”.

“Commercial Electronic Message” (CEM): an electronic message that, having regard to the content of the message, the hyperlinks in the message to content on a website or other database, or the contact information contained in the message, it would be reasonable to conclude has as its purpose, or one of its purposes, to encourage participation in a commercial activity, including an electronic message that:

(a) Offers to purchase, sell, barter or lease a product, goods, a service, land or an interest or right in land;
(b) Offers to provide a business or investment opportunity;
(c) Advertises or promotes anything referred to in paragraph (a) or (b); or
(d) Promotes a person, including the public image of a person, as being a person who does anything referred to in any of paragraphs (a) to (c), or who intends to do so.

“Electronic Address”: means an address used in connection with the transmission of an electronic message to:

(a) An electronic mail account;
(b) An instant messaging account;
(c) A telephone account; or
(d) Any similar account.

“Commercial Activity”: means any particular transaction, act or conduct or any regular course of conduct that is of a commercial character, whether or not the person who carries it out does so in the expectation of profit, other than any transaction, act or conduct that is carried out for the purposes of law enforcement, public safety, the protection of Canadians or the conduct of international affairs.

“Implied Consent”: means it is reasonable to conclude the NHS have a recipient's permission to send them a CEM based on prior relationships (existing business relationships or existing non-business relationships).

“Express Consent”: means that a recipient has actively given the NHS permission to send her/him a CEM, either orally or in writing.
“Existing Business Relationship”: exists only where the recipient of a CEM has:
1. Purchased, leased or bartered products, goods, services or land from the sender within two years before a message is sent;
2. Accepted a business or investment opportunity from the sender within two years before a message is sent;
3. Has an existing written contract with the sender about a matter other than in 1. Or 2. above, or such a contract expired in the two years prior to the message; or
4. Made an inquiry or application for products, goods, services, etc. within six months before the message is sent.

“Existing Non-Business Relationships”: exist only where the recipient:
1. Made a financial or artefact gift or gift-in-kind, or volunteered for the NHS who is sending the message; or
2. Is a member in an association or voluntary organization that sends the message and is operated for social welfare.

Mechanism

All NHS contact details will reside in the NHS system providing a means to control compliance to CASL.

The details in this system will be sufficient to enable:
1. The issuance of emails to all NHS contacts (existing and new) to obtain express consent (e.g., using an email system with date and storage functionality).
2. The recording of proof of contact’s express consent.
3. The recording of the date and time of contact’s express consent, and storage of the data for a period of two years.
4. The recording of the date and time that a contact has opted to unsubscribe.
5. The stopping of contacts having unsubscribed from receiving CEMs from the NHS within the 10-day limit set by CASL.
6. The recording of all CEMs sent to contacts for two years
7. Control that a reasonable amount (set by best practices) of CEMs is being sent to NHS’s contacts.
8. Store CEM templates complying with CASL.

Directives

NHS understands that the goal of the anti-spam legislation in Canada is to deter damaging and misleading forms of spam. In order to achieve the goals of Canada’s Anti-Spam Legislation, the NHS will act in compliance with the legislation. NHS realizes that education and awareness are the keys to ensuring the right steps are taken to combat spam and will make sure that the necessary parties within the organization become aware of CASL and the various rules and regulations that the legislation outlines.

Commercial Electronic Messages (CEMs)

CEMs (including email marketing) will be based on a recipient opt-in approach. NHS will obtain consent to send CEMs prior to sending them, unless we have a pre-existing business relationship with the recipient, in which case, consent is implied.

NHS will ensure the following practices are followed when using electronic messaging:
• Determine generally how CASL applies to the NHS’s operations, advertising, IT, and marketing activities particularly.
- Train all staff and necessary members of the NHS about CASL and implement guidelines for compliance.
- Create a comprehensive list of categories of CEMs sent out by the NHS.
- Create a comprehensive inventory of all current contact lists to determine whether consent is express, implied or a CASL exception applies. This list should be updated annually, at least.
- Create an adequate system that records each instance of express consent obtained. If consent is written, NHS will record when, why, and the manner in which it was obtained. Oral consent is not acceptable for this purpose.
- Establish a procedure for maintaining a list of recipients who gave implied consent. Because implied consent expires at the two-year anniversary of a transaction, the NHS will upgrade implied consent to express consent before this two-year anniversary. Express consent does not have an expiry date, unless the recipient unsubscribes.
- Create compliant unsubscribe mechanisms to meet requests. Mechanism must ensure that action guaranteeing termination of CEMs to the unsubscriber is applied within 10 days from the date the client unsubscribed.
- Ensure each message includes the mandatory identity and contact information, along with a compliant unsubscribe mechanism.
- Practice due diligence while constantly establishing procedures for monitoring the NHS's compliance and responding to violations.

**Installation of Software on Third Party Computers**

NHS will comply with Section 8 of CASL, which focuses specifically on the installation of software on another person's computing device (e.g., laptop, smartphone, desktop, gaming console or other connected device) in the course of commercial activity without the express consent of the device owner or an authorized user (e.g., other family member or employee).

**Alteration of Transmission Data**

NHS will not participate in the unauthorized alteration of transmission data. Unless express consent has been received, no technical measures will ever be used to redirect or deliver a message to a destination other than, or in addition to, the one specified by the sender.

**Roles and responsibilities**

Each NHS staff, or volunteer/member designated by NHS staff, is responsible to create, categorize and update her/his own contact lists to ensure CASL compliance.

NHS is also responsible for designing consent and unsubscribe mechanisms for external websites.

**Reference**

Canada’s Anti-Spam Legislation (CASL)