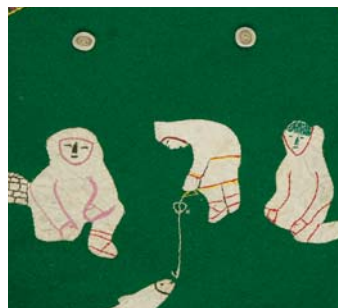
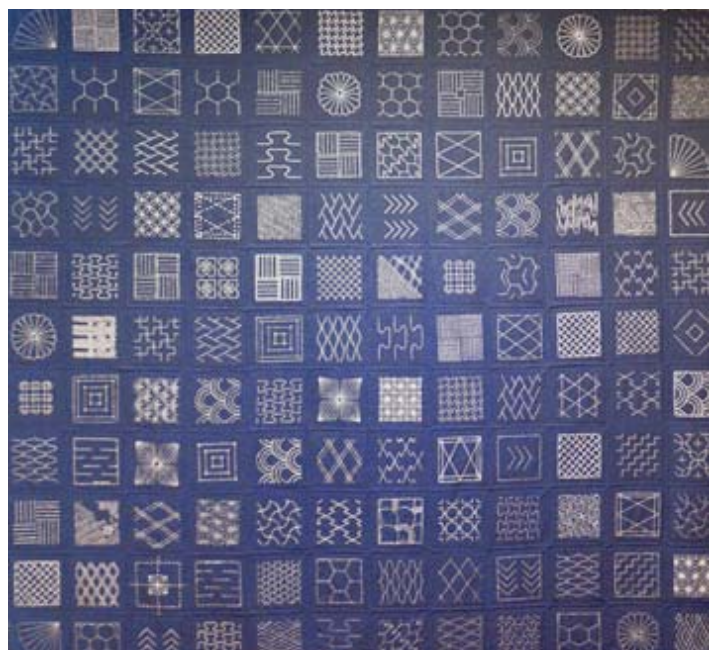
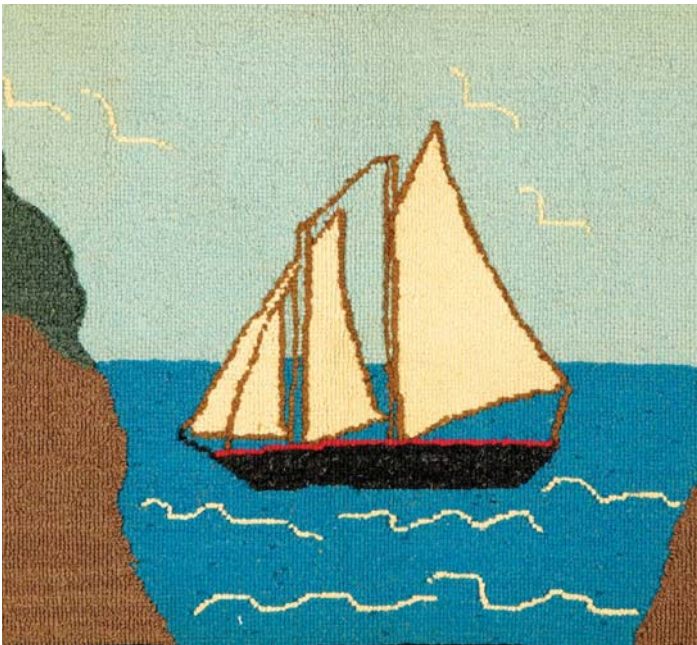


Textile Museum of Canada

Volunteer Association Handbook 2018



textile
museum
OF CANADA

COVER PAGE IMAGES: Left to right, top to bottom

Hooked Rug, Grenfell Mission, Newfoundland and Labrador, c. 1940. Gift of Heather Bryan T00.49.1

Chair Cover, China, 19th Century. Gift of Fred Braid. T86.0734

Beaded Bag, Haudenosaunee; Canada, mid-19th century; Gift of Kate Hyde, TS2006.26.1

Table Cloth, Miss Emily Langs, Hamilton, Ontario, c. 1847. Gift of Rebecca Lee Taylor, T03.29.2

Autograph Quilt, Eastern New Brunswick, 1875-1900. Gift of Dr. Howard Gorman. T91.0361

Bag, Otomi, Mexico, 1940-1949. Gift of Ken and Martha Kidd. T88.0107

Kimono, *furisode*, Japan, 1900-1929. Gift of Fred Braid. T85.0848

Cushion Cover, Canada, 1935. Gift of Max Allen T91.0496

Bag, Inuit, Canada, 1960-1970. Gift of Rose Richardson. T03.50.2

Quilt, John Alexander of Alexander Arts. The quilt was the result of contributions by Textile Museum volunteers, staff and friends. It was a project of the Textile Museum Volunteer Association.

Volunteer Handbook 2018

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BECOMING A VOLUNTEER

This Volunteer Handbook offers insights into joining a community of people who love and want to promote textiles and the role they play in our lives, our history and culture. As a volunteer you will be able to develop your interest in textiles and museums, find a community of people with similar interests, learn new skills and become as involved as you wish to be.

Interested Volunteers should complete an application form available on the Museum website at <http://www.textilemuseum.ca/home>. Select the link, 'Volunteer at the Museum' at the bottom of the page. Current Museum membership is a requirement for all Volunteers.

When a volunteer placement is available the Volunteer Association Human Resources Placement Coordinator will conduct a telephone interview to discuss interests and availability. The application then goes to the Volunteer Coordinators to determine a placement. Museum staff, the Coordinator and other volunteers are the source of information and training on volunteer assignments. The training period reflects the complexity of the assignment and includes a basic orientation.

Volunteers commit to fixed times for their assignments:

- **Reception:** Daily 11:00 - 2:00 / 2:00 - 5:00, Wednesdays 5:00 - 8:00
- **Shop:** Daily 11:00 - 2:00 / 2:00 - 5:00, Wednesdays 5:00 - 8:00
- **Library:** Daily 1:00 - 4:30, Wednesdays 5:00 - 7:00
- **Docents:** Sundays at 2:00 pm and as booked
- **Workroom** (seasonal): Tuesday or Thursday, 10:00 - 2:00

As ambassadors for the Museum, Volunteers are expected to keep up to date on Museum exhibits, programs and activities to facilitate the visitor experience. This is done through a combination of electronic newsletters, and attendance at in-service sessions, information updates, and the Volunteer Association Annual General Meeting and training events.

In addition to active Volunteers, the Museum benefits from Volunteer Alumni and Helpers who periodically offer assistance at Volunteer events but who do not have ongoing responsibilities or added benefits.



EXECUTIVE DIRECTOR'S FORWARD

From its origins as a private collection stored and exhibited above an ice cream shop in Toronto's Mirvish Village, the Textile Museum of Canada (TMC) has grown to become a leading Canadian cultural institution. Today the Museum is internationally recognized for its artistic programs, community engagement, scholarly research and digital initiatives. As the only national museum in Canada—and one of a few worldwide—mandated to promote the relevance of textiles to the human condition, TMC embraces its civic responsibility to guide dynamic social experiences through the medium of textiles.

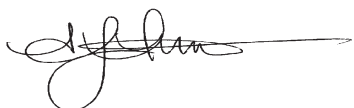
But accomplishing this level of recognition would not have been possible without the dedication, energy, and commitment of the Volunteer Association Committee and the Volunteer Association. This strong network of individuals who have donated their time, skills and knowledge to the life of the Museum is at the heart of the TMC community.

Volunteers have always played a vital role at the Museum. During its first fourteen years, the Textile Museum of Canada was operated solely by volunteers committed to showcasing the history of textiles' creative expression, diverse functions and cross-cultural stories of everyday life. As the Museum grew in scale to become a national charitable non-profit institution, to focus on education, exhibition, collection, conservation and research, it thrived with the active support and engagement of volunteers.

And to this day, the contribution of volunteers to the Museum, its development and successes continues to be remarkable. Our Volunteer Association not only proudly represents TMC and its cultural significance, but also helps drive visitor engagement by taking leadership on our front-lines, running hands-on workshops and guided tours, generating funds to support key programs, initiating volunteer and community outreach, and actively training and empowering the next generation of volunteers.

Each year, the Volunteer Association contributes more than \$50,000 through fundraising events, such as Textile Treasures and Textile Bazaar, to deeply support the Museum's operations. Volunteers also contribute almost 20,000 working hours—equivalent to 11 full-time positions!—year over year, doubling our human resources and capabilities. This commitment and investment has been essential to the sustainable growth of the Museum and will continue to strengthen the development of TMC into the future.

Volunteers play an indispensable role at the Museum, and on behalf of the staff, the Board and all of our stakeholders I would like to thank you for your dedication, engagement, and generous contributions of spirit, time, and talent. You each bring unique experiences and viewpoints that are invaluable to the Museum and its community. Collectively, you are an influential and fundamental part of the organization, and the embodiment of the potential and passion of people to transform lives and communities through the love of craft and textiles.



Emma Quin



HISTORY OF THE TEXTILE MUSEUM OF CANADA

The Textile Museum of Canada is the only museum in Canada devoted to the collection, conservation and exhibition of handmade textiles, and one of only a small number of institutions with this mandate worldwide.

The Museum began as a bold concept, a reaction to the inaccessibility of textiles in most museums. Max Allen and Simon Waegemaekers, the Museum's founders, established the Museum as a place where anyone could see, touch, read about and discuss textiles. When the two met in the early 1970s, Allen had been reading Charles Trick Currelly's *I Brought the Ages Home*, and wondered if it were still possible for an individual to establish a museum, reasoning that if Currelly could almost single-handedly found the Royal Ontario Museum, it would surely be possible for a similar, albeit much smaller project to flourish. Waegemaekers and Allen began collecting Canadian hooked rugs, and mounted the Museum's first traveling exhibition at the Ottawa Public Library as part of the celebration of International Women's Year in 1975.

Part of the federal grant for that exhibit was used to open the first home of the Canadian Museum of Carpets and Textiles in a 150-square-foot room in Mirvish Village in June 1975. In 1976, the Museum moved to slightly larger premises in the same neighbourhood. During this period, the Museum began to attract attention for its innovative mandate and exhibits, and funding increased. The Museum moved again in 1981 to a former three-bedroom apartment "over the ice cream parlour" at Markham and Bloor Streets, in Toronto, a space that would serve as its home for the next eight years.

Thanks to the generosity of Fred Braida, a prominent developer and patron, the Museum moved in 1989 to its current five-story, purpose-built facility at 55 Centre Avenue, Toronto with 15,000 square feet of gallery space and 10,000 square feet of administrative, storage and conservation space. This enables the care and presentation of items from the permanent collection, as well as special exhibits, including work of contemporary textile artists.

In the year 2000, the name of the Museum was changed to the Textile Museum of Canada.

Through the years, the Museum has maintained its commitment to the collection, preservation and display of materials from people for whom textiles are a graphic form of cultural expression. While the Museum has evolved from the passionate idea of two enthusiastic collectors into a full-fledged cultural presence, it has adhered to its original purpose as an institution where diversity, accessibility and openness remain guiding principles.



THE TEXTILE MUSEUM VOLUNTEER ASSOCIATION

The Textile Museum Volunteer Association is made up of all of the Museum's Volunteers. The Annual General Meeting of the Volunteer Association takes place each Spring with the Museum Members' Annual General Meeting in the Fall.

Volunteers have been a part of the Museum since it was founded. When the Museum moved to its Centre Avenue location, Audrey Hozack was invited to join the Board of Trustees with specific responsibility for organizing volunteers. In January 1993, the Board gave formal approval to the formation of a Volunteer Association. In June 1993, the Museum Board of Trustees approved a proposal to make the elected Chair of the Volunteer Association an ex-officio member of the Board.

The Volunteer Association coordinates its activities in partnership with the Museum's staff and Board of Trustees in order to:

- assist in the day-to-day operation of the Museum as well as its special programs;
- maintain and enhance the Volunteer component of the Museum's activities;
- provide opportunities for Volunteers to contribute to the Museum consistent with their individual experience, skills and interests;
- supply purposeful and accurate communication among Volunteers, members, staff and Board;
- engage in activities that are visitor-centred, respectful of diversity and create a welcoming environment.

THE VOLUNTEER ASSOCIATION COMMITTEE

In February 1993, members of the Museum attended an organizational meeting to form a twelve-member management committee of the Volunteer Association. The resulting Volunteer Association Committee consists of five elected officers and representatives from each of the Volunteer placement areas.

The focus of the Volunteer Association Committee is on the recruitment, retention and engagement of volunteers. The Committee meets about 10 times a year to create and implement a work plan, oversee volunteer initiatives and respond to concerns. Its members serve as a link between individual volunteers and the Museum staff and Board. Minutes of the Volunteer Association Committee and the Volunteer Association Annual General meetings are on file in the Library.



THE EXECUTIVE COMMITTEE

This is the management team of the Volunteer Association elected at the Volunteer Association Annual General Meeting.

Chair - elected for a two-year term at the Annual General Meeting of the Volunteer Association, presides over the meetings of the Volunteer Association, serves on the Board of Trustees, and provides liaison between the staff and Volunteers

Vice-Chair - supports the Chair and oversees volunteer engagement activities

Secretary - prepares the minutes from the Volunteer Association and Volunteer Association Committee meetings, maintains records, and undertakes correspondence on behalf of the Volunteer Association

Treasurer - deposits funds from the Volunteer Association fundraising activities, maintains records, prepares reports, and forwards funds to the Museum according to the direction of the Volunteer Association Committee

Past Chair - supports the Chair and coordinates the Volunteer Association Annual General Meeting and special projects.

The Coordinators - there is a representative on the Volunteer Association Committee for each Volunteer placement area. The Coordinator acts as resource and consultant to the Volunteers, and helps manage service delivery in the placement area.

Chairs of the Volunteer Association:

- 1991 - 1994 Audrey Hozack
- 1994 - 1996 Audrey Hozack and Margaret Light (Co-Chairs)
- 1996 - 1998 Rosanne O'Hearn, Jean Johnson (Vice-Chair)
- 1998 - 2000 Dorothea Cook
- 2000 - 2003 Ann Posen
- 2003 - 2007 Maurie Todd
- 2007 - 2008 Ann Posen
- 2008 - 2011 Susan Helwig
- 2011 - 2013 Pam Craig
- 2013 - 2017 Susan Singh
- 2017 - Lynne Lee

VOLUNTEER RESPONSIBILITIES

Volunteers should be prepared to:

- maintain a current membership in the Museum;
- understand and accept the mission and goals of the Museum and Volunteer Association;
- read the Volunteer Handbook;
- complete placement training;
- participate in training updates and Museum information sessions;
- keep up to date on Museum and Volunteer activities through the monthly newsletters emailed from the Museum and the Volunteer Association Committee;
- successfully complete a probationary period;
- be punctual and reliable ambassadors for the Museum;
- provide and maintain current contact information in the Volunteer database;
- contribute to a respectful environment;
- participate in fundraising activities;
- inform their area Coordinator or Museum Manager of any appointments, vacation, illness or any reason that will affect their schedule or placement. Whenever possible the Volunteer should give ample notice and try to arrange a replacement;
- attend the Annual General Meeting of the Volunteer Association;
- provide reasonable notice to the Coordinator of the intention to end a placement.

VOLUNTEER BENEFITS

All Museum members receive unlimited free admission and a 10 per cent discount at the Museum Shop. Various membership levels provide additional privileges.

Active Museum Volunteers receive a 20 per cent discount in the Museum Shop and can bring a guest to the Museum without charge after three months' probation or at the discretion of the placement Coordinator. Other benefits for Active Volunteers include:

- the www.strandnews.ca website and monthly e-Newsletter highlighting events and opportunities;
- invitations to exhibition openings, fundraising events and receptions;
- access to behind-the-scenes curator's tours;
- discounts on Museum workshops, programs and lectures;
- invitations to Volunteer workshops and recognition events;
- extra discounts in the Shop on certain days;
- discounts or free admission to selected Attractions Ontario Tourism Partners and Ontario Association of Art Galleries, as well as other museums in North America.

See www.strandnews.ca or the list at the front desk for current offers.



VOLUNTEER PLACEMENT AREAS

Communications – responsible for the creation of a monthly email newsletter for Volunteers and the posting of Volunteer and Museum news on-line at Strand News, <http://www.strandnews.ca>, also publicizes Association events. A small group works with Museum staff on wider communication of Association activities including flyers, Facebook and Instagram postings. All Volunteers are encouraged to contribute items to the monthly newsletter and assist with publicity of Association fundraising activities such as the annual spring and fall sales.

Conservation and Collections Management – prepare items in the collection for exhibits and for storage, under the direction of the Museum Curators. Only occasionally are there openings for Volunteers in this small group. The tasks include collection inventory, processing new acquisitions and loans, storage upgrading projects, and computer data entry. Skill in handling textiles and good conservation practices are desirable, as well as the ability to lift artifacts. Time commitments can vary in order to meet deadlines.

Docents – study the artifacts under the direction of the Museum’s Curators, and lead visitors on tours of the exhibits two or more times a month. They lead public tours on Sundays at 2:00 pm and private tours as booked. Docents receive intensive training for each new exhibit as well as research and prepare their own tours. Volunteers should be comfortable presenting to groups. The time commitment varies, with more time spent in preparation before a new show begins. Docents usually spend two or three half-days per month at the Museum. They attend meetings to study the exhibitions and background materials, to learn about techniques and to share individual research. While in training, Docents do practice tours under the supervision of another Docent. Some Docents also volunteer in other areas of the Museum.

Educators – deliver, under the direction of the Museum’s Curator of Education, programs for students from kindergarten through post-secondary, as well as family drop-ins during school holidays, and outreach programs at various venues. Volunteers interact with visitors and use their own skills in weaving, spinning, embroidery, knitting and crochet. The time commitment varies. Volunteers meet once a month with staff to share knowledge related to current exhibitions, explore and practice new interpretive strategies, and prepare materials for Fibrespace and upcoming programs.

In Fibrespace, students enter the world of textiles and apply their findings to projects compatible with both the exhibitions and their curriculum. Innovative programs are continually being developed that relate textiles to math, history, visual arts, science, and social studies. Volunteers also assist in family drop-in programs during school breaks and summer camps, engaging participants in many methods of making and embellishing textiles.

Human Resources – receive and track volunteer applications, conduct telephone interviews to assess the skills, experience and interests of applicants to determine the appropriate placement. Forward the application to the Coordinator. Maintain links with the various placement areas on the need for new Volunteers. The time commitment varies. Most of the follow-up and record keeping can be done at home.

Information Technology Management – responsible for the Volunteer contact information data base and the lead for other on-line resources as developed.

Library – manage the reference collection in the H.N. Pullar Library and answer questions from staff and the public. The H.N. Pullar Library serves Museum staff, docents, members, students and textile researchers. Its unique reference collection includes over 4,000 publications that complement the Museum's textile collection and exhibitions. The focus of the collection is textile history, techniques, and the social and economic aspects of non-industrial textiles from around the world. A part-time librarian is available for professional guidance.

Library Volunteers are asked to provide 3.5 hours per week and to attend occasional Library meetings throughout the year. Library Volunteers receive training in the basic administrative tasks required to operate the Library. This includes helping Museum staff and assisting members of the public in person and by email. Experienced Volunteers perform the more advanced tasks of processing new books, doing simple cataloguing and indexing journal articles. Those with professional library training may be assigned special projects in consultation with the part-time Librarian.

Reception – welcome visitors, process admissions, receive deliveries, and answer questions at the front desk. The Volunteer at the Reception Desk provides a positive first impression of the Museum. They orient visitors to the facilities and exhibits, answer telephone inquiries, directing calls to staff or voice mail. They also accept in-kind donations for fundraising sales, process payment of Museum memberships and donations, and enter point of sales data. There is always at least one staff member on stand-by to assist with questions or large groups. A pool of trained Volunteer floaters helps fill vacant shifts. Reception Volunteers should have good customer service skills, communication skills and be comfortable using computers to record admissions.

Shop – assist in the Museum Shop to manage inventory, make sales and manage cash under the direction of the Shop Manager. The Museum Shop is an important source of funds for the Museum. The extensive inventory includes ethnographic textiles, hangings, accessories, clothing, jewelry and cards, as well as a comprehensive collection of books and catalogues. Shop Volunteers help with arranging displays, recording and completing sales transactions, assisting with pricing and filling orders. They are an important link between current Museum exhibits and the related Shop merchandise. Shop Volunteers should have good customer service skills, communication skills and be comfortable using computers to make sales. Some experience in retail sales is desirable.



Special Events – provide hospitality at Volunteer and Museum events including opening receptions, lectures, seminars, workshop and fundraising events. These events provide opportunities to meet other Volunteers, Museum members and staff, artists and other guests. The responsibilities include assisting Museum staff in the set-up and service of refreshments, greeting and directing visitors, taking admission or cash for the bar when applicable, and helping to close the event.

Volunteer Sales – assist in the preparation and delivery of annual and ad hoc sales drawing on donations in kind from a variety of sources including hobbyists, collectors and businesses. There is a contact for each sale who manages the preparation and staging of the event. Additional Volunteers help set-up and staff the events. With the increased attention to recycling and re-purposing the sales have expanded to a year-round activity that includes:

Textile Treasures - a sale of decorator fabric and samples in the fall;

Workroom Sales - held several times a year based on stock, currently at 411 Richmond Street East;

Textile Bazaar - a sale of the full range of textile-related items in the spring;

Made by Volunteers - creative work by Volunteers offered for sale including group projects such as the Sashiko Quilt;

Ad hoc sales - linked to Museum or community events, or featuring unique donated items.

Work Room – manage the receipt, pricing, transportation and storage of in-kind items delivered to the Museum. Each season several dozen Volunteers price donations under such themes as beads, equipment, fabric, notions, quilting or yarn. Library Volunteers also support fundraising by pricing, packing and selling donated craft and arts books.

VOLUNTEER COORDINATORS

Each placement area has a Coordinator who works with Volunteers, the Volunteer Committee and Museum staff to see that the placement area is operating effectively. This job may be shared or some of the tasks may be delegated to other Volunteers in the group.

The role of the Coordinator in each placement area includes:

- arranging the schedule of Volunteers to ensure staffing of all shifts;
- communicating with Volunteers to ensure staffing of all shifts;
- communicating with Museum staff when no Volunteer is available to fill a shift;
- informing the Human Resources Coordinator about the need for more Volunteers;
- interviewing and selecting Volunteers;
- providing a welcome / confirmation letter to new Volunteers;
- overseeing the training and orientation of new Volunteers;
- offering extra support to Volunteers on probation;
- conducting performance reviews as required;
- updating info@strandnews.ca and the Museum staff responsible for membership on new or departing Volunteers;
- ongoing communication among Volunteers in the placement area, the Volunteer Association and Museum staff including:
 - procedures for the work area,
 - guidelines for the placement,
 - attendance at information sessions for new exhibitions,
 - recognition of special efforts,
 - upcoming events at the Museum,
 - information for and from the Volunteer Committee,
 - changes in personnel – staff or Volunteers;
- maintaining an updated list of all the Volunteers in the placement area including names, contact information and emergency contacts;
- notifying the Museum contact for membership when a Volunteer has completed probation;
- working with the Chair of the Volunteer Association and Museum staff on performance management and conflict resolution;
- attending Volunteer Committee meetings to report on activities in the placement area and any ideas or concerns.



POLICIES & PROCEDURES

MUSEUM ETIQUETTE

To preserve the integrity and condition of the Museum's collection and the security of the stock in the Shop, certain rules need to be observed within the Museum. All visitors are asked to observe these rules. Museum Volunteers can assist by following the rules themselves and politely requesting visitors to do the same.

Volunteers and visitors are asked to:

- Refrain from bringing food in any form (even closed containers) beyond the Mezzanine;
- Refrain from bringing plants or flowers beyond the Reception area;
- contain any fabric, fibres or yarns in sealed bags within the Reception area because of the possibility of insects or larvae;
- Refrain from touching objects in the exhibits or other parts of the Museum, with the exception of Fibrespace, and strongly urge visitors to do the same;
- Check backpacks, bags larger than 14 inches in any one dimension, and umbrellas (wet or dry) at the Reception area;
- Hang outdoor wear on the second floor or Mezzanine coat racks;
- Immediately report any instances of vandalism or theft to the Executive Director or staff on duty.

WORKING WITH STAFF AND OTHER VOLUNTEERS

Volunteers are asked to wear their identification badges at all times while in the Museum.

At least one member of the Museum staff will be on duty at all times during normal working hours. Volunteers needing help with routine work should first refer to the designated contact or another Volunteer. If the question is urgent, or an emergency situation arises, Volunteers should contact staff.

Information for Volunteers is conveyed through emails from the Coordinators and by two monthly electronic emailed newsletters from the Museum and from the Volunteer Committee. There are procedural handbooks at Reception and in the Shop, and notices in the kitchen on the Mezzanine.

RESOLVING ISSUES

Volunteers can expect to be recognized and valued as part of a team working in the best interests of the Museum. From time to time, there can be differences in opinion on how things should be done. There can also be conflicts in style. Concerns about a conflict or a Volunteer's performance should be brought to the Coordinator in the placement area. The role of the Coordinator is to clarify the problem, communicate with the Volunteer, gather information, seek a resolution, set goals and timelines, and monitor issue resolution.

Most issues can be resolved through improved feedback and ongoing communication. If an issue persists, the Coordinator will consult with the Chair of the Volunteer Association and the relevant Museum staff to confirm the problem and explore remedial action. If, over time, no resolution seems possible, the Co-coordinator and the Chair of the Association may inform the Volunteer that the placement will end. If the Volunteer does not agree with the decision, the matter may be brought to the Executive Director of the Museum. If the Volunteer is still not satisfied, the Volunteer may contact the Human Resources Committee of the Board of Trustees by letter.

ACCESSIBLE CUSTOMER SERVICE

The Textile Museum of Canada is committed to providing accessible service to its unique collections, exhibitions and programs in a manner that respects the dignity and independence of all persons. This includes communicating with visitors in a manner that takes into account accessibility requirements. The Museum policy on accessibility standards for customer service was developed in accordance with Accessibility for Ontarians with Disabilities Act, 2005 and Ontario Regulation 429/07. See Appendix 2 for information on providing accessible service.

Measures to ensure accessible services include:

- Encouraging the use of personal assistive devices to access our services and programs;
- Permitting service animals to assist clients and providing alternative accommodations when an animal is disallowed under the law;
- Encouraging the inclusion and access of support persons accompanying people with disabilities;
- Waiving fees for support persons assisting clients and, when fees are required, providing advance notice of such requirement.

The Museum policy applies to staff, Volunteers, contractors and all others who provide services on behalf of the Museum. Training on the policy will be provided to Volunteers using the resource: <https://www.ontario.ca/page/how-train-your-staff-accessibility>.



FIRE AND SAFETY PROCEDURES

All Volunteers must sign in on arrival and sign out when leaving. Reception desk Volunteers keep an accurate record of visitors and tour groups to help staff determine how many people are in the building at any given time.

When the fire alarm sounds, stop what you are doing and leave the Museum. There may be an announcement made through the Museum / Hotel / Condo paging system identifying the nature of the alarm and the location. The Museum must be evacuated any time the fire alarm is sounded.

Visitors, Volunteers and staff must immediately evacuate the Museum using the main stairs. The elevator will remain in service and may be used by anyone who is unable to use the stairs.

It is a responsibility of staff to ensure that all visitors exit the Museum. Volunteers are responsible for their own safety during an evacuation. They may assist staff by directing visitors to the main stairwell. In the event of an obstruction to the main stairwell, the condominium building's emergency exits can be used.

The Front Desk Volunteer is to pick-up the sign-in clip-board and exit the building, telling visitors and other Volunteers to exit the Museum and directing them to gather on the sidewalk in front of the Museum.

When fire or smoke is detected:

- Remove yourself and others from immediate danger;
- Enclose the fire area by shutting doors and windows to eliminate fuel (oxygen);
- Activate the fire alarm station by the stairwell;
- Call 911 and explain the situation;
- Alert staff and other Volunteers if possible.

In a medical emergency, alert staff by pressing 'Page' on any Museum phone. Call 911 if appropriate. First aid kits are located over the sink on the fourth floor, and on the top shelf of the Mezzanine pantry.

If there is a public disturbance, be polite and unprovocative. Use the 'Page' button on the nearest phone and request staff assistance.

For the safety of our Volunteers, distress alarms have been installed at the Front Desk and in the Museum Shop. The alarms are to be used for emergency purposes only. The alarms are activated by inserting a finger and pulling up. When activated, an alarm is sounded and red/blue lights start to strobe in the Administration and Curatorial offices on the third and fourth floors alerting staff to the distress. The colour of the strobe light indicates the area where the alarm has been activated.



APPENDIX 1

THE TEXTILE MUSEUM MANDATE AND GOALS

Mission Statement: Why we exist

To inspire understanding of human experience through textiles

Vision: The impact we strive to have

The Textile Museum of Canada ignites creativity, inspires wonder, and sparks conversation and learning through the stories held within our global collection of textiles, and constant active engagement with contemporary artistic practices.

Mandate: What we do

The Textile Museum of Canada connects our global collection of historic and ethnographic objects to contemporary creative research and expression, as well as to local, national and international experiences with textiles at their core. As a national charitable non-profit cultural and educational organization, we focus on the exhibition, collection, conservation, and research of textiles, as well as the production of inclusive public programs that foster awareness of the diverse cultural values of textiles and textile practices.

Values: Core beliefs that guide our conduct

- We are open and Inclusive;
- We are innovative and agile;
- We are passionate about excellence.

Strategic Directions

Priorities for the Museum over the next three years are to continue to promote awareness of textiles in local and global contexts; acknowledge the personal and social relevance of textile making in the 21st century; and articulate the importance of textile-based practices in the world of international art. To accomplish this we are guided by five strategic directions:

- Increasing our Impact;
- Expanding our Audiences;
- Building a Better Home;
- Growing our Organizational Culture;
- Strengthening our Financial Resilience.

APPENDIX 2

TIPS ON PROVIDING ACCESSIBLE CUSTOMER SERVICE

If you are unsure what to do, ask the visitor, "May I help you?". Visitors know if or when they need help, and they will know they can obtain that help from you if they need it.

Speak directly to the visitor, not to his or her support person or companion.

Avoid stereotypes and make no assumptions about what type of disability or disabilities a person has. Some disabilities are not visible and visitors are not required to give you information about any disabilities they may have.

Take the time to get to know your visitor's needs and focus on meeting those needs just as you would with any other person.

Offer the use of equipment or devices available at the Museum that can help people with disabilities access goods and services.

Be patient. People with some kinds of disabilities may take a little longer to understand and respond. A good start is to listen carefully.

Make an effort to learn about appropriate language and terminology to use when referring to people with disabilities.

If you cannot understand what your visitor is saying, politely ask them to repeat themselves.

Seek advice, if in doubt, on how to interact with people who use an assistive device, or require the assistance of a service animal or support person.

Do not touch or speak to service animals— they are working and have to pay attention at all times.

Don't touch assistive devices, including wheelchairs, without permission.

For more information see <http://accessforward.ca> or www.ontario.ca/page/how-to-train-your-staff-accessibility.



APPENDIX 3

ONLINE RESOURCES

The Museum's website is a frequently updated source of information on exhibitions, activities, Shop news, collections and research. See www.textilemuseum.ca.

Strand News is the online meeting place for more than 145 Volunteers of the Textile Museum of Canada. It contains photos, event listings, and Volunteer news. It welcomes contributions from Volunteers. See www.strandnews.ca. Email: info@strandnews.ca.

Volunteers can keep in touch with each other via a monthly e-Newsletter and Facebook and Twitter accounts. See @TMC_Volunteers.

The Volunteer Association maintains an email account to facilitate contact at tmcassociation@gmail.com.