

NORTH YORK ARTS **nYA**
ACCESSIBILITY FOR ONTARIANS WITH DISABILITY ACT
AODA TRAINING KIT NORTH YORK ARTS



WELCOME!

Prior to proceeding with the AODA Training Kit, the NYA Team would like to thank you for volunteering with our organization, whether it be during our summer festivals or the various other events that North York Arts organizes throughout the year! North York Arts aims to provide volunteer opportunities that are rewarding and that generate an overall positive experience.

Part of your training as an NYA Volunteer includes understanding the **Accessibility for Ontarians with Disability Act (AODA)** and how it applies to your volunteer work with North York Arts.

The AODA Training Kit will address the following:

- [What is AODA & Who Does It Serve?](#)
- [History of AODA](#)
- [Types of Disabilities](#)
- [Types of Barriers](#)
- [Accessibility Principles](#)
- [Accessibility Standards](#)
- [Accommodations for Volunteers](#)
- [Accessible Customer Service](#)

You are expected to familiarize yourself with the above 8 listed sections prior to starting your volunteer position with North York Arts. **You will be expected to complete a short multiple-choice [quiz](#) on the material to demonstrate your understanding of the material on AODA.** Once the quiz is completed, North York Arts will receive an automatic confirmation. Please make sure to use the same email that you registered with when filling out your volunteer application.

WHAT IS AODA AND WHO DOES IT SERVE?

The Accessibility for Ontarians with Disabilities Act (AODA) is a provincial legislation passed in 2005 with the purpose of recognizing and eliminating discrimination against persons with disabilities through developing, implementing and enforcing accessibility standards with respect to goods, services, facilities, accommodation, employment, buildings and structures. Accessibility means the identification, removal and prevention of barriers for persons with disabilities. This includes ensuring representation and inclusion of persons with disabilities.

North York Arts is committed to providing an accessible program for all community members, partners, employees, volunteers and event attendees with disabilities. North York Arts is responsible for providing accessibility training to all employees and volunteers to ensure that it runs an accessible program for all participants with disabilities. As an NYA volunteer, it is your responsibility to familiarize yourself with the material provided in the AODA Training Kit as part of your accessibility training.

HISTORY OF AODA

The Accessibility for Ontarians with Disability Act was passed in 2005. The legislation and its accessibility standards are expected to be fully implemented by 2025 in order to ensure that all Ontario-based organizations and buildings are fully accessible to all people.

The Accessible Customer Service Standard is a component of the legislation that came into effect for all charitable and nonprofit organizations on January 1st, 2012. This standard informs organizations, employees and volunteers how to provide accessible customer service to persons with disabilities.

TYPES OF DISABILITIES

Did you know 70% of disabilities are non-visible?

Disabilities can be permanent, temporary, recurring, visible and non-visible.

VISIBLE	NON-VISIBLE
Easier to identify	Harder to identify due to no obvious cues.
Commonly associated with assisted devices or some other form of assistance, such as a support person.	Non-visible disabilities include mental, physical and learning disabilities.
Commonly associated with physical disabilities.	May or may not affect an individual on a regular basis.

Not all persons with disabilities have the same needs. For this reason, it is important, and your responsibility as a volunteer or employee, to understand the different types of disabilities in order to provide the best accessible customer service and accommodation to persons with disabilities.

The following chart outlines the five different type of disabilities mentioned in the AODA, as well as the Ontario Human Rights Act. Some disabilities fall under more than one category, such as language and speech disabilities.

DISABILITY CATEGORY	EXAMPLES
PHYSICAL DISABILITIES	Mobility impairments, visual impairments, hearing impairments, physical impairments, deaf blind
DEVELOPMENTAL DISABILITIES	Autism spectrum disorder, down syndrome, cerebral Palsy
CHRONIC ILLNESS	Terminal illnesses, chronic fatigue syndrome, back pain, physical pain, diabetes
MENTAL ILLNESS	Anxiety disorders, mood disorders, psychotic disorders, personality disorders, addiction
LEARNING DISABILITIES	Dyslexia, dyscalculia, dysgraphia; challenges to store, process or produce information

TYPES OF BARRIERS

Barriers are existing obstructions to accessible services and facilities to persons with disabilities. Barriers are broken by providing accessible customer service. Accessible customer service should be responsive to the specific needs of attending patrons as best as possible.

The following chart identifies the five types of barriers:

- 1) **Attitude Barriers**
- 2) **Physical Barriers**
- 3) **Communication Barriers**
- 4) **Technological Barriers**
- 5) **Systemic Barriers**

The chart additionally provides specific examples for each of the barrier types and includes a section on what can be done to break the barrier.

BARRIER TYPE	EXAMPLES	HOW TO BREAK THE BARRIERS?
ATTITUDE BARRIERS	Stereotypes, language that focuses on a person's disability rather than their abilities, and a lack of understanding of different disabilities and their needs.	<ul style="list-style-type: none"> • Be respectful and patient • Dismiss stereotypes • Avoid making assumptions • Speak directly to the person with a disability and not their support person, companion or interpreter
PHYSICAL BARRIERS	Lack of ramps, elevators and accessible washrooms. Stairs and doorways as structural barriers.	<ul style="list-style-type: none"> • Provide clear directions to accessible facilities. Accessible facilities at Mel Lastman Square are outlined on page 8.
COMMUNICATION BARRIERS	Information that is difficult to read. (small print and low contrast).	<ul style="list-style-type: none"> • Information is provided in varied formats, including in print, online and verbally by volunteers and staff at accessible on-site information booths.
TECHNOLOGICAL BARRIERS	Devices and computers that are not set up to accommodate accessibility.	<ul style="list-style-type: none"> • All film screenings during the Cultura Festival include subtitles to accommodate for patrons with various needs, including patrons who experience hearing impairments.
SYSTEMIC ISSUES	Restrictions through company policies and procedures	<ul style="list-style-type: none"> • Chairs are provided to patrons during Sunday Serenades, as well as during Cultura Festival based on the needs.

ACCESSIBILITY PRINCIPLES

The AODA implements accessibility standards throughout the province of Ontario with the nonprofit, public and private sectors with consideration towards the following four principles: **(1) Dignity, (2) Independence, (3) Integration and (4) Equal Opportunity.**

Please review and familiarize yourself with the explanations for each of the four accessibility principles in the following chart:

DIGNITY
Persons with disabilities are to be treated with the same respect and service as any other patron. Patrons with disabilities should not receive lesser service, quality or convenience.
INDEPENDENCE
Employees and volunteers should not rush or take over any tasks of patrons with disabilities, especially when a patron has not made such a request to the employee or volunteer, and when the patron prefers to do it themselves independently in their own way without being hurried.
INTEGRATION
Integrated services include policies, practices and procedures that improve accessibility to persons with disabilities in order to allow them to benefit from the same services in the same spaces as any other patron. When varied limitations and challenges make it difficult to provide integrated services, alternative measures should be explored.
EQUAL OPPORTUNITY
Persons with disabilities should be provided with the equal opportunity to participate in the same programs and services as any other patron. They should not have to make more effort to access and obtain the same service as other patrons, nor should they be expected to receive service of lesser quality and less convenience.

ACCESSIBILITY STANDARDS

Ontario-based organizations from the nonprofit, public and private sectors are all legally obliged to comply to the accessibility standards outlined in the Integrated Accessibility Standards Regulation, which was established under the Accessibility for Ontarians with Disabilities Act.

The following list is a summary of all five accessibility standards:

- 6) [Accessible Customer Service Standard](#)
- 7) [Accessible Transportation Standard](#)
- 8) [Accessible Information and Communications Standard](#)
- 9) [Accessible Employment Standard](#)
- 10) [Accessible Public Spaces Standard](#)

* North York Arts volunteers should pay special attention to the Accessible Customer Service Standard, which is further expanded on [pages 10 and 11](#).

1. ACCESSIBLE CUSTOMER SERVICE STANDARD

Since January 1st of 2012, all Ontario-based organizations are required to provide accessible customer service. As North York Arts representatives, all employees and volunteers are required to comply with the Accessible Customer Service Standard of the AODA.

All volunteers must review the entire AODA Training Kit and complete an assessment quiz as part of their training. There is no passing percentage; however, proof of completion must be provided that demonstrates adequate understanding of how to comply with the Accessible Customer Service Standard. North York Arts is committed to providing volunteers with the resources and training to comply with the Accessible Customer Service Standard.

More information on how to provide accessible customer service to patrons with disabilities is found on [pages 10 and 11](#).

2. ACCESSIBLE TRANSPORTATION STANDARD

Since January 1st of 2017, Ontario-based organizations are required to be accessible through transportation. Mel Lastman Square is located in such a way that ensures easy access to public transportation. The square is located directly next to the North York Centre Subway Station and within close proximity of TTC bus stations on Yonge Street.

3. ACCESSIBLE INFORMATION AND COMMUNICATIONS STANDARD

Since January 1st of 2016, Ontario-based organizations are required to develop and provide their employees, volunteers and clients with accessible information and communications. **Accessible formats** are alternatives provided to standard print and **communication supports** are assistive services provided to aid with communication between people.

Examples of accessible formats and communication supports include:

- Reading written information directly to the patron
- Handwritten notes instead of oral communication
- Large print
- Text transcripts

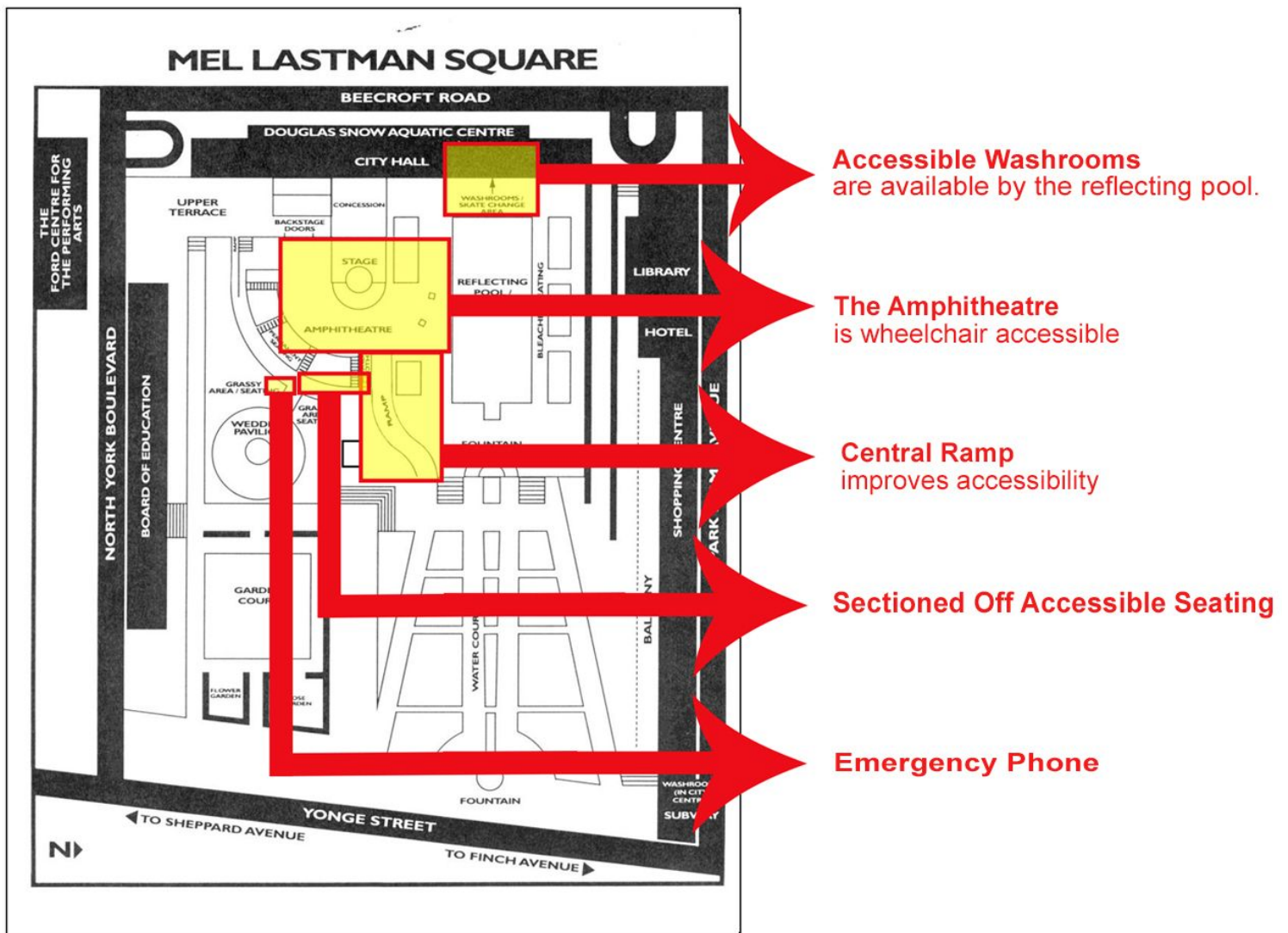
4. ACCESSIBLE EMPLOYMENT STANDARD

Since January 1st of 2017, Ontario-based organizations are required to provide accessible employment practices for persons with disabilities. North York Arts is committed to providing equal opportunities to all employees and volunteers.

Please approach the North York Arts Program and Volunteer Coordinator Cecilia Garcia, or contact her by email at cecilia@northyorkarts.org or phone 416 7339388 ext 7067, to address any accommodations that you may require as a volunteer. All information shared is maintained strictly confidential.

5. ACCESSIBLE PUBLIC SPACES STANDARD

Since January 1st of 2018, all public spaces must meet the legal requirements to provide full accessibility to all visitors, including persons with disabilities. This includes Mel Lastman Square where the Cultura Festival and Sunday Serenades take place. Mel Lastman Square is composed of accessible washrooms, an accessible seating area and a ramp.



ACCOMODATIONS FOR VOLUNTEERS

Please approach the North York Arts Program and Volunteer Coordinator Cecilia Garcia, or contact her by email at cecilia@northyorkarts.org phone 416 7339388 ext 7067, to address any accommodations that you may require as a volunteer. All information shared is maintained strictly confidential.

North York Arts will do everything in its power to accommodate individual needs with our existing resources. In the situation that a volunteer role and/or responsibility cannot be adjusted due to existing limitations, North York Arts will work with the volunteer to find alternative options to accommodate for their needs, such as providing another volunteer role that accommodates their needs.

North York Arts is committed to providing equal opportunities to all employees and volunteers from diverse communities and equity-seeking groups. We recognize that barriers to services exist for members of diverse communities, particularly for equity-seeking groups, and we are committed to acting as a positive force in eliminating these barriers.

¹ **Equity-seeking groups** include persons with disabilities, Aboriginal/First Nations people, women, racial minorities, the socio-economically disadvantaged, lesbian, gay, bisexual and transgendered persons.

To achieve this, NORTH YORK ARTS will:

- strive to ensure that diverse communities have equitable access to NYA services and resources are included in our decision-making processes.
- be non-discriminatory and promote the goals of anti-racism, access and equity.
- take reasonable steps to ensure NYA services, programs and decision-making reflect the community we serve.

ACCESSIBLE CUSTOMER SERVICE

Providing accessible customer service means understanding the different types of disabilities and how to best accommodate for persons with disabilities. Volunteers are expected to adhere to the principles of independence, dignity, integration and equal opportunity, outlined on [page 5](#), in all their experiences working with people with disabilities

Remember the following when delivering accessible customer service:

- **Disability does not mean inability!**
- Respect everyone's personal space.
This includes not touching assistive devices unless you have been asked.
- Do not touch and interact with service animals as they must be attentive to the needs of their owner at all times.
- Account for a person's disability and their needs when communicating with them.
- Speak directly to the patron; not their support person, companion nor their interpreter
- Do not make assumptions on how a person is to be helped!
Instead, ask the individual, **"How may I help you?"**
- Maintain respectful, clear and welcoming communication.
- Do not hurry patrons with disabilities, do not talk for them nor do things for them when they have not made a request.
- Direct patrons to accessible facilities available on-site.
(ex. Accessible washrooms, seating areas and ramps).
- A person who has a disability is **not a disabled person, but a person with a disability**. Make sure to always put the person before their disability!

PROVIDING INDIVIDUALIZED ACCESSIBLE CUSTOMER SERVICE

Volunteer Toronto has developed tip sheets on how to provide accessible customer service to persons with disabilities with different needs. To reinforce your understanding on how to provide accessible customer service to patrons with varied needs, these additional tip sheets are available for your reference:

- **Welcoming Customers with Disabilities**
- **Welcoming Customers with Visual Impairment**
- **Welcoming Customers with Deaf, Deafened or Hard of Hearing**
- **Welcoming Customers with Physically Disabled**
- **Welcoming Customers with Speech Impairments**
- **Welcoming Customers with Mental Health Disabilities**
- **Welcoming Customers with Intellectual or Development Disabilities**
- **Welcoming Customers with a Learning Disability**

HOW TO RESPOND TO AN UNACCOMPANIED SERVICE ANIMAL?



In the case where a service animal is unaccompanied and found without its owner, let the nearest park or security personnel and/or NYA staff member know immediately. Park and personnel can be identified by wearing orange/yellow vests.

If no security personnel and NYA staff members are within proximity, and the unaccompanied service animal is encouraging you to follow it by nudging your leg with its nose, follow the service animal as the owner may be in a state where urgent medical attention is necessary, such as in the case of a seizure.

Once meeting with the owner and gaining a better understanding of the situation and the owner's needs, report the current incident to the closest available park security personnel and/or NYA staff member immediately. If no security personnel and NYA staff are nearby, and the situation is require urgent attention, use the emergency phone located right outside of the stage and clearly identified by a long blue pole that says "emergency." The phone will connect you directly to security personnel.

ASSESSMENT QUIZ

Now that you have completed all 8 sections of the AODA Training Kit, you are ready to take the **assessment quiz!** The quiz is multiple-choice format and the questions cover material that has been provided in the AODA Training Kit.

Remember to use the same email that you registered with when filling out your volunteer application. Once the quiz is completed, North York Arts will receive an automatic confirmation.

You are able to retake the quiz as many times as needed in order to obtain the desired result. The following 8 section should be completed before starting your assessment quiz:

- **What is AODA & Who Does It Serve?**
- **History of AODA**
- **Types of Disabilities**
- **Types of Barriers**
- **Accessibility Principles**
- **Accessibility Standards**
- **Accommodations for Volunteers**
- **Accessible Customer Service**

When ready, the assessment quiz can be accessed by [clicking here](#).

Thank you again for volunteering with North York Arts!
We are looking forward to having you join our team!

NYA 2017 Pictorial Photo Credits

Beyond Access Beyond the Creative

Creative Community Workshop with Paola Gomez

Photo by: Alex Usquiano

My City My City Six

City Hall Exhibition

Photo by: City Representative

Ephraim's Place

Youth Dance Program

Photo by: Craig Chong

Legacy Collective

Stitching Stories

Photo by: Alex Usquiano

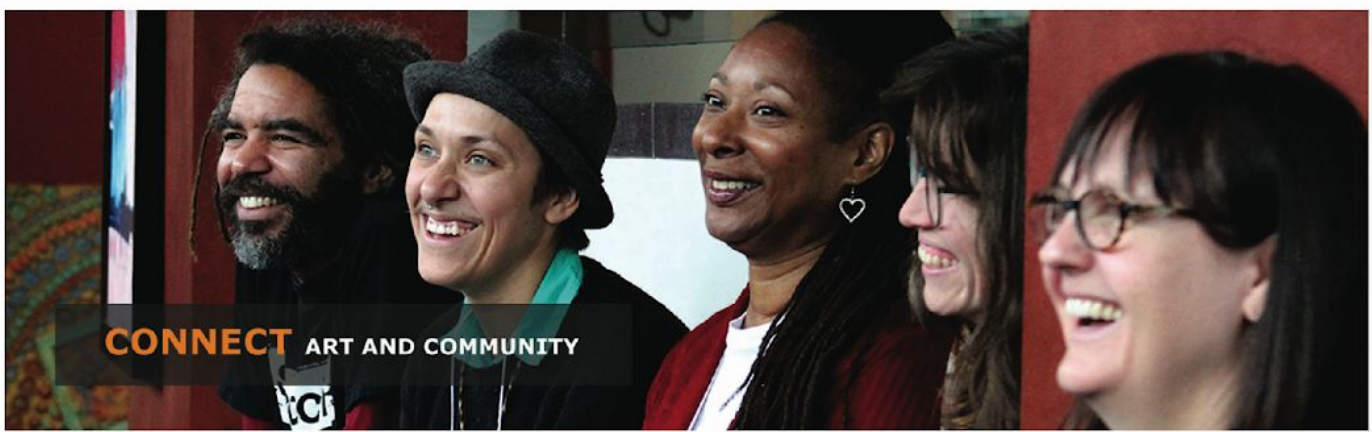
Cultura Festival

Hula-Hoop Family Program

Photo by: Isabel Sales

Sunday Serenades

Photo by: Kayla Wondergem



CONNECT ART AND COMMUNITY



SHARE ART AND COMMUNITY



NORTH YORK ARTS

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VOLUNTEER HANDBOOK



LEARN ART AND COMMUNITY



CELEBRATE ART AND COMMUNITY



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WELCOME TO NORTH YORK ARTS!

Dear Volunteers,

It is my pleasure to welcome you to the team at North York Arts (NYA).

Out of all the volunteer opportunities in Toronto, I am so happy that you have chosen to join us for our very exciting summer festival season.

Each year, NYA puts on two feature events, Cultura Festival and Sunday Serenades, to animate Mel Lastman Square and bring together hundreds of local residents for a celebration of art and community.

Volunteers are the driving force behind NYA initiatives like Cultura Festival and Sunday Serenades, and are essential to the ongoing achievement of NYA's vision: an inclusive, engaged, and sustainable arts and culture community in North York.

Thank you for choosing to share your talents with NYA and for making North York a more creative and connected place. I hope you find your time with us to be both fun and rewarding as you take on new responsibilities and play a key role in our largest public events.

Welcome to the team and I look forward to working with you.

Sincerely,



Lila Karim
Executive Director
NORTH YORK ARTS



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ABOUT NORTH YORK ARTS

WHO WE ARE

North York Arts (NYA) is a non-profit organization and registered charity. We are one of six Local Arts Service Organizations (LASOs) in Toronto whose purpose is to deliver on the City's social, economic and cultural goals outside of the downtown core. NYA was created to specifically address the needs and interests of artists, arts organizations and residents based in North York.

OUR VISION

An inclusive, engaged, and sustainable arts and culture community in North York.

OUR MISSION

To collaborate with artists, arts organizations, and partners to develop, strengthen and promote cultural programming and initiatives for North York communities.

WHO WE SERVE

NYA serves individuals and communities located within North York's 6 wards. We provide inclusive arts events and programs to youth, families, and seniors with a focus on programs to serve the Newcomer and Neighbourhood Improvement Area communities. In addition, we provide services and programs to support both emerging and established local artists and arts organizations. The 6 wards located in North York are: 6, 8, 15, 16, 17, 18

OUR TEAM



Lila Karim
Executive Director



Melissa Foster
Program &
Outreach Manager



Fanny Martin
Festival Producer



Cecilia Garcia
Program & Volunteer
Coordinator



Rachel Birnberg
Development & Communications
Coordinator



VOLUNTEERING AT NORTH YORK ARTS

YOUR ROLE

Volunteers play a vital role in connecting NYA with local residents by serving as front-line ambassadors for the organization. NYA's knowledgeable and friendly volunteers help create inclusive, safe, and enjoyable experiences for participants of all ages at NYA's public events, and continually go above and beyond to give back to their community.

As an NYA volunteer, it is your duty to prepare for your role with the following steps:

- Participate in Volunteer Orientation and relevant volunteer training sessions
- Review volunteer positions and sign-up for available shifts
- Read and abide by the NYA Volunteer Handbook and enclosed policies
- Communicate questions or concerns to NYA staff by contacting volunteer@northyorkarts.org or 416-733-9388 ext 7067

BEST PRACTICES

NYA volunteers take on many different responsibilities. No matter your role, help create positive experiences for everyone by maintaining this standard of best practices:

- Arrive on time to scheduled shifts. If you are running late or know you will be away, please contact volunteer@nothyorkarts.org as soon as possible (refer to “Cancellations and Missing a Shift”, p.8)
- Treat all colleagues and members of the public with kindness and respect
- Stay attentive during your volunteer shift by limiting cell phone use
- If you are asked a question you do not know, find the correct information by locating your supervisor

DRESS CODE

Volunteers will be given an NYA t-shirt and button that must be worn during each shift.

Dress appropriately for forecasted weather conditions. All NYA summer events, including Cultura Festival and Sunday Serenades, take place outdoors in the rain or shine. It is recommended that volunteers wear comfortable shoes and bring a hat, sunscreen, and/or raincoat as needed.

Please also avoid wearing large or hanging jewellery that could interfere or cause injury while performing tasks.

CANCELLATIONS AND MISSING A SHIFT

Volunteers are encouraged to carefully consider their availability before signing up for a volunteer shift. To ensure all volunteers have a chance to participate, please only sign up for the shifts you can commit to. In the case of unexpected circumstances, please notify us as soon as possible by contacting volunteer@northyorkarts.org or 416-733-9388 ext 7067.

Please note: If you cancel 2 consecutive shifts or miss 1 shift without any notice, all upcoming scheduled shifts will be canceled.

VOLUNTEER BENEFITS

There are many benefits to volunteering at North York Arts. As a volunteer, you will have the opportunity to connect with a dedicated group of arts and culture lovers, develop new skills and interests, and give back to your community while taking part in some of Toronto's most exciting cultural events. Other benefits include:

- Special access to arts and culture events during the year
- Reference letters (must attend 1 training session and volunteer 20+ hours)
- Credit for community service hours

COMMUNITY SERVICE HOURS

If you require community service hours we ask that you bring your printed community service form and ask the onsite volunteer coordinator to sign your hours.

CONTACTS

For all matters related to volunteering at NYA, contact volunteer@northyorkarts.org or call 416-733-9388 ext 7067.

We always want to hear from you.



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EVENTS AND VOLUNTEER POSITIONS



CULTURA FESTIVAL

Friday July 5, 12, 19, 26

6:00 - 11:00 pm

Mel Lastman Square, 5100 Yonge Street

Cultura Festival is a free family-friendly outdoor festival presenting music, art, food, and film every Friday evening in July. Cultura celebrates Toronto's rich diversity featuring world-renowned musicians, tasty international street food, explosive buskers, interactive art activities, and evening film screenings under the stars. Co-presented by Councillor John Fillion and North York Arts, Cultura serves to benefit the local community.

VOLUNTEER POSITIONS

Volunteer Leader (16+)

Training: Mandatory Leadership Training

Volunteer Leaders will work as an integral part of the North York Arts events team to support, excite, and mentor fellow volunteers during Cultura Festival. This position is ideal for individuals who have volunteered before and would like to develop their leadership skills. Familiarity with Cultura Festival, North York Arts and/or past experience in a leadership position is an asset.

Volunteer Booth Attendant (16+)

Training: Optional Leadership Training

Volunteer Booth Attendants are the main point of contact for fellow volunteers during Cultura Festival. Responsibilities include checking volunteers in and out, reminding volunteers of their roles, and directing volunteers to their assigned posts. Attendants should be organized and detail-oriented team players.

Information Tent Volunteer (All Ages)

Training: Optional Leadership Training

Information Tent Volunteers are key ambassadors for North York Arts and Cultura Festival. In this role, you will be stationed at the main festival entrance to welcome attendees, provide handouts, and answer public inquiries. As the main source of information at the festival, this position requires strong verbal communication skills and some customer service experience.

NYA Creative and Photography Tent Volunteer (All Ages)

Training: Mandatory Photography Training

NYA Creative and Photography Tent Volunteers work with peers to facilitate a polaroid photo station and encourage festival attendees to answer a short survey online. This position is ideal for individuals who enjoy interacting with the public and want to learn more about taking creative photos with a polaroid camera. Photography experience is not required for this position.

Chalk Team (All Ages)

Training: Mandatory Leadership Training

Is doodling and drawing your thing? Do you like interacting with kids? As a member of the Chalk Team, you will create fun chalk drawings and encourage children and families to get in touch with their inner artists while playing with chalk and bubbles. Volunteers in this position should have some drawing abilities and experience working with children.

Photography Volunteer (All Ages)

Training: Mandatory Photography Training

Are you an emerging and/or young photographer hoping to build your skills and portfolio? Photography Volunteers help capture Cultura Festival from all angles. You will receive training from an experienced photographer who will help you hone your skills and teach you more about photographing a live event. Individuals with a range of experience are encouraged to participate. Photography Volunteers must provide their own equipment. All devices are welcome, cell phone cameras included!

Street Team (All Ages)

Training: Optional Leadership Training

Street Team volunteers are enthusiastic ambassadors for Cultura Festival. In this position, you will distribute Cultura Festival postcards around Mel Lastman Square and encourage the public to attend the festival. This position is best suited to individuals who love to chat and want to share their passion for arts and culture with others.

Set-up Crew (All Ages)

Training: N/A

Cultura Festival transforms Mel Lastman Square into an exciting stage for arts and culture. If you want to be part of the transformation and are prepared to do some heavy lifting, then we want you on our Set-up Crew. You will work with a dynamic team to help with festival set-up. Responsibilities include setting up tents, tables, chairs, and more.

Strike Crew (All Ages)

Training: N/A

Cultura Festival transforms Mel Lastman Square into an exciting stage for arts and culture. If you want to be part of the transformation and are prepared to do some heavy lifting, then we want you on our Strike Crew. You will work with a dynamic team to help with festival tear-down. Responsibilities include returning all tents, tables, chairs, and supply bins to storage areas.



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SUNDAY SERENADES

SUNDAY SERENADES

Sunday July 7, 14, 21, 28

7:00 - 9:00pm

Mel Lastman Square, 5100 Yonge Street

Sunday Serenades is a free outdoor concert series occurring every Sunday evening in July at Mel Lastman Square. It features some of Ontario's best live swing, big band, and jazz acts. NYA is proud to have assumed oversight of the event last year, which was previously delivered by the City of Toronto for over twenty years.

VOLUNTEER POSITIONS

Photography Volunteer (All Ages)

Training: Mandatory Photography Training

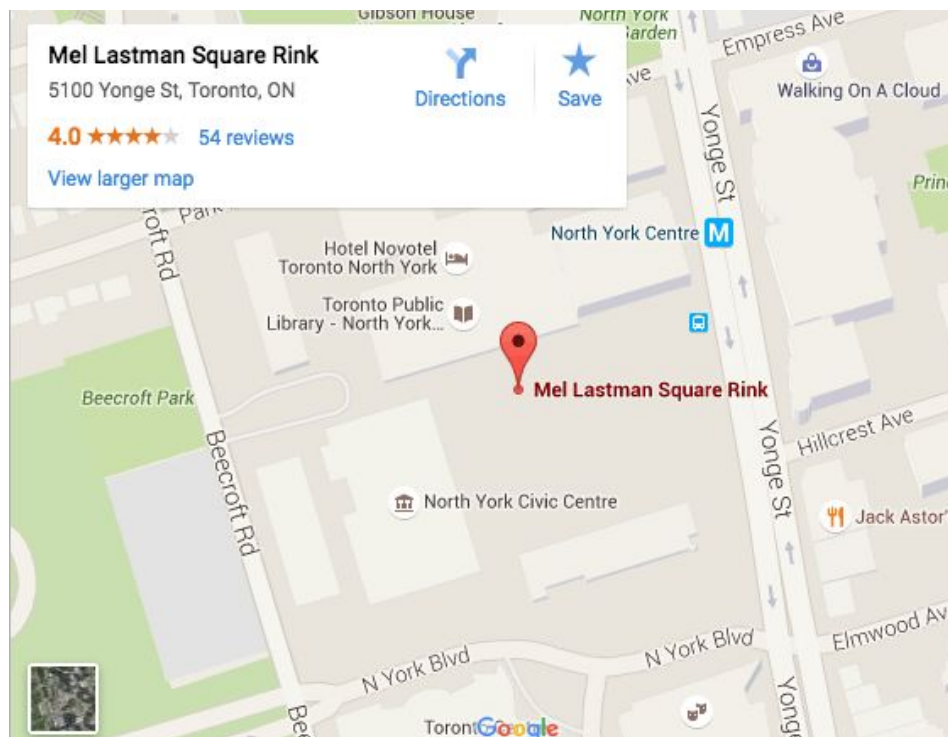
Are you an emerging and/or young photographer hoping to build your skills and portfolio? Photography Volunteers help capture Sunday Serenades from all angles. You will receive training from an experienced photographer who will help you hone your skills and teach you more about photographing a live event. Individuals with a range of experience are encouraged to participate. Photography Volunteers must provide their own equipment. All devices are welcome, cell phone cameras included!

DIRECTIONS

Mel Lastman Square, 5100 Yonge Street

Volunteers participating in Cultura Festival and Sunday Serenades will meet at the Volunteer Tent located to the right of the main stage in Mel Lastman Square (5100 Yonge Street). You will sign-in and sign-out for your shift at this location.

Mel Lastman Square is easily accessible by bike, car, or TTC. It is walking distance from Sheppard-Yonge and North York Centre subway stations.



VOLUNTEER POLICY

1. Volunteer Involvement Introduction

North York Arts (NYA) believes in the value of volunteer involvement and that volunteers contribute to strong and connected communities. NYA is committed to strengthening volunteer engagement to increase the capacity of the organization and the ability to meet its mandate. NYA aims to effectively engage volunteers, which will help to achieve the organization's vision of an inclusive, engaged, and sustainable arts and culture community in North York.

NYA effectively engages volunteers by:

- Working with partnered organizations, and community groups to improve the diversity, accessibility, and quality of volunteer placements
- Providing potential volunteers with the means and resources to access relevant volunteer opportunities
- Lowering barriers to volunteer opportunities and civic engagement
- Supporting people who might otherwise have found themselves excluded to participate in their communities and Canadian society
- Offering relevant volunteer opportunities with low barriers to participation

NYA is committed to involving volunteers directly within the organization to:

- Support the organization to advance its mission and achieve its vision
- Contribute to the design, development, and delivery of the organization's programs and services
- Guide the governance, and operations of the organization by volunteering at NYA's board, committees, and office
- Support the arts, artists, community groups, organizations, and residents in the North York communities
- Make sure NYA is responsive to the needs of the North York communities
- Provide different skills and perspectives to NYA's work

This volunteer policy sets out the principles and practices by which we involve volunteers.

2. Principles

North York Arts:

- Recognizes that voluntary work brings benefits to volunteers themselves, to artists, partners, North York residents, and to staff
- Will ensure that volunteers are properly integrated into the organizational structure and that mechanisms are in place for them to contribute to NYA's mission
- Will not introduce volunteers to replace paid staff
- Expects that staff at all levels will work positively with volunteers and, where appropriate, will actively seek to involve them in their work
- Recognizes that volunteers require satisfying work and personal development opportunities. NYA will seek to help volunteers meet these needs, as providing them with the necessary training
- Will endeavour to identify and cover the costs of involving volunteers
- Recognizes that the management of volunteers requires designated responsibilities within specific staff roles
- Will endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure our volunteering opportunities are as accessible as possible

3. Recruitment

By leveraging diverse recruitment opportunities, including recruitment events, online volunteer job boards, social media, and word of mouth, NYA's recruitment of volunteers will be from all areas of North York and the GTA; it will also be in line with NYA's Equal Opportunities Policy. Strategic actions to recruit from equity-seeking groups may be used where appropriate.

People who are interested in becoming volunteers with NYA will be invited to join NYA's volunteer network by completing an online application; alternative application processes will be offered for whom the online application might impose barriers. Volunteers who are a part of the volunteer network will receive notifications of open volunteer opportunities that fit their interests and skills; NYA will also share volunteer opportunities with other organizations when appropriate.

Office volunteers and volunteers in leadership roles will undergo an interview process and reference checks when appropriate. All volunteers will be provided with an information package including all relevant policies and materials outlining important information about the organization [volunteer handbook] and specific information for their volunteer role. All active volunteers will be asked to complete a volunteer agreement according to the role they are executing.

Selection by NYA of a volunteer is entirely at NYA's sole discretion.

4. Screening and Risk Assessment

Every volunteer role will undergo a risk assessment and appropriate screening will be established for the role. Screenings might include reference check, interview, criminal record check, and vulnerable sector screening.

For volunteer roles that involve 'regulated work' such as caregiving and/or sustained and direct one-on-one contact with children, youth, or vulnerable adults, NYA has a legal obligation to ensure that volunteers are not barred from working with vulnerable individuals. Potential volunteers for such roles will be required to undergo a police vulnerable sector screening, and police records and/or disclosure records will be accessed. NYA will cover the expenses of required vulnerable sector screenings. This information will be dealt with in the strictest confidence and will not necessarily prejudice the person being accepted for voluntary work.

5. Orientation and Training

NYA will provide volunteers with orientation and training appropriate to the specific tasks to be undertaken. All information will be available in a variety of accessible formats, and NYA will accommodate volunteers' specific needs to the best of the organization's ability.

NYA's orientation and training resources for volunteers include NYA's Volunteer Handbook, Volunteer Orientation Presentations, Volunteer Training Workshops, Photography Guidelines, NYA's Accessibility for Ontarians with Disabilities (AODA) Training Module, and structured peer mentorship/support.

All volunteers will be provided and obliged to complete NYA's Accessibility for Ontarians with Disabilities (AODA) Training Module prior to their first volunteer shift. The AODA Training Module is composed of a digital handbook and an assessment quiz.

6. Support

Volunteers will be assigned a named contact person who will provide regular support. NYA will make available different lines of communication with volunteers, including email, phone, and in-person meetings, when appropriate. NYA will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

7. The Volunteer's Voice

Volunteers will be consulted regarding decisions that affect them. NYA is committed to developing consultation and representational procedures for volunteers.

8. Feedback and Evaluation

Volunteers have the right to receive feedback from NYA staff regarding their performance through a variety of means and at different intervals during their engagements as seen relevant by staff and the volunteer. Volunteers also have the right to provide feedback to staff on their role and work.

It is the responsibility of the volunteer to provide immediate feedback when necessary, and/or request a meeting with staff when in need of support or to provide feedback. Volunteers are also invited to provide anonymous feedback via online and printed surveys and suggestion boxes.

Staff must maintain documentation of any performance reviews and feedback discussions, and this documentation should be placed in the volunteer's personnel file. Documentation and details of a volunteer's performance will be directly related to the engagement, length, and the number of hours of volunteer involvement with North York Arts.

9. Records

Records will be kept on volunteers. This can include the application form, volunteer agreements, references, placement details, emergency contact, correspondence, appropriate notes on volunteer performance and attendance, and any other relevant information in accordance with NYA's confidentiality policy.

Under most circumstances, personal information will be used by staff to match roles and maintain contact with active volunteers. Records and stats on volunteers will also assist staff to monitor who the organizations volunteers are to move towards better representation of individuals from underserved communities.

Certain information may be disclosed under the following circumstances:

- Funder statistical requirements & reporting
- Subpoena, warrant, court order or government request

NYA will not provide names and contact information of volunteers to other organizations, individuals, or companies without prior explicit consent.

All records containing personal information will be stored in a digital copy on NYA's secured digital database and physical copies of agreements in the relevant files.

Records, containing personal information, will be kept for five (5) years from the end date of the volunteers' engagement at the end of these terms. Volunteer information will be made anonymous for statistical purposes. Information is stored to ensure it is maintained during potential staff turnover, for future reference, and as proof of volunteer hours processes.

10. Expenses

NYA will ensure that there is a clear and accessible system so that volunteers receive reimbursement for approved expenses. NYA will reimburse volunteers for expenses related to costs directly associated with their volunteer roles, determined in advance on a case-to-case basis. Covered expenses may include transportation-related expenses (tokens, parking, gas), food expenses, and programming expenses.

11. Insurance

Volunteers will be covered by NYA's general liability insurance while carrying out agreed duties.

12. Health and Safety

NYA will take all reasonable steps to ensure the volunteers' health, safety, and welfare while at work in accordance with the NYA's Health and Safety policy.

13. Equal Opportunities

Volunteers and staff will work in accordance with the NYA Equal Opportunities Policy. NYA is committed to providing a work environment free from discrimination.

14. Anti-Racism, Access and Equity Complaints Procedures

NYA's Anti-Racism, Access and Equity Policy / Complaints Procedure and Implementation Plans apply to volunteers working with the organization.

15. Confidentiality

Volunteers may not disclose confidential or privileged information about the property, affairs of the organization, or use confidential information to advance personal or others' interests. Volunteers cannot divulge confidential or privileged information about partners, donors, sponsors, patrons, artists, participants, staff, or other volunteers.

16. Cancellations

NYA will ensure volunteers are aware of expectations and the cancellation protocol established in NYA's Volunteer Handbook under "Cancellations and Missing a Shift". NYA reserves the right to cancel volunteers' remaining shifts if they do not meet required expectations.

It is the volunteers' responsibility to be aware of NYA's protocol for volunteer shifts cancellations, understanding that the organization reserves the right to reassign or cancel any or all of a volunteers shifts. If volunteers there are not able to meet the requirements of their position at NYA, they understand that the organization reserves the right to reassign or cancel any or all of their volunteer shifts.

17. Dismissal

NYA will determine the responsibilities of each volunteer role – along with any associated expectations, boundaries, duties, and rules that are appropriate. Staff will

ensure volunteers are aware of their expectations and responsibilities, and all possible consequences for failing to meet these expectations.

It is the responsibility of volunteers to understand their expectations and be aware of the dismissal procedures.

The following are considered grounds for immediate dismissal:

- Illegal, violent and/or unsafe acts (will also involve Toronto Police Services)
- Theft of property or misuse of NYA funds, equipment, confidential information, or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behaviour that causes harm to partners, donors, sponsors, patrons, artists, participants, audience, staff, or other volunteers
- Any form of discrimination or harassment that disrupts another individual's right to be free from hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristic

The following procedure applies in all other cases besides the immediate dismissal grounds listed above:

1. Any instance of failure to meet the requirements of the role and/or misrepresent or contravene the mission of NYA can be grounds for dismissal. The volunteer will be given a written warning (physical or digital). This warning will be recorded in the volunteer's file.
2. Volunteers may be dismissed if improvements are not made. Staff is responsible for determining whether or not improvements made are sufficient.
3. The volunteer will be supplied with a confirmation of their dismissal in the form of a Dismissal Letter (physical or digital), signed by NYA staff.
4. Details of the dismissal will be recorded in the volunteer's file and may impact future opportunities to volunteer with NYA.



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18. Monitoring and Evaluation

NYA will systematically monitor and evaluate its use of volunteers with reference to this Volunteer Policy.

This Volunteer Policy will be reviewed annually by the staff and Board.

ANTI-RACISM, ACCESS AND EQUITY POLICY COMPLAINTS PROCEDURE AND IMPLEMENTATION PLANS

STATEMENT OF COMMITMENT

North York Arts (NYA) recognizes that the City of Toronto is made up of people from diverse communities and equity-seeking groups¹ and that the changing nature of the population has implications for providing access to programs and services. We recognize that barriers to services exist for members of diverse communities, particularly for equity-seeking groups, and we are committed to acting as a positive force in eliminating these barriers. To achieve this, NYA will:

- strive to ensure that diverse communities have equitable access to NYA services and resources and are included in our decision-making processes
- be non-discriminatory and promote the goals of anti-racism, access and equity
- take reasonable steps to ensure NYA services, programs and decision-making reflect the community we serve

NYA prohibits discrimination or harassment and protects the right to be free from hate activity based on age, ancestry, citizenship, creed (religion), colour, disability, ethnic origin, family status, gender identity, level of literacy, marital status, place of origin, membership in a union or staff association, political affiliation, race, receipt of public assistance, record of offences, sex, sexual orientation or any other personal characteristic by or within the organization.

¹ For the purpose of this policy, equity-seeking groups include Aboriginal/First Nations people, women, people with disabilities, racial minorities, the socio-economically disadvantaged, lesbian, gay, bisexual, and transgendered persons.

POLICY ON ANTI-RACISM, ACCESS & EQUITY

Governance

NYA is committed to achieving the diversity of the Toronto community on its Board of Directors by ensuring that it has an equitable and transparent nominations process and that the Nominating Committee is directed to make this a priority when reviewing nominations and making its recommendations.

Employment

NYA is committed to achieving representation of equity seeking groups on its staff by ensuring that members of equity seeking communities have equitable access to employment. This includes recruitment, selection, performance evaluation, retention, termination.

NYA is committed to maintaining an environment where all individuals are treated with dignity and respect and are free from all forms of discriminatory treatment, behaviour or practice. Discrimination, harassment, violence, and any other form of discriminatory practices will not be tolerated by NYA.

Services

NYA is committed to ensuring that its services and programs are accessible to diverse communities.

Training and Education

NYA is committed to ensuring that those involved in the delivery of services and programs have the knowledge, understanding and skills to work with and provide services to members of diverse communities, particularly equity-seeking communities.

Information and Communications

NYA is committed to ensuring that information on its services and programs are accessible to diverse communities.

COMPLAINTS PROCEDURE

Definitions

Complantant	the individual alleging the discriminatory treatment or behaviour
Respondent	the individual against whom the allegation of discrimination is made
Employee	for the purpose of this policy, the term employee includes employees, volunteers, contractors and consultants working with NYA

Avenues of Complaint

Complaints will be dealt with by the Executive Director in consultation with the Director of Operations. All situations in which the Executive Director has been named in a complaint will be dealt with directly by the Chair of the Board of Directors in consultation with the Board of Directors.

Right to Complain

Individuals have the right to complain about situations they believe to be discriminatory or harassing in nature. This policy prohibits reprisals against employees because they have complained or have provided information regarding a complaint. Alleged reprisals are subject to the same complaints procedures and penalties as complaints of discrimination.

Reporting a Complaint

Although individuals may first choose to make a verbal complaint, a written summary of the incident will be required.

Complaints should be reported as soon as possible. If the complaint is delayed beyond three months, the complainant should outline the reason for the delay in reporting the incident(s).

A letter of complaint should contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of witnesses, if any. The letter should be signed and dated by the complainant.

Investigation

Within two working days of receiving a complaint, the Executive Director and/or Chair of the Board of Directors must initiate the investigation process.

As soon as possible after receiving the complaint, the Executive Director will notify the individual(s) being named in the complaint. All individuals named in the complaint have a right to reply to the allegations against them. Individuals named in the complaint as witnesses will be interviewed.

Settlement and Mediation

With the consent of the complainant and the respondent, the investigator may attempt to mediate a settlement of a complaint at any point prior to or during an investigation.

Every effort will be made to reach a settlement satisfactory to the complainant and the respondent.

Confidentiality

All individuals involved with a complaint must ensure the matter remains confidential.

The investigator will release information only on a need-to-know basis. Whenever possible, investigation reports are presented in a summary format without the names of witnesses.

Findings and Recommendations

Once the investigation is complete, the investigator will prepare a written report summarizing investigation findings.

Final Decision

The individual(s) who filed the complaint and those named in the complaint have the right to review and comment on the investigation findings with the Executive Director or the Chair of the Board of Directors.

Remedy

A response to a founded complaint could include remedial action ranging from:

1. Requiring the respondent to provide a verbal or written apology;
2. Giving a verbal or written reprimand with a copy to the respondent's personnel file;
3. Dismissal of the respondent.

If the findings do not support the complaint, NYA might:

- Make a recommendation for training or better communication; or
- Recommend that no further action is necessary.

It may be that no action is taken against the respondent, but there might be a need for some management or systemic activity. A person who is found to have made a frivolous or vexatious complaint may be subject to disciplinary action.

Timeframe

Complaints should be reported within three months of the incident. If the report is made after three months, an explanation of the delay should accompany the complaint. Complaints will be dealt with in a timely manner.

Records

When remedial action requires discipline of an employee, a record of the disciplinary action will be placed on an individual's personnel file. All other records of the investigation will be kept separate and apart from the personnel file.

Ontario Human Rights Commission

NYA's internal procedure is available to individuals to resolve complaints of discrimination. Parties also have access to the Ontario Human Rights Commission, however, once a grievance is filed with OHRC, the internal procedure is not an option.

IMPLEMENTATION PLANS

Governance

Information about Board vacancies and the nomination process is posted annually on NYA's website.

NYA accepts nominations from the public for positions on its Board of Directors.

Employment

NYA strives to maintain a staffing complement that includes 50% or more from diverse communities and equity-seeking groups. To facilitate this, job opportunities are circulated through the NYA website, facebook, twitter, and various other arts websites, including the Work in Culture job board.

All NYA employment notices include the statement: "NYA is an equal opportunity employer and is committed to diversity and inclusiveness in its employment".

Services

NYA reaches out to diverse communities in its program information sessions and workshops.

NYA will complete a review of outreach, communications, program planning and evaluation plans on a regular basis to ensure that it is reaching diverse communities.

Training and Education

In compliance with the Accessibility for Ontarians with Disabilities Act, NYA will provide training to staff on how to interact and communicate with people with various types of disabilities.



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Information and Communications

NYA posts information on all its services and programs on its website.

NYA uses social media, including Facebook and Twitter, to provide information to the public about its services and programs

NYA creates and disseminates communications materials including e-newsletters, pamphlets, brochures, flyers and annual reports; all of these provide information accessible to the public including diverse communities.



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THANK YOU FOR VOLUNTEERING WITH NORTH YORK ARTS

North York Arts

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Monday – Friday, 9am – 5pm



@NorthYorkArts