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**NORTH YORK ARTS**  
**VOLUNTEER HANDBOOK**

NORTH YORK ARTS



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**NORTH YORK ARTS**

NORTH YORK ARTS

## **Volunteer Handbook 2019**

### **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**



## **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](mailto: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](mailto: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](mailto: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](mailto:volunteer@northyorkarts.org) or call 416-733-9388 ext 7067.

We always want to hear from you.

## **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.



**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**

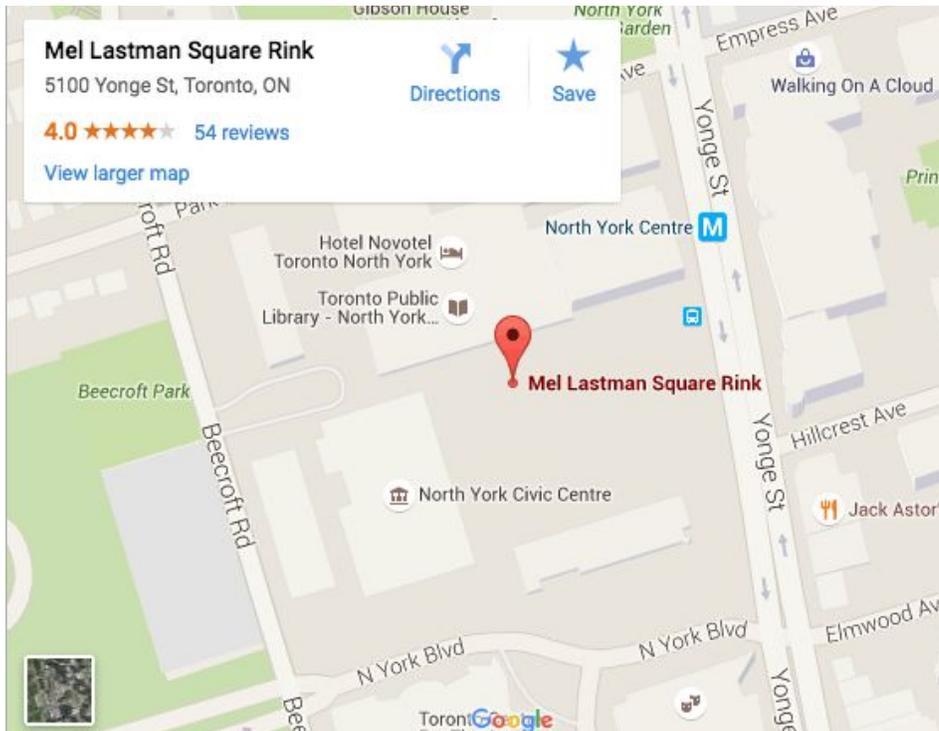
Are you an emerging and/or young photographer hoping to build your skills and portfolio? Photography Volunteers help capture Sunday Serenades from all angles. You will receive training from an experienced photographer who will help you hone your skills and teach you more about photographing a live event. 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.



## **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 groups<sup>1</sup> 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.

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<sup>1</sup> 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.



**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.



NORTH YORK ARTS

# NORTH YORK ARTS

## Volunteer Handbook 2019

### THANK YOU FOR VOLUNTEERING WITH NORTH YORK ARTS

#### North York Arts

(Toronto Centre for the Arts)  
5040 Yonge St.  
Toronto, ON, M2N 6R8

Monday – Friday, 9am – 5pm



@NorthYorkArts