



NATIONAL VOLUNTEER PROGRAM
PROGRAMME NATIONAL DES BÉNÉVOLES

Canadian Military Museum Volunteer Handbook



Governor General's Foot Guards Regimental Museum
Canadian Grenadier Guards Museum
Military Communications and Electronics Museum

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Glossary

Department of National Defence (DND)

The Department of National Defence supports the Canadian Armed Forces who serve on the sea, on land, and in the air with the Navy, Army, Air Force and Special Forces to defend Canadians' interests at home and abroad.

Canadian Forces Morale and Welfare Services (CFMWS) and Non-Public Property (NPP)

Responsive to the changing needs of the Canadian Armed Forces (CAF), our programs and services contribute to operational readiness by making our members stronger at the individual and community level. Members who are stronger mentally, socially, physically and financially are better prepared to serve our country and protect Canadian values.

Working on behalf of the Chief of the Defence Staff and under the authority of the Defence Minister, CFMWS is a trusted partner in the Defence enterprise, operating under the Non-Public Property framework, expending Public and Non-Public funds in a unique operating model that creates real value for the CAF Community. NPP is to be used for the benefit of CAF members or for any other purpose approved by the CDS, including the benefit of former CAF members and the families of CAF members and former CAF members. The Chief Executive Officer (CEO), in the role of the Managing Director NPP has authority for the overall administration and management of NPP, and personnel management of the Staff of the Non-Public Funds, Canadian Forces.

Directorate of History and Heritage (DHH)

The Directorate of History and Heritage (DHH) is mandated to preserve and communicate Canada's military history, and foster pride in our military heritage.

CAF museums collect, preserve, and interpret items related to our military heritage to create a sense of history, identity, and pride within the Canadian Forces and throughout Canada. These museums are independent and are not publicly funded. Base/Wing Commanders/COs of the supporting units are responsible for the museum operations. More information can be found by reading Annex A: A-AD-266/AG-001 - Canadian Forces Museums: Operations and Administration

Museum

Refers to the accredited museum that the volunteer is supporting.

Volunteer Supervisor

Provides the oversight and coordination of the volunteer program and may include volunteer training, orientation, guidance, coaching, scheduling, and other supervisory tasks. The Volunteer Supervisor may be CAF member, Civilian Employee, or Volunteer in the museum whose role includes the supervision of volunteers.

Volunteer

An individual who gives freely of their time, energy and skills without being paid and/or compensated monetarily or in any other way.

CEO Message



Welcome to CFMWS' National Volunteer Program,

We at Canadian Forces Morale & Welfare Services (CFMWS) understand that as volunteers, you are choosing to give generously with your time, knowledge and skills to support our mission because you care deeply about contributing to "Serving Those Who Serve."

In return, we promise to honour your commitment by providing you with a safe, respectful, inclusive, and meaningful volunteer experience. We deeply value your role as a volunteer and will support your efforts through proper orientation, training, and recognition. As volunteers, you complement our dedicated teams and enhance our offerings to the Canadian Armed Forces community through various volunteer opportunities.

The National Volunteer Program, along with the collaboration of our partners, fosters a seamless process for volunteers to "Give Back and Get Involved" anywhere across Canada and all over the world.

On behalf of all of us at CFMWS, thank you for choosing to support our meaningful work. Together, we can ensure that members of the Canadian Armed Forces, Veterans, Ill and Injured and Military Families receive the support they so richly deserve.

A stylized, handwritten signature in blue ink. The signature is fluid and cursive, with a long horizontal line extending to the right from the final letter.

Ian Poulter

Managing Director, Non-Public Property CEO, Staff
of the Non-Public Funds, Canadian Forces

Responsibilities

Base/Wing/Unit Commanding Officers

Base/Wing/Unit COs are responsible for appointing a Volunteer Supervisor to ensure the CFMWS National Volunteer Management Policy is applied for the engagement of volunteers in their museum. The Volunteer Supervisor may be CAF member, Civilian Employee, or Volunteer in the museum whose role includes the supervision of volunteers.

Volunteer Supervisor

The Volunteer Supervisor has a responsibility to:

- Follow the CFMWS National Volunteer Management Policy at all times.
- Provide a volunteer role description and a clear explanation of what is expected of the volunteer(s).
- Identify themselves to the volunteer(s) as the Volunteer Supervisor for the volunteer opportunity.
- Provide orientation, training, guidance, support, assistance, supervision, coaching, and mentoring to the volunteer(s).
- Provide occupational health and safety awareness training for volunteers who routinely work with or may encounter dangerous substances.
- Ensure that volunteer(s) is aware of the policies and procedures for handling complaints or any issues of concern.
- Support and encourage the role of the volunteer(s).
- Treat the volunteer(s) as you would all other team members.
- Acknowledge and recognize the volunteer(s) contributions.
- Provide letters of reference to the volunteer(s) if requested.
- Report incidents/accidents involving volunteer(s).

Volunteer Rights and Responsibilities

Volunteers have the right to:

- Volunteer in a safe and healthy environment, to know about unsafe conditions and refuse unsafe volunteer conditions
- A supportive environment in which to volunteer and contribute
- Effective and meaningful volunteer involvement practices
- Provide feedback and receive feedback at regular intervals
- Ask for and receive support from their supervisor when required

Volunteers have a responsibility to:

- Complete all volunteer administrative forms, and update forms when requested by your Volunteer Supervisor.
- Obtain a copy of your volunteer role and seek clarification when required.

- Only perform your volunteer role(s) as outlined in the Volunteer Role Description provided.
- Complete all training required to perform your volunteer role.
- Communicate any issues or concerns that may affect your volunteer role.
- Accept guidance and direction from the Volunteer Supervisor
- Understand the role of the paid staff and stay within the bounds of the volunteer role.
- Keep sensitive organizational information confidential.
- Comply with the policies and procedures of the organization.
- Provide a current Public Works and Government Services Canada (PWGSC) security record, Criminal Record Police Check, or Vulnerable Sector Check, and a Ministry of Transportation abstract, as/when required for your volunteer role.
 - *Please note that each volunteer opportunity could have varying requirements and requirements should be listed on the volunteer role description. Alternatively, refer to the Volunteer Supervisor.*
- Follow the guidance of the Canadian Military Museum Volunteer Handbook and refer to it often.

Volunteer Code of Conduct

Volunteers must know and comply with the Volunteer Code of Conduct below. Failure to comply with the code of conduct will not be tolerated and may lead to a release from volunteer duties.

Disclosure Volunteers have an obligation to report potential or actual breach of the Volunteer Code of Conduct.

Harassment and violence Volunteers must maintain a harassment-free environment and advise the Volunteer Supervisor if they become aware of such behaviours. Harassment is defined in the Canadian Human Rights Act Canada, Labour Code Part II, and is inclusive of volunteers and employees.

Harassment and violence: any action, behaviour or comment, including of a sexual nature, which may reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to a participant, staff member, volunteer, or member of the public, including any prescribed action, comment or behaviour.

Harassment can include, but is not limited to any of the following acts or attempted acts:

- spreading malicious rumours or gossip about an individual or group;
- cyber bullying (threatening, spreading malicious rumours or talking negatively about an individual online);
- threats over the phone, by email, or through other media to a Volunteer or Employee, or any other person as an extension to the volunteer role, including from an (ex)partner or family member,
- making offensive jokes or remarks;
- playing unwanted practical jokes;
- socially excluding or isolating someone;

- stalking or inappropriately following a person;
- tampering with someone's equipment or personal belongings;
- vandalizing or hiding personal belongings or equipment;
- impeding a person's work in any deliberate way;
- persistently criticizing, undermining, belittling, demeaning or ridiculing a person; and
- Intruding on a person's privacy;
- public ridicule or discipline;
- unwelcome physical contact;
- sexual innuendo/insinuation;
- unwanted and inappropriate invitations or requests, including of a sexual nature;
- displaying offensive posters, cartoons, images or other visuals;
- making aggressive, or threatening gestures;
- misusing authority, including constantly changing responsibility guidelines, restricting information, setting impossible deadlines that lead to failure, and/or blocking applications for leave, training or promotion in an arbitrary manner; and
- engaging in any of the actions, conduct and comments outlined above against a person because of that person's race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or any of the other prohibited grounds that are listed in the Canadian Human Rights Act.

Substance Use Volunteers must abide by all laws governing the consumption and use of alcohol, cannabis, and other drugs in effect in the jurisdiction in which they volunteer. Volunteers must also abide by any CFMWS, Department of National Defence or Canadian Armed Forces policies, directives or regulations pertaining to possession and use of substances while on Department of National Defence premises or in a Canadian Armed Forces (CAF) Theatre of Operation.

Incident/Accident Reporting (Occupational Health and Safety Incident Report for Non-Employees) If a volunteer is injured, it must be reported to the Volunteer Supervisor as soon as possible.

Use of Property and DND/CFMWS/Museum Assets Volunteers shall not use any property, assets or other resources of DND/CFMWS/Museum without explicit permission and/or authorization.

Security of DND/CFMWS/Museum Information Volunteers will do their best to ensure that information collected, produced, or obtained is as accurate and secure as possible.

Protection of Information Volunteers will protect information from illegal, unauthorized or inadvertent use and disclosure.

Intellectual Property Volunteers shall not use, share, or duplicate any brands, logos, phrases as trademarked materials with DND/CFMWS/Museum.

Conflict of Interest Volunteers are to declare any actual, potential, or apparent conflict of interest to DND/CFMWS/Museum.

Gifts and Entertainment Volunteers may not accept any gifts, hospitality, or other benefits that may influence their objectivity in carrying out their volunteer roles and that may place them in an awkward situation.

Political and Community Activity Volunteers must be, and appear to be, both personally impartial and free of undue political influence.

Family/Personal Relationships Volunteers shall not give preferential treatment to relatives, friends, or organizations in which they have an interest.

Fraud/Theft Volunteers shall exercise honesty, integrity, objectivity, and diligence, and not knowingly be a party to any fraudulent activity.

Media and Public Relations No volunteer may act as an official spokesperson for the Directorate of History and Heritage – CAF Museums and Historical Collections, or DND/CFMWS/Museum. If you are approached for comments or information by members of the media please inform the Volunteer Supervisor immediately.

Volunteer Insurance

Effective 10 November 2023 Non-Public Property (NPP) Consolidated Insurance Program now includes Accidental Death and Dismemberment (AD&D) coverage at all Canadian Armed Forces (CAF) Accredited Regular and Reserve Force Museums.

This coverage is available to those persons who qualify under the CFMWS National Volunteer Management Policy and are Canadian Citizens.

NPP Museum Volunteer AD&D insurance is reduced by 50% at age 70 and terminates at age 80. Full policy details are available from the Volunteer Supervisor.

To ensure eligibility the following forms must be completed and kept up to date with the Volunteer Supervisor:

- CFMWS National Volunteer Intake form
- CFMWS National Volunteer Understanding and Agreement Form
- CFMWS National Volunteer Parent/Legal Guardian Consent Form (if applicable)

Resignation and Dismissal from Volunteer Services

Volunteers may choose to end their volunteer experience under certain circumstances. In such cases, all departing volunteers are treated with professionalism, confidentiality, fairness, and consistency. Volunteers who wish to resign must inform the Museum Manager or Volunteer Supervisor of their decision in writing with a minimum of one week's notice. The Museum Manager/Volunteer Supervisor may use their discretion to dismiss a volunteer that becomes inactive.

Involuntary Release: Dismissal from a Volunteer Role

DND/CFMWS/Museum does not make the decision to release volunteers lightly. Every effort is made to consider all relevant facts and information before reaching such decisions.

A volunteer may be released for various reasons, including but not limited to:

- Unsatisfactory performance: If a volunteer is unwilling to improve their performance to the required standards of the volunteer opportunity.
- Immediate dismissal for just cause: This includes any act or omission that endangers DND/CFMWS/Museum, its visitors, employees, volunteers, or damages the assets of the organization.

If a volunteer is released for reasons such as fraud, theft, vandalism, violence, or other willful disregard for the Volunteer Code of Conduct, the release will be immediate and without notice. These cases may also be subject to further investigation and formal intervention.

It is the responsibility of every Volunteer Supervisor to ensure volunteers are aware of the expectations and responsibilities, and all possible consequences for failing to meet these expectations, breaching a boundary, or inappropriate behaviour.

It is the responsibility of volunteers to understand the expectations of the dismissal process and follow each step accordingly.

1. Any instance of failure to meet the requirements of the role, behave within the boundaries and Code of Conduct and/or misrepresent or contravene the mission of DND/CFMWS/Museum will be documented in the volunteer's file using an Incident Report. Each occurrence will be shared and followed-up with the volunteer. A plan will be created to improve behaviour and ensure instances aren't repeated.
2. If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing. This warning will be recorded in the volunteer's file.
3. Depending on the severity of the issue, the number of warnings before termination will vary (a standard consideration should be 2 warnings) as the volunteer will be given opportunities to improve after each and the failure to improve after the 2nd warning would warrant dismissal.
4. The duration between the last warning and informing a volunteer of their dismissal should be no more than 2 weeks – this depends on the volunteer's engagement (daily, weekly, monthly, occasional) and should still allow for volunteers to improve behaviour and performance if possible.
5. An appointment should be scheduled to inform the volunteer of the decision to dismiss them in person – present at this meeting will be the direct coordinator of this volunteer and one other member of senior staff. This meeting is to inform the volunteer of the decision, not to discuss or potentially change the decision.
6. The volunteer should be supplied with a confirmation of their termination in the form of a Dismissal letter, signed by the Volunteer Supervisor.

Privacy Notice

Personal information is used for the administration of the CFMWS National Volunteer Program and the management of volunteers within Non-Public Property (NPP) organizations.

Personal information is protected, and is only used and disclosed in accordance with the provision of the Privacy Act and as described in personal information bank Volunteers – CFMWS PPU 100. Under the Act, individuals have rights of access to and correction of their personal information, and the right to file a complaint to the Privacy Commissioner of Canada regarding the institution's handling of personal information.

Training and Orientation

Volunteers are required to participate in an orientation session to the organization and training relevant to the needs of their role to ensure they can perform their duties safely and effectively.

Volunteers will have access to:

- CFMWS Occupational Health and Safety Awareness

Operations

Schedules and Shifts

Punctuality and reliability are essential when it comes to maintaining a smooth and efficient work environment.

Here are some general points to consider:

- It is important to arrive on time for your scheduled shifts. If you anticipate being late, inform the Volunteer Supervisor as soon as possible.
- Cancelling Shifts: If you need to cancel a shift, provide as much notice as possible. This allows the Volunteer Supervisor to find a replacement and minimizes disruption. Always communicate cancellations directly to the Volunteer Supervisor and follow any specific procedures outlined by the Volunteer Supervisor.
- Communication: Maintain open and honest communication with the Volunteer Supervisor regarding your availability and any changes to your schedule. This helps in planning and ensures that everyone is on the same page.

Dress Code

When representing DND/CFMWS/Museum, it is essential to maintain a respectful appearance that reflects the values and standards of the organization. Adhering to a minimum standard of dress ensures that all representatives present themselves in a manner that is respectful, appropriate, and consistent with the organization's image.

Here are some key points to consider:

- Adhere to any specific guidelines regarding the wearing of insignia, badges, nametags, etc.
- Avoid excessive use of scented products.
- Cultural Sensitivity: Be mindful of cultural norms and sensitivities when selecting attire. Ensure that clothing is respectful and does not offend or alienate individuals from diverse backgrounds. This includes avoiding clothing with offensive symbols, slogans, or imagery.
- Adherence to Policies: Follow any specific dress code policies set by the DND or the particular event or activity being attended. These policies may provide additional guidelines on acceptable attire and grooming standards.
- If you have any specific questions or need further details, check in with the Volunteer Supervisor.

Safety and Emergency Procedures

- Please ensure you are familiar with the locations of emergency exits, evacuation plans, and other safety documents. These resources are available from the Volunteer Supervisor.

Incident/Injury Reporting – In accordance with our safety protocols, it is mandatory for all incidents to be promptly reported and accurately documented under the supervision of the designated Volunteer Supervisor.

Volunteer	Volunteer Supervisor
→ Incident occurs	→ Incident occurs
→ Inform volunteer supervisor immediately	→ Provide first aid, ensuring own safety/call for medical assistance
→ Provide volunteer supervisor with incident details if possible	→ Secure the scene if required
→ Seek first aid and/or visit appropriate medical care facility	→ Complete the Occupational Health and Safety Incident Report for Non-Employees form
	→ Email completed form to your senior local employee representative (SLER) and bisko.janice@cfmws.com

Confidentiality

Handling sensitive information and items with care are crucial general points to uphold. Maintaining confidentiality and respecting the privacy of individuals or entities involved in exhibitions or collections is fundamental in preserving trust and integrity. Additionally, handling artifacts and objects with the utmost care, following proper procedures, and taking necessary precautions are essential to ensure their longevity and safeguard their historical or cultural significance.

Please refer to the Volunteer Supervisor for specific guidelines.

By adhering to these guidelines, museums demonstrate professionalism and dedication to the preservation and presentation of valuable heritage.

Photography and Social Media

Photography is often restricted in certain areas or with particular artifacts to ensure their preservation and copyright protection. Similarly, sharing images on social media platforms should be done respecting the museum's guidelines, including permission for commercial use and crediting the source.

Please refer to the Volunteer Supervisor for specific guidelines.

Volunteer Benefits

Recognition

Volunteers play a vital role in our organization, and their efforts do not go unnoticed. We have put in place several measures to show our appreciation. An annual volunteer appreciation event takes place at every Base/Wing to celebrate the dedication and commitment of our volunteers.

Additionally, volunteers are eligible to be nominated for the CANEX Volunteer of the Month to recognize exceptional individuals who go above and beyond in their volunteering efforts. By highlighting these outstanding volunteers each month, we aim to inspire others and showcase the value of volunteering within our organization. Such initiatives not only boost morale but also foster a sense of belonging and camaraderie among our volunteers.

Finally, CAF Museum volunteers get recognized annually through the CAF Museums Volunteer Appreciation Award. This award is to recognize the work of serving volunteers who devote time and effort to preserve, protect, display and interpret a segment of Canadian Military History and Cultural Heritage.

Thank You

Thank you to all our dedicated volunteers for your incredible contributions. Your time, effort, and passion have truly made a significant impact to the CAF community. Your continuous support is invaluable and plays a vital role in our organization's success.

We encourage you to stay engaged and involved as your involvement is crucial to achieving our goals and making a real difference. Your dedication inspires us all to work harder and accomplish more together.

We truly appreciate all that you do, and we look forward to continuing this amazing journey with you.

Contact Information

Please complete the following section upon beginning your volunteer placement. This information will help ensure clear communication and support throughout your volunteer experience.

Volunteer Name	
Volunteer Supervisor Name	
Supervisor Contact Information	
Location/Museum Name	
Stamp/Signature of Location Representative	
Date of Orientation and Onboarding	