

# CORPORATE POLICY



Policy Title: **City of Waterloo Museum - Physical Plant Policy**  
Policy Category: **Administration**  
Policy No.: A-026  
Department: Community Services  
Approval Date: January 11, 2016  
Revision Date: May 16, 2022  
Author: Karen VandenBrink, Museum and Collections Manager/Curator  
Attachments: N/A  
Related Documents/Legislation:  
*Occupational Health and Safety Act*  
*Accessibility for Ontarians with Disabilities Act*  
Key Word(s): Museum, facility

## **POLICY STATEMENT:**

The Corporation of the City of Waterloo takes pride in the City of Waterloo Museum and is committed to providing a safe and functional location for the Museum and its' visitors, staff, collection, and associated activities.

## **PURPOSE:**

This policy outlines how the City of Waterloo will ensure that the Museum facility is maintained and operated so that the Museum is able to meet its objectives in a safe and functional environment.

## **DEFINITIONS:**

**City:** The Corporation of the City of Waterloo

**Museum:** The City of Waterloo Museum, as an institution that collects, preserves and makes available to the public heritage resources, which it holds in trust for society.

## **SCOPE:**

**Mandatory Policy, *Municipal Act*:** No  
**Policy Administration Team, Review Date**  
**Corporate Management Team, Review Date**

This policy applies to all staff and volunteers working in the Museum or responsible for aspects of its operations.

**POLICY COMMUNICATION:**

This policy will be communicated by:

- posting on the City of Waterloo website
- posting on the City of Waterloo intranet available to staff
- sharing with relevant interested parties and collaborators
- providing training to staff and volunteers

**POLICY:**

**1.0 Museum Facility Design and Layout**

The City of Waterloo Museum is a 4,000 square foot space located within a retail mall. There are two public access points for the space: one from the exterior of the mall, and one from the interior. The Museum manages two offsite storage facilities. The Museum rents approximately 3,000 sq. ft. of space at a local moving company and another 200 sq. ft. storage locker for exhibition support materials.

To best accommodate the physical and functional needs of its visitors, volunteers, staff, collections, and activities, the Museum space will be allocated and designed to provide the following:

- an exhibition hall, directly accessed from both public entrances
- space for artifact storage and exhibition purpose
- administrative offices, multi-use meeting/reading room space, kitchen, washroom and space for custodial functions
- off-site storage to accommodate additional collection storage

All public spaces within the Museum, including entrances, reception, exhibition and washrooms will be designed to help achieve the Museum's objective to serve as a community gathering space.

The Museum is committed to meeting all federal, provincial and municipal standards with respect to physical universal access. The Museum will work closely with community members and City of Waterloo's staff responsible for inclusion and compliance with *Accessibility for Ontarians with Disabilities Act* to ensure appropriate access for persons with disabilities. Additionally, Museum signage will be designed in accordance with corporate standards in meeting the needs of people with visual disabilities.

**2.0 Facility Safety and Security**

The Museum will comply with all municipal, provincial and federal requirements regarding the physical safety of staff, visitors and property.

The City of Waterloo will conduct security assessments to identify how to best ensure the security of Museum visitors, staff, volunteers, and the collection and will take steps to minimize security risks.

The Museum will maintain a fire and intrusion alarm system, along with other security measures, for the protection of its physical assets and the security of its personnel.

The Museum will adhere to the Corporation of the City of Waterloo's schedule of health and safety training for its staff, as well as regular inspection of the facility by the designated Health and Safety Committee, who will report any potential issues.

The Museum will follow the City of Waterloo's security incident policy and procedures, and the use of a standardized reporting process, to respond to security threats and incidents. Staff and appropriate volunteers will receive training in these policies and procedures.

The City of Waterloo's Respectful Behaviour Policy will be followed by staff and volunteers when there are incidents of inappropriate behaviour in the Museum that involve members of the public.

The Museum will comply with corporate risk management and insurance requirements.

All employees and volunteers will be required to read the Museum's safety manual and participate in corporate and Museum-specific health and safety training initiatives as they pertain to their roles and responsibilities.

### **3.0 Fire Safety, Disaster Response, and Emergency Response plans**

The Museum will have a fire safety plan developed in cooperation with City of Waterloo Fire Services. The plan will include a description of the building's safety features, locations of fire extinguishers, evacuation protocols, staff duties and responsibilities, evacuation procedures for building occupants, and procedures for evacuating any disabled persons.

The Museum will also have a disaster response plan to address risk management and procedures to follow in the event of extreme weather and its aftermath, as well as in response to biological threats to the collection and to the building, such as mold and mildew. The Museum and its staff will also follow all corporate policies for extreme weather and related closures.

The City has an Emergency Response Plan that covers all city facilities and staff, including the Museum.

All staff and volunteers will be trained in fire, disaster, and emergency preparedness at the time of their orientation at the Museum. Staff and volunteers will take part in an annual program implemented by the City to assess the effectiveness of procedures and to ensure staff and volunteers are knowledgeable in implementing fire, emergency and disaster response procedures.

At least one person on staff who is usually on site must be trained to administer First Aid and CPR.

As the Museum is located in a retail mall, Museum staff will also be responsible for being familiar with and following all fire safety, disaster and emergency response plans of the property owner.

#### **4.0 Environmental Control**

The Museum's environmental systems should be designed to maintain the Museum site at a constant temperature and relative humidity in accordance with the Conservation Standard for community museums in Ontario. Staff will be trained in the use of recording hygrothermographs and data loggers to regularly monitor these levels.

The Museum will have a schedule that sets out how site inspections of the building are conducted on a daily, weekly, monthly, quarterly and semi-annually basis. This will be monitored on a regular basis by the Museum and Collections Manager/Curator and facility maintenance staff.

Facility maintenance staff will ensure that priorities are met for ongoing repairs and capital upgrades. Inspection and maintenance forms will be issued and completed within the facilities maintenance database.

The City of Waterloo will notify the retail mall owner of any environmental concerns that require a response from the owner.

## **5.0 Maintenance**

City staff responsible for Museum maintenance will follow City maintenance policies and practices, as well of those of the retail mall, with regards to how they will:

- conduct regularly scheduled inspections and maintenance of Museum interior and exterior grounds
- set priorities and schedules for ongoing repairs and capital upgrades
- ensure that health and safety regulations are met in the maintenance and repair of the physical plant
- conduct daily, weekly and monthly housekeeping routines

## **6.0 Environmental Responsibility**

The Museum, its staff and volunteers will strive to be environmentally responsible in the use of energy and materials, including the handling, storage and disposal of hazardous materials.

## **7.0 Additions and Expansion of Space**

Any future expansions of the Museum's facilities, whether connected to the current location or at another location, will complement the Museum's mandate and vision, as well as its community role and public image.

### **REVIEW:**

The policy shall be reviewed by staff every four years and shall be updated as required.

### **COMPLIANCE:**

In cases of policy violation, the City may investigate and determine appropriate corrective action.