

Visitor/Member Code of Conduct	
Welland Historical Museum Policy Manual	
Approved:	Reviewed/Revised: February 15, 2023
Created: November 30, 2022	

POLICY STATEMENT

The Welland Historical Museum (“Museum”) is a community museum open to everyone. Respectful sharing of spaces and resources ensures an enriching experience for all visitors. Appropriate personal behavior, decorum and conduct are required from visitors at all times. This ensures that the entire visiting public is treated with respect, and that every visitor has an equal opportunity to enjoy a meaningful experience. Activities and/or actions inconsistent with Museum values will not be tolerated.

In this document, the term “visitor” applies to patrons, paid and complimentary membership holders, retail customers, media, students, volunteers, contractors, program attendees, public and private event participants, and any other party on the premises that is not considered staff.

CODE OF CONDUCT

The following outlines the Welland Historical Museum’s Code of Conduct, which includes Safety and Security, and Visitor/Membership Behavior criteria. While at the Museum and in communication (emails, phone calls, social media, etc.) visitors are expected to behave in a manner that is lawful and respectful of the building, its contents, other visitors, staff and volunteers. Respect, sensitivity and restraint should always be shown while on museum property and communicating with museum staff and volunteers.

The Museum management reserves the right to remove from the premises without compensation those visitors breaking any law, regulation, Museum policy, inappropriate conduct or intentionally or consistently jeopardizing the management and working operations of the Museum for all visitors.

Following attempts at caution, consistent and/or repetitive behavior breaking the Museum’s code of conduct or visitors deemed to be offensive, abusive, or threatening may result in a membership being revoked and the member/visitor banned from entering the museum.

This includes, without limitation:

1. Any offensive, abusive, disparaging or defamatory communication/language and/or behavior/conduct towards any museum staff, board member, volunteer or any other visitor
2. Violating the directive of or preventing the execution of duties by museum staff to maintain order and control public access and movement
3. Threatening, resisting, intimidating, or intentionally interfering with museum staff engaged in their official duties

POLICY REVIEW

This Policy shall be reviewed at least every three (3) years to ensure that it is current and relevant.

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Welland Historical Museum Policy Manual	
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4. Any threatened or actual damage to or destruction of any property located in or at the Museum
5. The failure to comply with any Museum policy and/or security measure (after being advised thereof)
6. Any public or personal communication or conduct that may be damaging to the reputation of the Museum or its staff, board members and/or volunteers
7. Any behavior by individuals that exhibit actions/activities that are inconsistent with the Museum values and/or are harmful to staff or visitors
8. Any actions that support or commemorate current or historical hate groups (including propaganda or display sensitive material) inside or outside the Museum and surrounding property
9. Any actions that promote, support, or glorify hatred towards people based upon race, ethnicity, national origin, religion, gender, gender identity, disability, or sexual orientation (collectively considered “protected groups”) or any actions or the display of items/materials that support or promote organizations or people with such views
10. Any actions that engage in the following activities:
 - a. leafleting
 - b. protests
 - c. rallies
 - d. political canvassing
 - e. third-party sales
 - f. Or any activity that has the effect, intent, or propensity to draw attention or disturb the enjoyment of Museum visitors.

VISITOR BEHAVIOUR

1. All children under the age of twelve (12) must be accompanied by an individual sixteen (16) years of age or older, unless participating in a designated program. (Drop-in programs are not considered designated)
2. Visitors are required to wear proper attire while on the Museum property. Shirts and shoes must be worn at all times.
3. Strollers are permitted in all galleries, unless otherwise noted.

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4. Eating and drinking are not permitted in any of the Museum galleries. Visiting groups/organizations may consume food in the community room on the lower level, unless permission is otherwise granted by management staff.
5. Visitors are to refrain from shouting, running, and other disruptive behavior. Individuals exhibiting any offensive, abusive or threatening language or behavior, and individuals suspected of being intoxicated or under the influence of drugs, will be asked to leave the Museum.
6. Pets are not permitted in the Museum. Service animals are permitted with presentation of official certification at the Reception Desk upon arrival.
7. Smoking, vaping and the use of cannabis are not permitted on Museum grounds or inside the building. This includes the use of all smoke-related products including e-cigarettes, cigars, vaporizers, tobacco and its derivatives.
8. Smoking and vaping is permitted *only* in the following designated outdoor areas: a minimum nine (9) meters away of any entrance or exit of the Museum.
9. The consuming of alcohol, impairing substances, illicit drugs and drug paraphernalia are prohibited.
10. Visitors are not permitted to enter any door that is blue, unless authorization is permitted. All visitor authorized doors in the Museum are painted orange.
11. The following items are not permitted in the Museum at any time:
 - Bicycles, scooters, tricycles, skateboards, roller/in-line skates;
 - Illicit Drugs;
 - Alcohol (unless a permit is obtained for designated functions);
 - Paints, aerosols, indelible markers
 - Weapons of any kind, and any other item deemed dangerous by the Museum;
 - Any item deemed by Museum staff to be inappropriate or a potential risk to people and/or property; and
 - Any other item prohibited under *Criminal Code of Canada*.

SAFETY AND SECURITY

1. To preserve the artifacts on display, visitors are not to touch or lean on any of the exhibits or displays, unless otherwise stated.
2. All persons entering the Museum are subject to video surveillance, in accordance with the Electronic Monitoring Policy. (2023)

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3. Photography is permitted for personal use only, with hand-held equipment. Please exercise due care when taking close-up photographs of any exhibit or display. The use of tripods, monopods, etc. is not permitted unless prior approval has been granted. To make such a request, please visit the Reception Desk. In some special exhibitions, photography may not be permitted. Signs will be posted wherever such restrictions apply.
4. Trespassing, entering, or remaining in or upon the Museum premises when the Museum is not open to the public, except with the express consent of the Museum staff, is strictly prohibited. Any access onto or within any adjacent areas under construction or closed to the general public is also prohibited.
5. Obstructing the use of public areas such as entrances, foyers, lobbies, corridors, concourses, offices, elevators, escalators, stairways, roadways, driveways, or walkways is not permitted.
6. Tampering with fire- and life-safety devices, such as fire extinguishers or alarm pull stations, is not permitted.
7. Violating the order of, or preventing the execution of duties by Museum staff to maintain order and control public access and movement is prohibited. Threatening, resisting, intimidating, or intentionally interfering with Museum staff engaged in their official duties is prohibited.
8. Entering designated “employee only” areas without authorization is prohibited

Failure to comply with the Visitor Code of Conduct and Safety Policy will result in removal from the premises, and could result in the visitors’ membership being revoked and/or a ban from the Museum.

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Management Signature

Board of Directors Signature

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