

**DEPARTMENT OF MUSEUM VOLUNTEERS**  
**GOVERNANCE POLICIES - GLOSSARY OF TERMS**

**Accommodation** - The right to receive equal treatment without discrimination or harassment (see definitions below). However, the right to equal treatment is not infringed in situations where grounds prohibited in the *Ontario Human Rights Code* cannot be reasonably accommodated due to the nature of the work. A qualification is reasonable and bona fide only when it can be clearly demonstrated that the circumstances of the person cannot be accommodated without undue hardship on the employer considering, but not limited to, the cost, outside sources of funding, if any, and health and safety requirements.

**Ad Hoc Committee** - Appointed by the DMV Board to undertake a specific task or function which is expected to be completed within a defined period of time.

**Associate Committee** - Operating within the DMV, Associate Committees work as independent groups with specific focus. Chairs are members of the Board of Directors and report on their activities at the DMV Annual General Meeting.

**Brand** - A promise of delivery of service, performance or benefits consistently delivered with the highest level of satisfaction, versus direct or indirect competitors.

**Conflict of Interest** - Conflict of interest occurs when a person in a position to effect an official decision has a personal or financial interest in the outcome of the decision. For example, DMV members are in a conflict of interest position if they divert opportunities or benefits (including payment for services or goods) from the DMV/ROM to themselves or to persons who are not dealing at arms length to themselves. A further example of conflict of interest is for a member to have knowledge of a business opportunity in which the DMV/ROM is interested, and competes for that opportunity on their own behalf.

DMV members should deal with a conflict of interest situation by advising their Section/Committee Chair or a member of the DMV Board, and then abstain from any decision-making process. A DMV member is allowed to have a business relationship with the DMV/ROM provided a declaration of conflict of interest has been made. If in doubt, a possible conflict of interest should be made known.

**Consent** - For the protection of personal information, agreement to use personal information by the DMV for a particular purpose, e.g. the DMV Handbook.

**Consistent purpose** - Related to the purpose for which the personal information was obtained and which a reasonable person would consider appropriate in the circumstances. For clarification, refer to the person designated by the ROM to deal with privacy issues.

**Control** - For the protection of personal information, the authority to make a decision on the use and disclosure of a record.

**Copyright** - A collection/aggregate of intangible property rights, including the economic rights of reproduction, display or translation of works, and performance rights. See section 3 and Part II of the *Copyright Act*.

**Custody** - The care and security of a record to protect personal information.

**Data Sheet** - Provides information on an artifact(s) which may be used by members of the Outreach Committee, Gallery Interpreters or Docents. This information is usually provided by a Curator and includes details of the artifact(s), label description, bibliographies, etc., and may be the basis for developing a Master Script (see below).

**Disability** - Any degree of physical or mental challenge

**Discrimination** - The exclusion, restriction or preference of a group of persons based on a person's race, ancestry, place of origin, colour, ethnic origin, creed, gender, sexual orientation, citizenship, age, record of offences, marital or family status, social status or disability.

**DMV Member** - An individual who is a ROM member and, except for Provisional and Honorary Life Members, makes a set donation to the DMV by the designated date for the following year. Except for persons in the Honorary Life or Associate Member categories, a member must be active in at least one DMV section.

**Employee** - An individual who fills a position approved by the Director & CEO of the ROM and who receives monetary compensation.

**Friends Group** - An Associate group established to provide education and financial support on a specific area of the ROM, e.g. Friends of the Canadian Collections, Friends of Textiles & Costume, Friends of the Far East (Friends groups may exist outside the umbrella of the DMV, e.g. Friends of Ancient Egypt, Friends of South Asia).

**Harassment** - Comments or conduct that are known, or ought reasonably to be known, to be unwelcome, including inappropriate remarks, jokes, gestures and innuendoes pertaining to any of the grounds listed under "discrimination".

**Integrity** - As in the right of integrity under the *Copyright Act*, integrity refers to the right of a creator to have an unedited presentation of an entire work as created. This right lasts for the same period as copyright - the life of the creator plus 50 years in Canada (70 years in many other jurisdictions).

**Intellectual property** - A group of assets that have great value in a knowledge-based economy. Intellectual property includes patents, trade-marks, copyright, industrial designs and confidential information.

**Joint Programs Section** - Responsible for the co-ordination of ROM staff and DMV joint programs, e.g. OWLS (Open the World of Learning to Students), Discovery Centre, Explorer's Club, Hands-On Biodiversity, March Break.

**Licence** - An agreement in which an intellectual property (e.g. copyright, trademark) owner grants to another permission to use the owner's interest in the intellectual property.

**Major purchases** - Will generally be goods or services in excess of \$2,500.

**Master Script** - A document containing an introduction, background information and conclusion, as well as information on an artifact(s), to describe a gallery or temporary exhibit. This may be developed from a data sheet or collection of data sheets (see above).

**Maximum value** - Is comprised of the dollar value plus the quality of the goods and services and the reputation of the supplier.

**Moral rights** - Include the right to the integrity of the work, i.e. the right to prevent the use of the work in association with any product, service, cause or institution, and the right to modify the work in any way, as well as the authorship right, i.e. the right to be associated with the work. See Section 14.1 of the *Copyright Act*.

**Museum Docent** - A member of the Museum Interpretation Section (see definition below) who is trained to conduct tours of galleries and temporary exhibits.

**Museum Interpretation Section** - A section of DMV volunteers who conduct tours and present artifacts and specimens in an interesting and informed manner, in order to enrich the visitor experience and provide learning opportunities. The section includes Gallery Interpreters, Les Guides du ROM, Docents and Meeters & Greeters. .

**Non-assignable Licence** - Can be used by the person to whom it is granted but the recipient cannot give permission to another person to use the licence.

**Personal information** - Information about an identifiable individual, including but not limited to:

- An image of an individual, however recorded, relating to race, national or ethnic origin, colour, religion, age, gender, sexual orientation, social status or marital or family status of the individual.
- Any identifying number, symbol or other particular assigned to the individual.
- The home address, telephone/fax number or e-mail address of the individual.

**Programs & Events Section** - Responsible for the co-ordination of programs and events organized and sponsored by the DMV, e.g. Friends Groups, Studies in Silver.

**Record** – Defined by legislation as any record of information, however recorded, whether in printed form, on film, by electronic means or otherwise, and includes any correspondence or memorandum, sound recording, videotape, machine readable record, any other documentary material regardless of physical form or characteristics, and any copy of the above.

**Record of Offences** - A record of offences refers to offences for which a pardon has been granted under the *Criminal Records Act (Canada)* and not revoked, and offences under provincial legislation. A record of offences is defined in the *Ontario Human Rights Code*.

**Trade-mark** - A design, logo, brand, label, words, etc. which distinguishes the wares or services of a person from the wares or services of another person. See section 2 of the *Trade-marks Act*.

**Travel Section** - Responsible for the research, design and execution (in co-operation with the Travel Industry Council of Ontario members) of national and international trips (ROMtravel) as well as local and regional bus tours (ROMbus) and local walking tours (ROMwalk).

**Volunteer** - A term that applies to individuals who provide their time and service to an activity that is authorized and sponsored by the DMV and/or ROM, and supports the objectives of the DMV and/or ROM, but for which they receive no monetary compensation. Volunteers include DMV members and others.

**Volunteer Resources Section** - Responsible for “back of house” support activities of the DMV, e.g. volunteer records / archives, awards, hospitality, reception, *First Magnitude*, Joint Health & Safety, Library, Publicity, Special Exhibitions & Programs.

**Work** - For intellectual property, this may refer to artistic works (including paintings, drawings, maps, charts, plans, photographs, engravings, sculptures, works of artistic craftsmanship, architectural works and compilations of artistic works), collective works (including encyclopaedia, dictionaries, year books or similar works, newspapers, reviews, periodicals, magazines), dramatic works, literary works (including tables, computer programs and compilations of literary works), musical works and sound recordings.

