



4-H Ontario Policy Manual

4.2.4 4-H VOLUNTEERS
Revised: December 15, 2019

Section 4.2 – 4-H Operating Policies & Procedures

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POLICY	DATE PASSED, AMENDED OR REVIEWED
<p>O-V-01- Minimum Age of Volunteers <i>(Amended: July 31, 2019)</i></p> <p>An individual must be 18 years of age or older.</p>	<p>1993/ 2007/ 2008/ 2010/ 2012/ 2014/ 2016/ 2019</p>
<p>O-V-02 - Position of Trust <i>(Removed June 22, 2019)</i></p> <p>See B-BO-21 Duty of Care</p>	<p>1993/ 2002/ 2007/ 2008/ 2010/ 2012/ 2014/ 2016/ 2018/ 2019</p>
<p>O-V-03 – 4-H Code of Conduct <i>(Updated: December 15, 2019)</i></p> <p><u>Code of Conduct for 4-H in Canada</u></p> <p>As a positive youth development organization, we are committed to providing 4-H members with meaningful experiential learning opportunities within an environment that is safe, inclusive and fun for all involved. This is the responsibility of everyone involved in any 4-H activity.</p> <p>This Code of Conduct applies to:</p> <ul style="list-style-type: none"> • 4-H youth members and their families; • 4-H trained leaders and screened volunteers; • camp counselors and youth leaders; • non-screened guests; • 4-H staff and governing leadership; • 4-H program partners; • other participants or observers of 4-H events. <p>I will:</p> <p>Represent 4-H and myself in a positive way</p> <ul style="list-style-type: none"> • Use words, actions, and behaviors that are respectful, non-judgmental, and kind towards all youth, leaders, volunteers, staff, families and participants. • Honour the 4-H Pledge and participate in the spirit of good sportsmanship, respecting rules and guidelines. • Ensure all actions, including social media activity, is positive and reflects the integrity of 4-H. • Act with honesty and integrity when dealing with property, monies and other assets being used for 4-H purposes. • Respect other youth, leader, volunteer and staff’s rights to privacy and the 	<p>2006/ 2008/ 2012/ 2014/ 2015/2016/ 2017/ 2019</p>



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<p>confidentiality of personal information.</p> <ul style="list-style-type: none"> • Provide appropriate animal care according to industry codes of practice (nfacc.ca). • Abide by all Federal and Provincial Laws. <p>Promote a safe, inclusive and fun environment</p> <ul style="list-style-type: none"> • Be vigilant in ensuring an environment that is safe and protects youth, leaders, volunteers and staff from emotional, physical, verbal and sexual abuse. • Refrain from using drugs or alcohol during any 4-H youth events. • Make all reasonable efforts to ensure equal opportunity and access to participation for all 4-H youth members and abide by the 4-H Canada’s Inclusion Statement. • Uphold the 4-H motto “Learn To Do By Doing” in an environment that is friendly and fun. <p>Lead by example</p> <ul style="list-style-type: none"> • Adhere to the policies and procedures of 4-H Canada and Provincial Organizations. • Act as a positive role model. • Work collaboratively with all, including 4-H members, families, fellow leaders and volunteers, staff and guests. <p>In addition, trained leaders, screened volunteers and staff will:</p> <ul style="list-style-type: none"> • Fulfill their responsibilities as outlined in the position description, and act within the limitations of authority for the position. • Maintain the confidentiality of any information regarding 4-H that was obtained as part of the position. 	
<p>O-V-04 – 4-H Conflict Resolution <i>(updated April 15, 2018)</i></p> <p>1) Conflict Resolution Philosophy</p> <p>4-H Ontario has specific procedures dealing with conflict resolution enabling local Association Board Directors to deal with conflict locally between volunteers.</p> <p>The 4-H Conflict Resolution Procedure recognizes conflict as a normal part of all human interactions and reflects the responsibility of 4-H Ontario to help 4-H participants solve problems. 4-H Ontario is committed to providing 4-H volunteers, members and others involved with 4-H in the province a consistent, fair and orderly process when dealing with conflict. It is expected that Associations shall accept responsibility for Conflict Management / Resolution and treat conflict situations as confidential issues. These procedures are intended to:</p> <ul style="list-style-type: none"> • Recognize and respect the inter-relationships of the 4-H Ontario program • Improve the effectiveness of the organization by having policies, procedures and guidelines in place to deal with conflict • Empower individuals and local 4-H Associations to deal with conflict locally, requesting 	<p>2006/ 2008/ 2012/ 2014/ 2016 /2018</p>



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assistance from other volunteers and 4-H Ontario staff when needed.

- Maintain the integrity of the 4-H program by working cooperatively with 4-H Ontario staff to take steps to support a resolution of ongoing and / or significant conflicts ensuring that they are being dealt with at a grassroots level.
- Some aspects of a conflict may be the business of outside organizations such as the legal system, Revenue Canada, etc.
- Recognize and respect the organization's purpose
 - Follow the 4-H values of clear thinking, loyalty, and service, as well as respect, trust, openness (straightforwardness), receptiveness (openness to ideas), understanding, honesty, and concern for others.
- Recognize and respect the role of 4-H volunteers
- Allow volunteers and members to work within 4-H with confidence that conflict will be dealt with in a consistent, fair, timely and orderly manner. Recognize and respect the importance of individuals solving their own problems.
 - Encourage people to build and use personal conflict resolution skills to solve problems at the earliest time and lowest possible level as they arise.
 - 4-H Ontario recognizes that some local Associations have local procedures for conflict resolution within their Association. 4-H Ontario expects all local policies to mirror provincial policies on conflict resolution. All efforts should be made to resolve conflict at the local level.

2) Concerns Regarding Behaviour of a Volunteer

Concerns regarding volunteer behaviour may fall into two (2) categories requiring different levels of seriousness.

Category 1: Emotional, physical, verbal, mental or sexual abuse or harassment or criminal activity perpetrated by a volunteer participating / attending a 4-H activity. This type of behaviour will not be tolerated. Any such occurrence should be reported to the Senior Manager, Volunteer & Community Engagement as soon as possible at volunteers@4-hontario.ca. Steps will then be determined by 4-H Ontario Staff on an individual basis. At this level, there may be significant concern that individuals may be at risk and therefore staff may determine that they should proceed to Step 5 outlined below.

Category 2: Any other concerning behaviour, breaches in the 4-H Ontario Code of Conduct, or other breaches in 4-H Ontario policies demonstrated by a volunteer other than behaviour mentioned above.

3) Disciplinary Process for Correcting Volunteer Behaviour of Category 2

4-H Ontario staff (Regional Coordinator, Volunteer Support or Senior Manager, Volunteer & Community Engagement) will support local Associations through the following process with hopes of volunteers developing the leadership skills necessary to correct their behavior. It would be the hope of the leadership that a resolution to the conflict will arrive at the earliest possible step, and therefore there may not be a need to continue to the next step.

Step 1

Any concerning behaviour of a volunteer must be documented in written form (email is acceptable), signed by the person expressing the concern, and brought to a member of the local Association Board of Directors or the Coordinator, Volunteer Support for that Region.



Anonymous allegations are not acceptable expressions of concern. Volunteers and 4-H Ontario Staff must keep these concerns confidential.

Step 2

The Coordinator, Volunteer Support (or their designate) will support selected members of the local Association to communicate directly with the volunteer causing concern. This may include only one impartial 4-H volunteer or a full Local Association Conflict Resolution Task Force depending on the level of conflict, the number of incidents and local policies and procedures concerning conflict.

Step 3

Verbal warning (reminder of expectations)

Step 4

Written warning (including suggested improvement plan, re-assignment and/or re-training)

Step 5

Suspension of certain or all volunteer duties for a set period of time. Date must be set for revisiting that volunteer's status.

Step 6

Dismissal from the provincial organization is at the discretion of the Senior Manager, Volunteer and Community Engagement. Volunteers involved in concerns deemed in Category 1 by 4-H Ontario staff can be dismissed without a local task force.

4) Local Association Conflict Resolution Task Force

A Local Association Conflict Resolution Task Force can be set up at the request of at least ten (10) stakeholders or the Coordinator, Volunteer Support for that Region.

All parties involved are required to submit a written outline of the issue in conflict to the Association for their earliest possible review, by the date established by the local Board.

Ideally, the Local Association Conflict Resolution Task Force is made up of one (1) local Association Director and two (2) community members. All three (3) must have no conflict of interest in dealing with this situation, maintain confidentiality of all discussions and make a decision based on current local and provincial 4-H policies. All parties involved are to be made aware of the 4-H Ontario Code of Conduct. The local 4-H Ontario Coordinator, Volunteer Support (or their designate) chairs the Task Force during their review of the issue of conflict to provide a non-voting voice. The local Board of Directors tasks the Committee to conduct a fair process in exploring the conflict with the individuals involved, before making a ruling based on their findings. The Task Force is required to report back to the Board within six weeks. The process should include:

- Clearly identifying and understanding the problem
- Assessing risks to youth, volunteers, reputation of 4-H and other 4-H stakeholders
- Exploring all reasonable alternatives
- Developing alternative solutions
- Referring to the program and / or position description designed specifically for the program and / or volunteer role
- Formulating a solution



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<ul style="list-style-type: none"> • Documenting all discussions • Maintaining confidentiality • Conducting appropriate follow-up communication <p>The Local Association Conflict Resolution Task Force reports their ruling to the local 4-H Association Board of Directors (for information only, not approval). The Task Force communicates their ruling to those involved in the process. The Committee members implement their decision with the support of 4-H Ontario staff.</p>	
<p>O-V-05 - Dismissing Volunteers <i>(Updated April 15, 2018)</i></p> <p>Volunteers will be dismissed if:</p> <ul style="list-style-type: none"> • There has been a deliberate breach of organization policy and procedure as outlined in 4-H program policies, bylaws and/or job descriptions; • A volunteer has been charged with a criminal offense as covered in O-V-07 Police Records Check • The organization and/or its participants and/or its stakeholders are at clear risk. <p>Volunteers can only be dismissed from volunteering with 4-H Ontario by the Senior Manager, Volunteer and Community Engagement. This is a last resort. Volunteers should only be dismissed if there is significant cause for concern and the local 4-H Association and 4-H Ontario staff have followed Steps 1 – 5 or staff deems this to be a Category 1 concern.</p> <p><i>The 4-H organization (both locally and provincially) must then do the following:</i></p> <ol style="list-style-type: none"> 1. Be prepared to defend its action. 2. Act immediately with compassion and clear communication. 3. Document all correspondence / discussions. 	<p>2014/ 2016/ 2018</p>
<p>O-V-06 - Appeals <i>(Updated: July 31, 2019)</i></p> <p>If one of the parties involved in the conflict wishes to appeal a decision to dismiss a volunteer, they may request in writing that the issue be heard by the Ontario 4-H Council Grievance Committee. This request must be received in writing by the Executive Director within six weeks of the decision to dismiss.</p> <p>The Ontario 4-H Council Grievance Committee will be appointed by the Provincial Board of Directors every March and will consist of three (3) impartial individuals. One (1) Board member, one (1) staff member and one (1) community member. The President of the Ontario 4-H Council and Executive Director of 4-H Ontario will be included in all correspondence, planning and actions, as they are accountable for the Direction and Protection of the Ontario 4-H Council, the program, its members, volunteers, stakeholders and brand.</p> <p>The Ontario 4-H Council Grievance Committee will request a fee of \$75.00 (to cover administrative expenses) payable to 4-H Ontario from the party requesting the appeal; and a synopsis of the issue in triplicate as well as the documents of the Local Association</p>	<p>2014/ 2016/ 2019</p>



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<p>Conflict Resolution Task Force (reference O-V-04). Once the payment and documents are forwarded to 4-H Ontario, the documentation submitted will be considered, and a resolution will be determined by the Ontario 4-H Council Grievance Committee within six weeks.</p> <p>The decision of the Ontario 4-H Council Grievance Committee is final and there is no other 4-H appeal process.</p>	
<p>O-V-07 - Police Records Check (Updated: July 31, 2019)</p> <p>4-H Ontario adheres to procedures recommended by the RCMP in regard to Police Record Checks for not for profit youth development organizations</p> <p>New volunteers: are required to complete a Vulnerable Sector Police Check as part of the 4-H Ontario Volunteer Screening and Engagement process.</p> <p>Acceptance of Vulnerable Sector Check: A submitted Vulnerable Sector Check will be reviewed and retained by 4-H Ontario and must:</p> <ul style="list-style-type: none"> • Bear an authorized signature and stamp of the local police service jurisdiction, • Be forwarded to 4-H Ontario Attention: 4-H Ontario Screening Officer and be received by 4-H Ontario within 30 days of the police services agency date stamp. <p>Acceptance of Vulnerable Checks completed for Outside Organizations</p> <p>4-H Ontario will accept Vulnerable Sector Police Checks (VSC) previously completed for another volunteer agency provided that the VSC is less than 180 days old when received by 4-H Ontario based upon the Police Agency date stamp of completion</p> <p>Current 4-H volunteers: are required to complete a Police Name/Record Check only through an accredited third party online service provider every three years (36 months) from the date of their previously filed Police Record Check).</p> <p>Volunteers who are involved in other organizations and require a police check can ask to align their police check expiries to complete police checks for multiple organizations.</p> <p>4-H Ontario will accept police checks completed through accredited third party police check service provider.</p> <p>Results of Vulnerable Sector Check and Police Record Checks will not be shared unless judicially requested and bound by law.</p> <p>4-H Ontario has the sole and unfettered discretion to accept or decline a new volunteer candidate.</p> <p>In the event a volunteer candidate is denied the volunteer candidate will be contacted directly and respectfully.</p> <p>Zero Tolerance 4-H Ontario maintains a zero tolerance against individuals/volunteers who have charges or convictions relating to abuse, violence, sexual offences, crimes against children, weapons and selling of controlled drugs and substances. Individuals and volunteers found to have these charges/convictions will not be accepted as 4-H volunteers as these are considered Category 1 Volunteer Concerns.</p>	<p>1993/ 2007/ 2008/ 2010/ 2012/ 2014/ 2016 / 2017/ 2019</p>



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<p>Criminal Charges Individuals/volunteers with charges relating to alcohol offences, drugs and substance offences of a serious or repeated nature, or theft within a ten (10) year period of the conviction date will not be accepted as 4-H Ontario volunteers. Other criminal convictions that lead the Volunteer Screening Committee or the Senior Manager of Volunteer & Community Engagement to believe that the safety of 4-H members will be jeopardized will result in the non-acceptance or dismissal of an individual. Charges of this nature are considered Category 1 Volunteer Concerns.</p> <p>Volunteers with other criminal charges or convictions not mentioned above will have their 4-H volunteer application or volunteer status reviewed on a case by case basis by the Senior Manager, Volunteer & Community Engagement prior to acceptance or denial as a 4-H volunteer.</p> <p>Where a 4-H Ontario volunteer is currently charged with an offense his/her volunteer responsibility will be suspended and on hold. They can be considered for reinstatement once all legal proceedings are finalized.</p> <p>Additional information pertaining to Police Record Checks and volunteer screening can be found in the Volunteer Screening and Training Process manual provided to the Volunteer Screening Contacts within local Associations.</p>	
<p>O-V-08 - Inactive Volunteers (Updated: April 15, 2018)</p> <p>Where a volunteer has been absent from volunteer activity for a period of four (4) years, the volunteer must complete the entire 4-H Ontario Volunteer Screening and Engagement Process (vulnerable sector police record check and New Volunteer Orientation. Once complete, the volunteer's status will be updated to 'active'.</p>	<p>1993/ 2008/ 2010/ 2012/ 2014/ 2016/ 2018</p>
<p>O-V-09 - Volunteers Who Relocate Within Ontario (Updated: July 31, 2019)</p> <p>Volunteers who relocate:</p> <p><u>Within Ontario:</u> 4-H volunteers need to provide their new address and contact information to the Coordinator, Volunteer Support for the Region and to the local 4-H Association they wish to volunteer with. The Local 4-H Association Screening Committee must complete an interview with the volunteer prior to having the volunteer engage in 4-H volunteer activities.</p> <p><u>Within Canada:</u> 4-H volunteers who relocate from other provinces are required to submit a volunteer application to 4-H Ontario and complete the 4-H Ontario Volunteer Screening Process prior to engaging in 4-H volunteer activities in Ontario.</p>	<p>1993/ 2007/ 2008/ 2010/ 2014/ 2016/ 2019</p>
<p>O-V-10 - Billeting - National (Updated: July 31, 2019)</p> <p>National Billeting: 4-H Canada has policies surrounding billeting for National programs.</p> <p>For details of this policy contact 4-H Canada.</p>	<p>1994/ 2007/ 2008/ 2010/ 2012/ 2016/ 2019</p>



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O-V-11 - Volunteer Training

(Updated: April 15, 2018)

New Volunteers: All volunteer candidates must attend and complete a 4-H Ontario Staff lead New Volunteer Orientation Session to be approved as a 4-H Ontario volunteer.

Current Volunteers: At minimum, all 4-H Ontario volunteers must attend and complete a Staff led re-engagement learning opportunity every two (2) years. This must be completed within +/- three (3) months of the last recorded engagement date outlined in the provincial Membership Web Application (MWA) database to retain their Volunteer in Good Standing status.

2014/ 2016/
2018

O-V-12 – Chaperones

(Amended: July 31, 2019)

A Chaperone is a current 4-H Ontario screened and engaged volunteer who supervises youth at 4-H related activities outside of traditional 4-H club work. There are two types of Chaperones – Day Chaperone and Overnight Chaperone. For all 4-H related activities/ events, the following chaperone requirements must be met:

- Must be a Volunteer in Good Standing (as defined in O-V-14- Volunteer in Good Standing).
- Minimum of two chaperones for the first 10 participants and at least one of the chaperones must be 25 years of age before January 1st of the current year. Each additional chaperone must be at least three years older than the oldest youth participant.
- There must be an additional chaperone for each additional 10 participants. See chart included below.
- An individual cannot be a participant and a chaperone at the same activity/event.

Chaperones must comply with all 4-H Ontario Policies; of particular interest are:

- B-BO-21 Duty of Care;
- O-V-03: Code of Conduct;
- O-V-10: Billeting;
- O-HS-01: Alcohol and Drugs;
- O-HS-05: Accessibility for Persons with Disabilities: Customer Service Policy.

Chaperones must comply with the responsibilities identified in the Position Description for their chaperone position: Day Chaperone or Overnight Chaperone.

In order to keep youth safe from harm and ensure adequate adult supervision in the case of emergencies, the following ratios of youth to chaperones are required:

# of youth	# of chaperones needed
1-10	2
11-20	3
21-30	4
31-40	5
41-50	6
51-60	7
61-70	8

2008/ 2010/
2011/ 2015/
2016/ 2019



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71-80	9	<p>Additional Requirements for Overnight Chaperones: For any 4-H related activities/events that include an overnight portion, Overnight Chaperones are required and the following requirements must be met:</p> <ul style="list-style-type: none"> Chaperones are required to stay on the same premises as the delegates. Where the overnight activity has both male and female participants at least one male and one female chaperone must be onsite. <p>Chaperone/Delegate Rooming Option Guidelines:</p> <ul style="list-style-type: none"> Chaperones are not permitted to share accommodations with youth (hotel, tents while camping). In situations where there are delegates assigned to a chaperone that are of different genders, delegates of opposite genders must be in their own rooms and may not have an unrelated chaperone sharing a room with them. This applies even in situations where there is only one delegate of one gender. This delegate's room should be within hearing distance of the chaperone's room (preferably next door). Example: Two female delegates rooming together with a male chaperone rooming within hearing distance. In situations where one or more of the delegates is related to one of the chaperones, the related delegate(s) may share a room with the related chaperone regardless of gender, subject to the written permission of the parents/legal guardian of the related delegate(s). In this situation, there can be no non-related delegates rooming within this room unless all the delegates and the chaperone(s) are of the same gender. Example: male delegate can room with parent (mother) however not with another delegate of either gender. However, a female delegate could room with the chaperone who is her mother. Under no circumstances will delegates be forced to share a bed. Under no circumstances will a chaperone and a delegate share a bed (with the exception of a delegate and their parent/legal guardian or approved related chaperone). Under no circumstances will one individual chaperone share a room with one individual delegate (unless they are related).
<p>O-V-13 – Protection of Personal Information <i>(Amended: March 16, 2016)</i></p> <p>All volunteers of 4-H Ontario will respect the privacy of the organization's members, other volunteers, donors, sponsors and stakeholders. Volunteers will undertake appropriate measures and safeguards to protect specific information that is held for the purpose of the program. Personal information will be collected on behalf of the Board, Council, Foundation and program only for the following purposes:</p> <ul style="list-style-type: none"> To establish and maintain a responsible relationship and provide ongoing service and support. To conduct appropriate screening procedures for those volunteers who may find themselves in a position of trust with the membership of the organization To maintain, manage and develop programs and operations, through solicited 		2016



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<p>feedback and support.</p> <ul style="list-style-type: none"> The 4-H Ontario Privacy Officer and Screening Officer will use the Personal Information Protection and Electronic Documents Act (January 2004) as the guidelines for handling personal information. <p>To meet program requirements</p> <p>At all times Volunteers will keep personal information accurate and up-to-date for the purposes identified above. Questions and concerns regarding the collection and/ or use of personal information will be directed to the 4-H Ontario's Privacy Officer.</p> <p>Members, volunteers, donors, sponsors and stakeholders do have choices and can refuse or withdraw consent for 4-H Ontario to keep and use information.</p> <p>Withdrawal of Consent for Collection / Use of Information</p> <p>Members, volunteers, donors, sponsors and stakeholders may request that their name be removed from our various lists at any time. Requests may be in writing, by phone, fax or email and should be directed to the organization's Privacy Officer. Members, volunteers, donors, sponsors and stakeholders can also refuse to provide personal information to 4-H Ontario. In all cases this may limit 4-H Ontario's ability to provide appropriate service and support to these individuals.</p>	
<p>O-V-14 – Volunteer in Good Standing (Amended: July 31, 2019)</p> <p>Volunteer in Good Standing Definition: Volunteers with up to date screening (police checks), re-engagement learning opportunity and Child Protection Training (through Commit to Kids) records and who have signed and agreed to adhere to the Code of Conduct included in the Participant Agreement Form (Form #6.8) shall receive "Volunteer in Good Standing" status.</p> <p>A volunteer must be a "Volunteer in Good Standing" in order to be:</p> <ul style="list-style-type: none"> Eligible to be a volunteer or club leader Eligible to chaperone 4-H activities (provincial and national) Eligible for recognition by outside organizations who opt to use the "Volunteer in Good Standing" status as selection criteria. Eligible for their club and themselves to receive recognition and awards. 	<p>2016/ 2017/ 2019</p>
<p>O-V-15 – Archival Policy (Established September 27, 2017)</p> <p>In 2015, 4-H Ontario entered into an agreement with the Archives of Ontario, whereby, 4-H Ontario acts as the intermediary between individual donors and the Archives of Ontario. The Archives of Ontario will be the permanent home of the archival collection of 4-H Ontario.</p> <p>In general, the Archives of Ontario is interested in records related to the 4-H Ontario Council or of its individual Clubs related to the administration of programs or to the history of 4-H in Ontario. Only records of individual members that are exemplary in demonstrating 4-H activities will be considered by the Archives. Records that are of local interest should be offered to a local repository.</p> <p>4-H Ontario will only accept resources considered suitable for archival collection by the</p>	<p>2017</p>



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Archives of Ontario, i.e., Audio Visual materials, photographs and textual records relating to 4-H activities and programing. Large artifacts will not be accepted. Donations will be stored at 4-H Ontario only until the next donation submission to Archives of Ontario; which will occur every five years beginning 2016. This will follow a regular schedule of five years after each 5th anniversary year. Donors will be required to submit a completed 4-H Ontario Deed of Gift with donation materials. This form is available on the 4-H Ontario website. In doing so, the donor understands and agrees that the Archives of Ontario may have full discretion as to the use, display and disposition of materials as it may deem to be in its best interests.

Individuals must notify the 4-H Ontario office to discuss a donation of archival material. As 4-H Ontario is not an archive and has no available space to dedicate to housing and managing an archival collection, 4-H Ontario has the right to turn down donations. If materials are deemed unsuitable for archival collection with 4-H Ontario and subsequently the Archives of Ontario, individuals should contact their local 4-H Association or their local archives museum.