

Brockville Museum Visitor Guidelines

General Policy

As stewards of the City's history, the Brockville Museum has a responsibility to safeguard and preserve the museum's collection. The museum achieves this by following best practices and industry standards for the care and handling of objects, including temperature and humidity control, as well as by ensuring the security of the museum building, including collection storage areas and exhibition galleries.

One way that the Brockville Museum ensures the safety and security of the museum building is through the implementation and publication of visitor guidelines that detail appropriate visitor behaviours and expectations, as well as appropriate facility uses. These guidelines aim to provide for the enhanced security of the collection as well as for the safety of all visitors, volunteers, and staff.

The Brockville Museum balances the safety and security benefits derived from these guidelines with the desire and need to provide appropriate public access to the museum building, including exhibition spaces.

Guiding Value

The Brockville Museum is a public community museum open to all. The respectful sharing of spaces and resources ensures an enriching experience for all visitors. While everyone has an equal right to access the Museum and enjoy its services, no person has the right to interfere with the ability of others to do the same. Appropriate personal behaviours and conduct are always required from visitors to ensure that every visitor has an equal opportunity to enjoy a meaningful experience. There is an expectation that all visitors, museum volunteers, and museum staff will be treated with respect. The care of the collection will take precedence over the interests of the visiting public. Activities and/or actions inconsistent with these values will not be tolerated.

Visitor Guidelines

The following outlines expected behaviours for visitors while visiting the Brockville Museum and details acceptable uses of gallery spaces. Questions about any of these expectations should be directed to staff in advance of a visit.

Admission Fees

In 2016 the Brockville Museum adopted the "admission by donation" policy in order to remove barriers to access the museum. "Admission by donation" should be considered similar to a "Pay What You Can" model. It is not the same as "Free". "Admission by Donation" applies only to individual visitors (including couples and families); it does not apply to groups¹.

Group Admission

Given the museum's small space, limited resources, and the need to protect the rights of other visitors to enjoy their experience, the museum does require that groups book their visit in advance and coordinate their needs with museum staff. A modest fee is charged for groups whether or not their visit is accompanied by a structured program. Fees will be discussed and charged accordingly. Groups that fail to make these arrangements in advance may be denied access to some exhibits at the sole discretion of

¹ For the purposes of this policy, "groups" is defined as any coordinated gathering of more than 8 people whether they arrive together or meet at the museum. If in doubt, please speak to a museum staff member about your plans.

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staff. Groups are not permitted to gather or congregate in museum galleries unless they have booked a specific program with the museum or explicit permission has been given. Groups wishing to gather or congregate on museum property without booking a specific museum program should make arrangements to book a space (the museum's classroom and patio are available for rent). The museum reserves the right to limit or restrict group bookings that are incongruent with the guiding values outlined in this document.

Clothing

Visitors must be clothed and wearing appropriate footwear before entering the museum. Individuals actively concealing their identity by way of costume or mask will be denied access. This does not apply to individuals following established religious customs and dress. Shirts and shoes must be worn at all times.

Lockers and Coat Room

A limited number of lockers are available to visitors while visiting the museum on a first come, first serve basis. Locks are provided. Lockers can be used for a maximum of three hours and only while the visitor is on site. An unmonitored coat room is also available. The museum is not responsible for lost or stolen items.

Backpacks and other Over-Sized Items

Personal items such as bags or backpacks larger than 16" x 12" x 5" (40x30x12cm) in size as well as umbrellas, banners, flags, skateboards, ice or inline skates, and trekking poles are not permitted in the museum. For your convenience these items can be stored in the coat room or in adjacent lockers.

Bicycles are not permitted inside the museum and should be parked in designated areas outside the building.

The museum reserves the right to search a person, package and/or personal belongings when entering or leaving the building.

Luggage and musical instruments are not permitted in the Museum and will not be accepted into the coat room area. Exceptions to this rule can be made with special permission from the Museum.

We recommend that strollers be left in the lobby, but will permit their use in the galleries as long as they do not block access to other visitors or pose a threat to the exhibits. Please discuss your stroller needs with our front desk if there are concerns.

Food and Drink

Food and drink is not permitted inside any exhibition spaces with exception to Museum-sponsored or approved events in specifically-defined spaces. This is to help avoid accidental spillage on objects and to control insects and other pests which pose risks to the collections on display.

Photography

Photography with hand-held equipment is permitted for personal use only; certain exceptions may apply and will be posted. Please exercise due care when taking close-up photographs of any exhibit or display and never touch or lean on exhibit cases or objects. The use of flash is never permitted inside exhibitions or gallery spaces. The use of tri-pods, monopods, selfie-sticks, etc. is not permitted unless pre-approval

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has been requested and given by museum staff. Video recording must be pre-approved by museum staff. To make such requests please visit the front desk or email museum@brockville.com. In some special exhibitions, photography may not be permitted. Signs will be posted where such restrictions apply.

We encourage visitors to share their photographs on Facebook, Twitter, and Instagram and to tag the museum: @BrockvilleMus

Cell Phones and Electronics

Out of courtesy to others, please turn cell phones to the "silent" or "vibrate" setting and be considerate of other visitors when using your phone. Use of cell phones in special exhibitions may be restricted as per photography guidelines. Playing audio equipment so that others can hear it is not permitted.

Objects and Exhibit Furnishings

Unless otherwise posted, assume that the contents displayed in the museum's galleries are not to be touched. This includes large artifacts like cars and boats, and smaller pieces including framed artwork. Most objects will be blocked by rope, stanchion, or some other visual, if not physical, barricade; please respect these barricades.

Parents and guardians are expected to supervise their children at all times to ensure that children are following these guidelines and are not touching or climbing on objects.

Visitors are not to touch or lean on any of the exhibits or displays. This includes not using exhibit cases or text panels as writing surfaces or tables.

These policies are in place to preserve the objects on display. Even mild touching, over time, will cause damage to the artifacts. There are some exceptions to this rule, and those objects will be clearly marked as being touchable.

Running

Running and horseplay is not permitted in the building.

Sketching

Sketching, with pencil only, will be permitted in some galleries only with advance permission from staff. The use of pens, quill pens, ink, and watercolours is always prohibited. Easels are not permitted. Please contact the museum at least three business days in advance of your planned visit to discuss sketching options.

Elevator

The elevator is to be used only as an alternative to the stairs when accessing the upper or lower levels. Anyone noticed using the elevator merely to ride up and down will be asked to stop such behavior.

Staff Only Areas

Visitors are not allowed to enter areas posted "Staff Only" without permission.

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Animals

Registered service animals are welcome in all exhibit spaces, however, each animal must be clearly identified by visual indicators such as a vest or harness. Additionally, visitors with service animals may be requested to show documentation from a regulated health professional at the discretion of staff as per the Ontario Human Rights Code and the AODA. In order to safeguard the collection and protect the rights of other visitors, other animals are not permitted in the building.

Supervision of Children

The Brockville Museum aims to provide an inviting and engaging space where children and families can explore our history together. The following guidelines are specific to children visiting the Museum:

- Parents or caregivers, not Museum staff, are responsible for the actions and safety of their children.
- All children 9 and under must be accompanied and continually supervised by a parent or caregiver.
- At the discretion of a responsible adult, a child 10 or older may be left unattended for a period of time or allowed to view exhibits in other areas of the Museum on their own. For children under 14, however, the responsible adult must be on the premises and reachable by child and by staff.
- Children should not climb on or into exhibit areas and should not touch an object unless explicitly invited to do so by a staff member or is clearly marked as hands-on.
- The overall policy and guidelines for disruptive behaviour apply to children as well.
- Parents or guardians are responsible for the behaviour of their children, however, staff members will ask children who are being disruptive to stop the behavior. Staff members will inform parents that the child is being disruptive and that the behaviour must stop. Parents and children may be asked to leave if they do not cooperate with this request or if parents cannot control their children.

Room Rentals

The museum reserves the right to limit or restrict room rental bookings that are incongruent with the guiding values outlined in this document. (See Brockville Museum Facility Rental Agreement Terms and Conditions).

Public Safety

The violation of the following will result in immediate removal from the premises and the possibility of intervention by police. The following apply to not only visitors, but also to volunteers and museum staff.

Unsanctioned Gatherings/Performances

Visitors are not permitted to create any activity that could be described as a performance, or any activity that the effect, intent or propensity of drawing attention to them on museum property. Visitors shall not make a declaration or speech, create a media event or stage a photo opportunity without prior approval from the Museum.

Loitering

Loitering on Museum property is not allowed. In general, the determining factor will be whether the offending party prevents others from enjoying the Museum or the offending party poses a real or perceived threat to the building, collection, visitors, volunteers, or staff. This includes outdoor spaces.

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Restrooms

The museum is pleased to be able to offer public washrooms during hours of operation. These rest rooms are available to the public whether visiting the museum or not. However, the misuse of the rest rooms (e.g. using them as a laundry or washing facility, or defacing the walls) is not allowed.

Inappropriate Language

Any person or group exhibiting aggressive, harassing or threatening behaviour, using objectionable or lewd language, displaying hate-related symbols, or evoking hatred in any way towards another person, group or museum staff, will be asked to leave museum property.

Weapons

Weapons of any kind, including firearm, knife, cutter, blunt instrument, pepper spray aerosol can, as well as any pyrotechnical material such as fireworks, firecrackers, or the use of an open flame, are not permitted on Museum property.

Use of Drugs/Alcohol

The use of illegal drugs or abuse of alcohol or drugs on the premises will not be tolerated. Any individuals suspected of being intoxicated or under the influence of drugs will be asked to leave. Smoking, vaping, and the use of cannabis are not permitted on Museum grounds, inside the building and in all parking lots. The use of all smoke related products including e-cigarettes, cigars, vaporizers, tobacco, and its derivatives, and cannabis and its derivatives are prohibited.

Obstruction

Obstructing the use of personal areas such as entrances, foyers, lobbies, corridors, concourses, offices, elevators, stairways, roadways, driveways, or walkways is not permitted.

Authority of Staff

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.

Behaviours and/or actions not explicitly listed in this document may also result in removal from the premises if said behaviour and/or actions contravene the guiding values outlined in this document.

The Brockville Museum reserves the right to amend the above restrictions without notice.

The Brockville Museum may grant exceptions to the above rules in the case of special events held on the museum premises.

Other applicable policies: Brockville Museum Video Surveillance Policy (2018)