

Frequently Asked Questions

Can I visit the Gallery outside of my regular shift?

Yes, volunteers receive free admission, all the time. Just make sure you are wearing your badge, for unlimited access. Volunteers also enjoy unlimited access to *most* special exhibitions (you will be notified of any exceptions). Present your badge at the entrance for entry.

Can I bring a friend to the Gallery?

Yes, you can! Please ensure you pick up a complimentary pass at the admission desks/ticket wickets. Just present your volunteer badge, and you will be issued a ticket for your friend. Each volunteer receives 4 free tickets per fiscal year (i.e. April 1 2012- March 31, 2013). You can collect these all at once, or over the course of the year. It's up to you. For more information, ask the admission desk/ticket wicket attendant.

What kind of benefits do I receive for volunteering?

- Unlimited Gallery Access (all galleries during public hours; wear your badge)
- General Admission tickets for friends and family (4 per year – see above)
- Special exhibition tickets for friends and family (2 per exhibition)
- 15% Discount in the Retail Shop / 10% Café and FRANK discount (show your badge)
- 25% off Books discount (one week per month, posted in the volunteer lounge)
- Member's pricing for all public programs
- Letters of Reference (upon request)
- Years of Service Awards (5/10/15/20/25/30 years awards)
- Eligibility for external awards (facilitated by the Volunteer Executive)
- Eligibility for Margaret Machell Study Grant (facilitated by the Volunteer Executive)
- Friendship and support of your volunteer colleagues and friends!

Where do I get my complimentary friends & family passes for special exhibitions?

Your staff coordinator will distribute tickets, in the best way to suit your volunteer group. For some volunteers, this will be at a weekly meeting; for others, it might be during your shift.

Who do I notify if I can't make my shift?

Please notify your staff coordinator as soon as possible, (not staff and volunteer resources).

What do I do if I forget my volunteer badge at home?

You can sign out a temporary badge, called a **volunteer day pass**, at our front desk/information desk. When you're there, make sure to ask the security guard, (not the front desk attendant), as members of our Security team are the only staff who can distribute volunteer day passes. They'll take your name and phone number, and you'll be required to return your badge at the end of your shift.

What do I do if I lose my volunteer badge?

If you lose your volunteer badge, please notify Holly Procktor in Staff and Volunteer Resources, by emailing Holly_Procktor@ago.net or give her a call at 416 979 6660 ext. 234. In most cases, Holly can have a replacement badge issued (you do not need to be present). A badge replacement fee of \$10.00 (cash only) applies, and will be returned to the Badge room, in exchange for the new badge.

I want to use the volunteer lounge lockers, but I forgot my lock.

Temporary locks (with keys) are located in the volunteer lounge, in the clear plastic organizer box located inside the bookcase unit (right beside the gallery guide/information guide sign-in area). Feel free to use for the duration of your shift, but please return promptly. Do not take home with you; we replace these locks far too often!

What do I do if I've locked my belongings in a volunteer lounge locker, and lost the key?

This happens more often than you'd think! You need to call our Security-staffed control room at ext. 271 (use the volunteer lounge phone), and they can authorize one of our security personnel to meet you in the volunteer lounge with the bolt cutters.