



Musqueam Community Newsletter

Thursday March 17 , 2022

TOLL FREE: 1-866-282-3261, FAX: 604-263-4212

SAFETY & SECURITY PATROL: 604-968-8058

IMPORTANT : APRIL 14, 2022 ~ DISTRIBUTION

Amount of Distribution—\$800

ISSUE DATE: Thursday April 14, 2022

TIME: 9:00 am—7:00 pm

LOCATION: Musqueam Administration Office ~
Board Room 1

Important Information:

- Band members who are in arrears with any payments payable to the band should contact the appropriate manager(s) to avoid the withholding of any distribution payments per Musqueam Distribution policy.
- Band members who are under the age of 19 are considered minors for distribution purposes. Guardians must complete FORM B for minor children. ***To avoid delays when picking up minor cheques, please submit Form B before MARCH 25, 2022***
- ***Members who would like to have distribution via DIRECT DEPOSIT must have forms submitted by MARCH 25, 2022.***

For any questions regarding the upcoming dividend and distribution please contact:

Jocelyn Campbell-Axson

Krista Point

Membership Registrar

Distribution Clerk

Jcampbell@musqueam.bc.ca

mibdistribution@musqueam.bc.ca

INSIDE THIS ISSUE:

Youth Nights—2

Youth Tourney— 3

Health Dept.—4- 11

EMP. & TRG.—12-13

Remaining News—14- 15

SPRING BREAK



ST. MICHAEL'S CHURCH

Please join us every
Sunday @ 1:00 PM.
For Mass.



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MUSQUEAM YOUTH NIGHTS ARE BACK!

Join us on Saturday, March 19th 2022 at 7PM where we will be bowling at Lucky 9 Lanes in Richmond! Food and drinks will be served at the bowling alley.



And then for the next 3 Saturdays:

- March 26th 5PM we'll be doing a walk with the VPD in the Down Town East Side. Food and drinks served after the walk.
- April 2nd at 5PM we'll be going swimming at Watermania in Richmond! Food and drinks will be served after.
- April 9th at 6PM we'll be doing a movie night in the Youth Center! Dinner, drinks and snacks will be served.

ALL EVENTS, EXCEPT BOWLING, ARE SUBJECT TO CHANGE.

PLEASE MEET AT THE COMMUNITY CENTER FOR ALL OF THESE EVENTS!

Please contact Bethany Jones at 604 997 6758 if you are interested in any of these events! (Ages 11-18).





17th Annual Musqueam/UBC Youth Soccer Tournament

Tournament Announcement



After a 2 year break we are excited to announce that we will once again be hosting the Musqueam/UBC Youth Soccer Tournament at the beautiful xʷməθkʷəy̓əm sports fields. Musqueam and the UBC are happy to be able to continue to strengthen our partnership and host this event that we all look forward to each year.

As usual the tournament will take place on May long weekend. This year the weekend lands on May 21st and 22nd, 2022. All age categories will be co-ed and will include 5 & Under, 7 & Under, 10 & Under, 13 & Under, 16 & Under and 21 & Under.

Registration information will be shared in April. This initiative is supported by Courtenay Gibson, Musqueam Recreation Manager and Rynne James Manager of Student Engagement and Community Programs at UBC First Nations House of Learning. If you are interested in joining our mailing list please email Courtenay Gibson, cgibson@musqueam.bc.ca Please note that this announcement is subject to change and please keep an eye out for any safety measures that we may announce in order to keep our communities safe during this pandemic.

Wayne Sparrow
Musqueam Chief

Eduardo Jovel
Interim Director UBC FNHL

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MUSQUEAM HEALTH DEPARTMENT NEWSLETTER ~ MARCH 18, 2022

PLEASE BE KIND TO OUR STAFF IN THESE DIFFICULT TIMES.

WE ARE WORKING HARD TO LOOK AFTER YOU.

*Supporting the **Fighters**,*

*Admiring the **Survivors**, Honouring the **Taken** & Never
Giving Up **Hope**!*



WHAT?

Mobile Mammography Bus is returning to Musqueam, have your mammogram right on site, a 10 minute procedure!

WHEN?

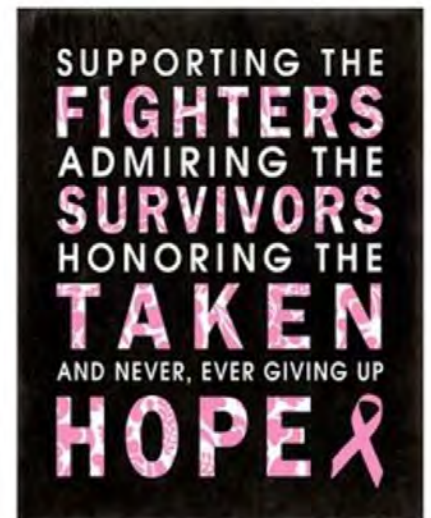
April 14th 2022

10am—12:40pm | 2pm—4pm

WHAT NEXT?

1. See attached registration form for eligibility!
2. If you answer NO to ALL questions—you can:
3. Fill out registration form, send to **Arlene** in the Health Department:
nurseassist@musqueam.bc.ca
4. An Appointment will **NOT** be booked until a COMPLETED FORM is sent to us.

⇒ Covid Protocols are in place (masks required; **DO NOT** attend your appointment if you have **ANY** symptoms of illness)



Contact Crystal or Arlene

for any questions!

604 263 3261

COMMUNITY HEALTH PROGRAM

Crystal Point, RN, CHN

MUSQUEAM PRE- AND POST-NATAL GROUP

Are you pregnant or have you recently had a baby?

The Musqueam Health Department offers some valuable incentives to pre-natal and post-natal families:

From the onset of pregnancy, until 3 months postpartum we offer weekly \$25.00 Save-on Foods Gift cards for nutritious foods such as – milk, eggs, cheese, fruits & vegetables to support healthy nutrition during pregnancy and breastfeeding.

- Nursing pads, as needed
- A one-time gift of an Electric Breast pump. **One per family**
- Welcome gift for your new baby

To register for the Program, call the Community Health Nurse, Crystal Point, RN in the Health Department.

Due to Public Health Guidelines, the Pre-Natal program is currently not meeting in person. The Community Health Nurse is available to assist with maternal child health supports (electronically, virtually and/or home visit).

Crystal Point, CHN: Ph: 604-362-9200 | Email: chn@musqueam.bc.ca

Arlene Haldane, Assist: Ph: 604-655-0580 | Email: nurseassist@musqueam.bc.ca

**** Please stay tuned for updates on Musqueam's Pre- and Post-Natal Luncheons – coming soon! ☺ .**

FNHA HEALTH BENEFITS? GIVE US A CALL!

For assistance with registering your Newborn you may call Candice Sparkes: 604-269-3312.

Please note: All health benefits for BC registered Status Indians are covered by BC PACIFIC BLUE CROSS.

**For questions or concerns about your Health Benefits or assistance with the PBC website or APP? You may contact:
Ashlee Point 604-269-3395**

MUSQUEAM HOME & COMMUNITY CARE PROGRAM

Romeo Cosio, RN, Musqueam Home Care Nurse & Arlene Haldane, Assistant.

The Musqueam Home Care Program is available to our community members to assist with hospital discharges, home care aides, all medical supplies & equipment. All Home care services & medical equipment require a note from your doctor with your needs specified.

HOME CARE CLIENTS: If you will not be home during your scheduled HCA visit, please contact the Nurse Assistant,

Home Care Nurse Romeo's Office Hours: Monday, Wednesday - Friday from 8:30-5:30 Tuesdays - Off

Phone: 604-269-3463 | email: homecare@musqueam.bc.ca

Arlene Haldane: Phone: 604 269 3354 | Email: nurseassist@musqueam.bc.ca

*If there is no answer please leave a message.

***For Emergencies Call 911 ***

Health Staff & Covid-19 Updates

For Musqueam Band/Community members please call the MIB Covid Liaison

Covid Liaison Contact Information CALL For test kits and supports:

Monday to Friday 8:30am—4pm

Evenings 9:00am-1:00pm & Weekends

CALL 236-688-4821

CALL 236-889-3637

Or Email: covid@musqueam.bc.ca

The Covid Liaison is the **first point of contact for our Musqueam Community & assists with:**

- > COVID questions & concerns > Can Refer you to our on call COVID Nursing staff.
- > Assistance with questions about the At-Home TEST KIT provided by the MIB Health



With Public Health Order restrictions easing, Musqueam Leadership and the Health Department is going to gradually transition to also follow Public Health guidelines.

MIB Health delivered to each home with rapid test kits; an updated MIB Covid-19 guide; and masks. As we do this we want to provide advance notice that MIB Health will start phasing out certain supports and encourage self-management.

Band Members that live off reserve, we have some Kits available for pick up, please call the COVID Liaison to arrange pick up.

SYMPTOMS		WHAT TO DO
<ul style="list-style-type: none"> • Fever (above 38° C) • Chills • Cough 	<ul style="list-style-type: none"> • Loss of sense of smell or taste • Difficulty breathing 	<p>MANAGE YOUR SYMPTOMS like any other cold/flu with appropriate medications, plenty of rest and fluids.</p> <p>If your symptom worsen or last longer than 3 days, go to your nearest testing centre. Or contact the MIB Covid Liaison.</p> <p>Musqueam Health will not provide tests for anyone who hasn't had symptoms for less than 3 days as there is not enough viral load to be detected on the test yet, and may provide a false negative.</p>
<ul style="list-style-type: none"> • Sore throat • Loss of appetite • Headache • Body aches 	<ul style="list-style-type: none"> • Extreme fatigue or tiredness • Nausea or vomiting • Diarrhea 	

MUSQUEAM ELDERS

Brenda Campbell, Elders Coordinator

Next Elder's Luncheon starting:

Date: Wednesday April 6th, 2022

Time: 12:00 Noon

Location: Elders Centre

Elder's Chair Exercise:

Date: Thursday April 7th, 2022

Time: 1:00 pm

Location: Elders Centre



Elder's Annual Distribution & Travel Allowance:

Date: Thursday April 14, 2022

Time: 9:00am – 7:00pm

Location: Musqueam Administration Office – Board Room 1

SAFE DRINKING WATER MONITORING PROGRAM

Charlene Campbell-Wood

Environmental Health- Safe Drinking Water Program

Safe Drinking Water Monitor

Charlene Campbell-Wood

Duties:

Each week, 52 weeks per year, the safe drinking water monitor collects five water samples from five Musqueam Band owned buildings. I bring the samples to the British Columbia Centre for Disease Control (BCCDC) to be tested for e-coli and total coliform. If there are any samples positive for e-coli or total coliform, I get direction from my Environmental Health Officer (EHO), Joanne Chang, to do a retest of the building and resubmit the sample immediately to the BCCDC.

There have been homeowners in Musqueam who have requested their water be tested because of its color, taste or odour. I would report to the Environmental Health Officer and then would be sent a test form from the EHO and proceed to test the residence. On some occasions the EHO would come in and inspect the drinking water problem.

In addition, I submit a notice weekly regarding safe drinking water and the importance of it and it is circulated to the community in the Musqueam newsletter

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MUSQUEAM HEALTH DEPARTMENT NEWSLETTER ~ MARCH 18, 2022

PLEASE BE KIND TO OUR STAFF IN THESE DIFFICULT TIMES.

WE ARE WORKING HARD TO LOOK AFTER YOU.



MUSQUEAM PRIMARY CARE CLINIC

Musqueam Elders Centre, 4010 Si Lu Drive, Vancouver BC V6N 4K7

Located in the Primary Care Trailer

(Clinic closed 12:00pm – 1:00pm for lunch)

Monday Mar. 21	Tuesday Mar. 22	Wednesday Mar. 23	Thursday Mar. 24	Friday Mar. 25
Natalie Bruneau, NP	Dr. Dumont, GP	Natalie Bruneau, NP	Natalie Bruneau, NP	Natalie Bruneau, NP
9:30am - 3:30pm	9:30am - 3:30pm	9:30am - 3:30pm	9:30am - 3:30pm	9:30am - 3:30pm

Call 604-266-0043 to book an appointment

Please leave a voicemail if you cannot get through - we will return your call as soon as possible.



Missed your telehealth or in-person appointment? Call us to rebook for the next available date.

Please be available 15 minutes before and after your scheduled appointment call.



Naloxone kits available. (Injectable or Nasal Spray)

Please check to see if your current kit has expired.

Naloxone training on Wednesdays by appointment only.



Prescription running low? Please book an appointment a few days in **advance**. Or, ask your pharmacy to send us a refill request.



Our clinic has reached capacity; however, we are doing our best to accommodate the waitlist. Call the clinic to be added to the **patient waitlist**. Please note that we are **no longer a walk-in clinic**.



Influenza vaccines available, call the clinic to schedule an appointment.



The MIB Primary Care Clinic

will not be testing

for Covid-19.

Please call COVID Liaison 236-688-4821

Alternate Resources

FNHA Virtual Doctor of the Day

Call **1-855-344-3800** to book an appointment.

Available 7 days a week from 8:30 am to 4:30 pm.

Telephone or virtual appointments via zoom.

Available to First Nations people and their family members, even if those family members are not Indigenous.

Walk-In Clinics Nearby

Highroads Medical: 5960 E Boulevard (Kerrisdale)



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MUSQUEAM HEALTH DEPARTMENT NEWSLETTER ~ MARCH 18, 2022

PLEASE BE KIND TO OUR STAFF IN THESE DIFFICULT TIMES.

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NNADAP Worker

Musqueam Health Department

Nicolette Moore

*Addiction support & Information sharing
1 on 1 sessions
Treatment referrals
Family Intervention support
Resource referrals
Detox support
Weekly zoom meeting group*

Contact # 236-558-8482

Email: nnadap.nmoore@musqueam.bc.ca

Monday 8:30 am to 4:30 pm

Tuesday 8:30 am to 4:30 pm

Wednesday 8:30 am to 4:30 pm

Thursday 1pm to 8 pm

Friday 8:30 am to 4:30 pm

Musqueam NNADAP Community Awareness

Musqueam Health Department Bulletin

COMMUNITY AWARENESS AROUND DRUG PARAPHENELIA

Steps to take

- Check your area before using (parks - trail)
- DO NOT touch for any reason
- Call one of the designated numbers
- Educate your family

HERE'S MY CONTACTS



John Gravengard 604-348-6608
Musqueam Security 604-968-8058
NNADAP-Nicolette 236-558-8482
MIB Primary Care Clinic 604-266-0043

NEEDLES CAN CARRY DISEASES



WHITE, BROWN OR YELLOW POWDER SUBSTANCE



WHO DO WE CALL

CST JOHN
GRAVENGARD

SECURITY

CLINIC

NNADAP
Dept

HEALTH PATIENT NAVIGATOR

Lisa Mitchell

I am available to assist and support community members on their healthcare journeys.

If you have any questions regarding your health care coverage, FNHA Benefits, or need assistance filling out medical forms for example Jordon's Principal please do not hesitate to contact me.

I am available Monday to Friday from 8:30am to 4:30pm by phone:

604-764-5349 or email: navigator@musqueam.bc.ca

ART THERAPY FOR CHILDREN, YOUTH & ADULTS

Janice Carroll, RCAT

I am available Monday to Thursday from 8:30am-4:30pm, for phone calls, emails or text conversations, and also, I can hold sessions via Zoom.

I can be reached on my cell at: 778-829-0242 or my email is jcarroll@musqueam.bc.ca

MWSU MENTAL WELLNESS COUNSELLOR

Janice Cross

This confidential counseling services are available Monday-Friday: 8:30- 4:00pm to our Musqueam people via phone or virtually. Call or email to and set up a time to talk to Janice Cross.

Email: mentalwellness@musqueam.bc.ca

For Private Counseling Call:

236-558-9977

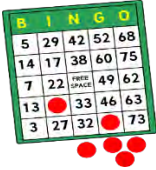




BRIGHTER FUTURES BREAKFAST CLUB

Breakfast Club is open we do the sandwiches first thing in the morning we'd like you to pick them up between 730-8:00am

If your Child Is **younger than 7** they must have a guardian who is **older than 14** with them at all times who will care for them. Children 0-6 without a parent or guardian will be sent home.

Youth Centre

Sandra Dan at the Youth Centre, 604-269-3452 Cell Phone 604-360-9171 | Email: youthcentre@musqueam.bc.ca

Monday March 21 st syə'lewə'tnet	Tuesday March 22 nd sθəmənts	Wednesday March 23 rd s'tix ^w s	Thursday March 24 th s'xə'əθəns	Friday March 25 th s'tə'ecəss
BINGO 	Canvas painting 	Dental Hygiene 	Coloring contest 	Movie Night 

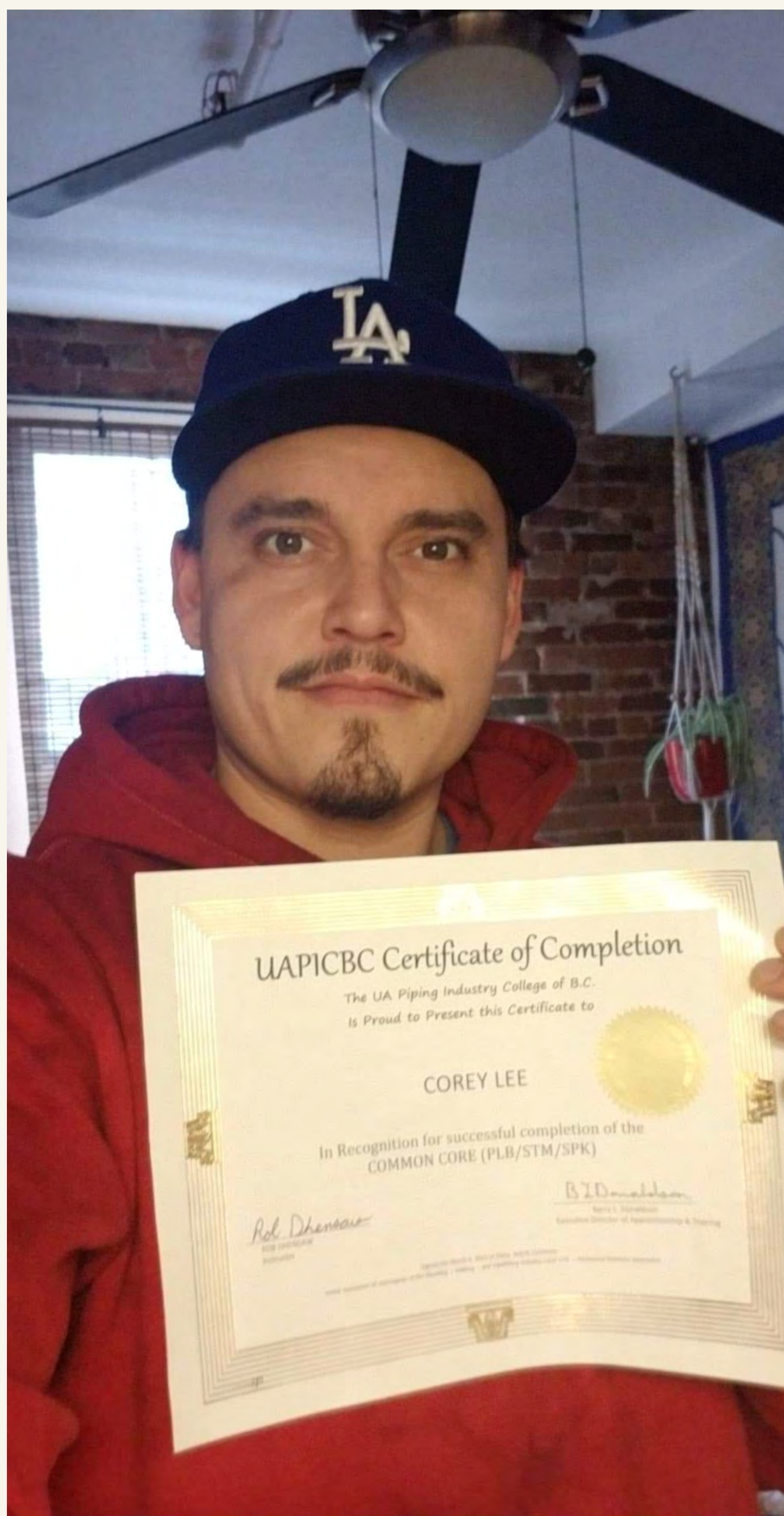
The spring break hours for the Youth Centre will be open from 9:00 am—9:00 pm Monday—Friday

If your Child Is **younger than 7** they must have a guardian who is **older than 14** with them at all times who will care for them.

Children 0-6 without a parent or guardian will be sent home.



MUSQUEAM EMPLOYMENT & TRAINING



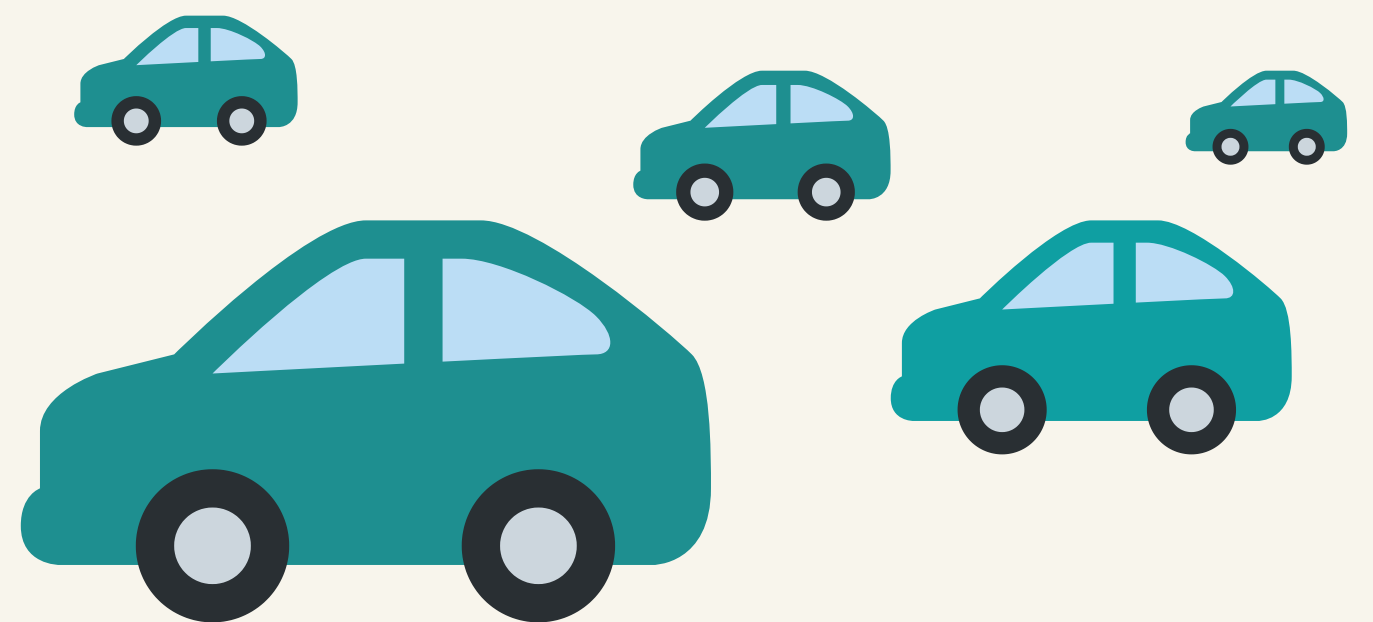
COREY LEE

Musqueam Employment & Training would like to congratulate Corey Lee on successfully completing Plumbing Level 1 with UA Piping! Way to go!



MUSQUEAM EMPLOYMENT &
TRAINING

Class 7N Drivers License Successes!



SHERRY POINT

Musqueam Employment
& Training would like to
congratulate these two on
successfully passing their
7N Road Test! Way to go!

SCARLETT SPARROW-FELIX



Call for x^wməθk^wəyəm, Skwxwú7mesh, and səlilwətaʔt Artists

šx^wq^weləwən ct Tent Project Britannia Community Services Centre



Submission Deadline: March 14, 2022 | 5pm PST
Artist fee: \$500

ABOUT THE PROJECT



Britannia Community Services Centre invites artists from the three Host Nations x^wməθk^wəyəm (Musqueam), Skwxwú7mesh (Squamish), and səlilwətaʔt (Tsleil-Waututh) to submit designs that will be printed on 10' x 10' pop-up tents. These tents will be used to activate the šx^wq^weləwən ct carving pavilion through outdoor programs and events such as Indigenous markets, plant medicine workshops, and programming for youth and elders.

Questions? Scan the QR code to learn more, or call 604.718.5800 ex 1.

Call for Musqueam, Squamish, and Tsleil-Waututh Artists



Submission deadline: March 14, 2022 | 5pm PST



Located on the unceded ancestral homelands of the Musqueam, Squamish and Tsleil-Waututh peoples, Britannia is committed to supporting artworks that increase the visibility of these three Nations, and urban Indigenous peoples who live here.

Britannia invites artists to submit designs that can be laid out and printed on 10x10' pop-up tents, see attached template. These tents will be used to activate the **šxʷqʷeləwən ct carving pavilion** through outdoor programs and events such as Indigenous markets, plant medicine workshops, and programming for youth and elders.

This is an invitation for artists from the Musqueam, Squamish and Tsleil-Waututh Nations to create meaningful gestures for this important place of gathering, learning, and creativity.

https://www.britanniacentre.org/facilities/community_centre/carving-centre

Background

Britannia is a non-profit organization located in Vancouver on an 18-acre site with two schools, a public library, an ice arena, Indigenous Carving Pavilion and swimming pool.

Our vision is to be a catalyst for social connection, capacity building and integration of services in our community while celebrating diversity, and enhancing the life and well-being of everyone who lives, works, and plays in our community. We operate from a holistic approach and offer members a broad range of programs and services that engage different abilities and interests across the life span. Our approach is grounded in social interaction, social development, recreation, sport, fitness, arts, culture, education, learning, nutrition and community connections. We promote the improved mental, emotional, physical, and spiritual health of our community, recognizing that health is impacted by personal, social, economic, and environmental factors. We seek to create programs that encourage meaningful participation in our communities that may lead to social change. We strive to address social and historical inequities by advocating and acting in collaboration with vulnerable community members, and commit to Reconciliation.

Goals for the Project

- Completion of enticing, full colour designs that respond to šxʷqʷeləwən ct, using a template provided by Britannia;
- Amplifying the work of emerging Indigenous artists through Britannia's platforms;
- Strengthening relationships between the Britannia community, artists from the three Host Nations, and Urban Indigenous people;
- Providing three (3) \$500 artist fees for completion of the project.

Values and Principles of šxʷqʷeləwən ct

Adhering to specific cultural protocols:

1. Acknowledge the traditional and unceded territories of the Musqueam, Squamish and Tsleil-Waututh.
2. Consult and involve Indigenous Elders
3. Share the history of First Peoples
4. Promote cross-cultural sharing and learning

Creating standards of **practice** that are in keeping with the community's desired values:

5. Build effective leadership
6. Make the Carving Centre a gathering place
7. Practice inclusivity & embed low-barrier protocols

Designing a wide range of **programs** that promote Indigenous arts and culture, and provide opportunities for intercultural and intergenerational learning and sharing:

8. Create a community carving project
9. Create for-credit opportunities
10. Increase visibility and access to Indigenous art
11. Offer programs beyond carving

Eligibility

This call is open to artists, knowledge keepers, and cultural practitioners, working individually or in collaboration, who are from the Musqueam, Squamish and Tsleil-Waututh First Nations. You do not have to be a resident of Britannia's catchment (within Grandview Woodlands, Strathcona, and the Downtown Eastside), but you must have significant experience with and relationship to our community.

Selection Process

Designs and artist statements will be reviewed by community members from Britannia Committees, made up of Indigenous Elders, local residents and artists. 4 designs will be selected, one each from Musqueam, Squamish, Tsleil-Waututh and an Indigenous artist from other territories of Turtle Island.

Design selection will be based on these criteria:

- An alignment with the values and principles of šxʷqʷeləwən ct;
- Suitability for the tent form;
- Images that activates public space, and engages with critical issues within the territories and Britannia's community

Designs do not have to be new, but they must be relevant to šxʷqʷeləwən ct and align with the criteria outlined above.

Timeline

Open call released: Tuesday, February 22, 2022

Artist information sessions: March 7, 2022 (6:30pm) + March 10 (12pm)

Submission deadline: March 14, 2022

Selection process: March 15 – 17, 2022

Final designs due: Monday, March 28, 2022

Artists will have the opportunity to revise their designs based off of feedback from community members between March 18 – 28, 2022.

How to Apply

Please provide:

- Design in print or digital format (CMYK full colour vector, .eps)
- An artist statement in either written form (500 words, max) or in video format (10 minutes, max) that includes the following:
 - Contact details: Name, Address, Email, Phone Number, and links to your website/online portfolio/social media (optional).
 - Tell us about your design: How does this project relate to your practice, and to our community?

- Describe how Britannia can support you in completing this project (i.e. community connections, access to materials, access to the carving pavilion)
- An artist bio: tell us about yourself, your community, and your interest in art-making (350 words max).

Graphic standards

Please refer to the template below when conceptualizing your design. Successful applicants will be asked to submit a final design as a full-colour (CMYK) vector (.eps file format) that adheres to the template and includes the Britannia logo and space for a 3 x 3" QR code.

Deadline for submissions: March 14, 2022 | 5:00pm PST

All proposals must be submitted via email or dropped off at 1661 Napier Street, Vancouver, BC. For digital submissions, please provide links to Dropbox, Google Drive, or WeTransfer for media; or attach as a zip folder. Feel free to use a USB flash drive if submitting in person.

Email questions and submissions to: Kathy.whittam@vancouver.ca or call 604-718-5800 x 1 With the subject line, "Tent Design Proposal."

Questions? Join us for an in-person or online information session:

Monday March 7, 2022 | 6:30 – 7:30pm
Where: šxwq̓w̓eləw̓en ct carving centre

Thursday March 10, 2021 | 12 - 1pm
Where: Zoom

<https://us06web.zoom.us/j/81852758000>

Meeting ID: 818 5275 8000

One tap mobile

+16465588656,,81852758000# US (New York)

+17207072699,,81852758000# US (Denver)

Dial by your location

+1 646 558 8656 US (New York)

+1 720 707 2699 US (Denver)

+1 253 215 8782 US (Tacoma)

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 346 248 7799 US (Houston)

Meeting ID: 818 5275 8000

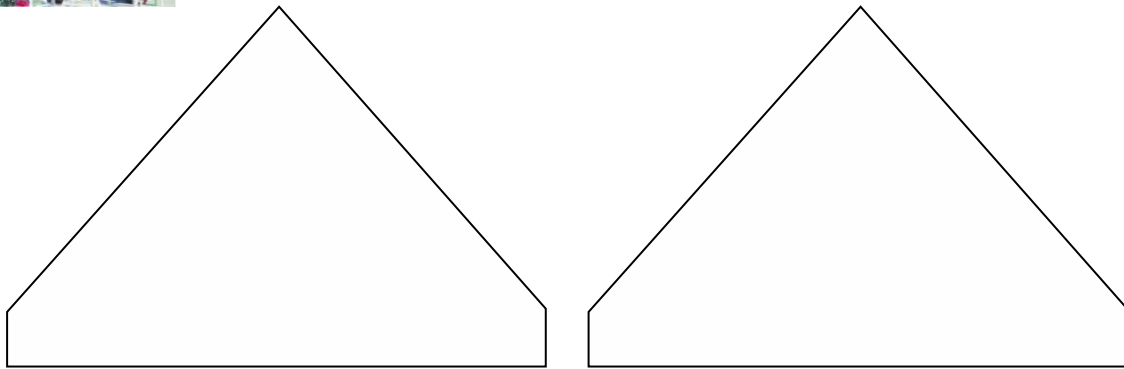
Find your local number: <https://us06web.zoom.us/j/k7HIZiBWp>

TEMPLATE:

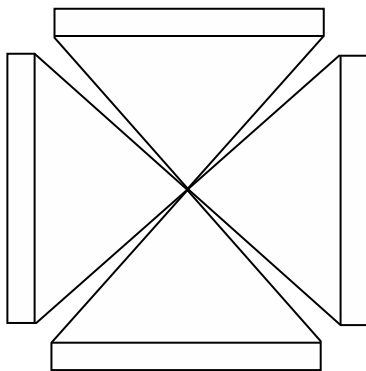


Aardvark Armadillo Tents Inc.
Ph: 604-879-3255 Fax: 604-320-3395
Email: experts@tentrentals.com

CLIENT NAME:
JOB NAME:
PO NUMBER:
DATE:



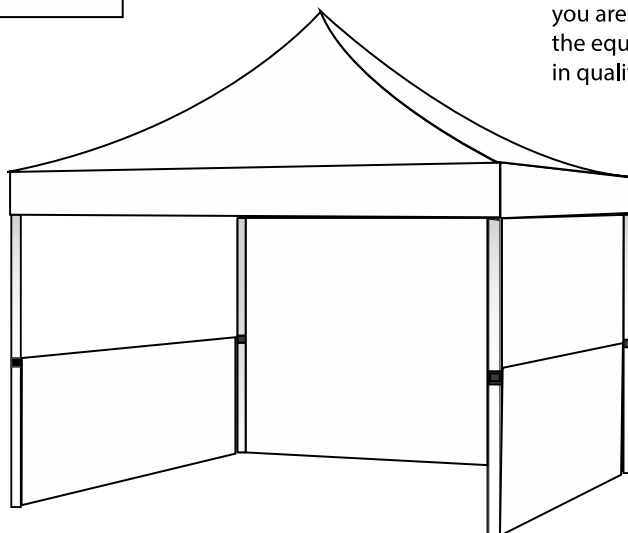
You can have up to 4 different panels designed for the tent. Please copy the templates above. Also try to not have anything critical print within 1" of the edges. These are seam edge locations.



Colours

- ☐ PMS ?
- ☐ PMS ?
- ☐ PMS ?
- ☐ PMS ?

Please note the tent is printed using a CMYK color process. We ask for the approxiamte PMS colours you are trying to hit to insure that the equipment is calibrated correctly in quality control.



EXAMPLE:



Aardvark Armadillo Tents Inc.
Ph: 604-879-3255 Fax: 604-320-3395
Email: experts@tentrentals.com

Version 1: Image tent

PMS 382 C
47 2 100 0
PMS 542 C
65 33 12 0

White webbing





JOB OPPORTUNITY

Position: Visitor Services Staff (Museum Attendant I) – Auxiliary

Reports to: Visitor Experience Lead

Pay Grade: Pay Grade 11 (\$16.65 per hour to start, plus 12% in lieu of vacation and benefits)

Posting Date: March 8, 2022

Closing Date: 4:00pm, March 31, 2022

Museum of Vancouver

As a civic organization, the Museum of Vancouver is committed to deepening our collective understanding of the City through our common stories, objects and experiences. MOV conceptualizes this through our engagement priorities, which have been focus into 4 broad areas that we have deemed our pillars. These include: redress and decolonization; immigration and diversity; environment and sustainability; and urban and contemporary issues.

Nature of the Position

MOV is seeking part-time staff to join the Visitor Experience department. This is casual work offering considerable flexibility regarding availability and hours of work.

Visitor Services staff provide the first point of contact with MOV visitors. Knowledgeable and engaging, they play a vital part in ensuring a rewarding visitor experience and in promoting MOV exhibits and public events and the benefits of membership. Occasional early-morning and late-night shifts are available to support facility rental clients. During these shifts, Visitor Services Staff ensure rental clients are provided with any services detailed in the rental contract and that they honour the obligations outlined within it. Visitor Service staff provide exceptional customer service, support membership and marketing initiatives, maintain gallery readiness for visitors, accurately process payments, and lead emergency evacuation procedures.

Required Qualifications, Knowledge, Education and Skills:

- Demonstrated ability to provide exceptional customer service
- Must enjoy working with the public
- Must be reliable and punctual
- Ability to set-up, take down and operate technical equipment for rental clients.
- Experience working with cash transactions and processing credit card, debt payments.
- Ability to read and absorb information in a timely manner
- Strong communication and interpersonal skills and ability to build positive working relationships with MOV staff
- Training in hospitality tourism or related subjects or equivalent training and experience
- The ability to lift and carry boxes and supplies up to 30 lbs. at a time
- Ability to climb ladders and reach over head.

Hours: No established regular hours of work. Shifts range from 4 hours to 8 hours between the hours of 8:00am and 1:00am within a seven-day work week. Shifts are typically during daytime hours, though frequent evening and early-morning work may be available. Hours of work are sporadic and will change from week to week.

Note: This position falls under the jurisdiction of CUPE local 15.

Please submit application by email no later than 4:00pm, March 31, 2022 to:

humanresources@museumofvancouver.ca

The Museum of Vancouver strives for equity and diversity. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, and identification as an Indigenous person.