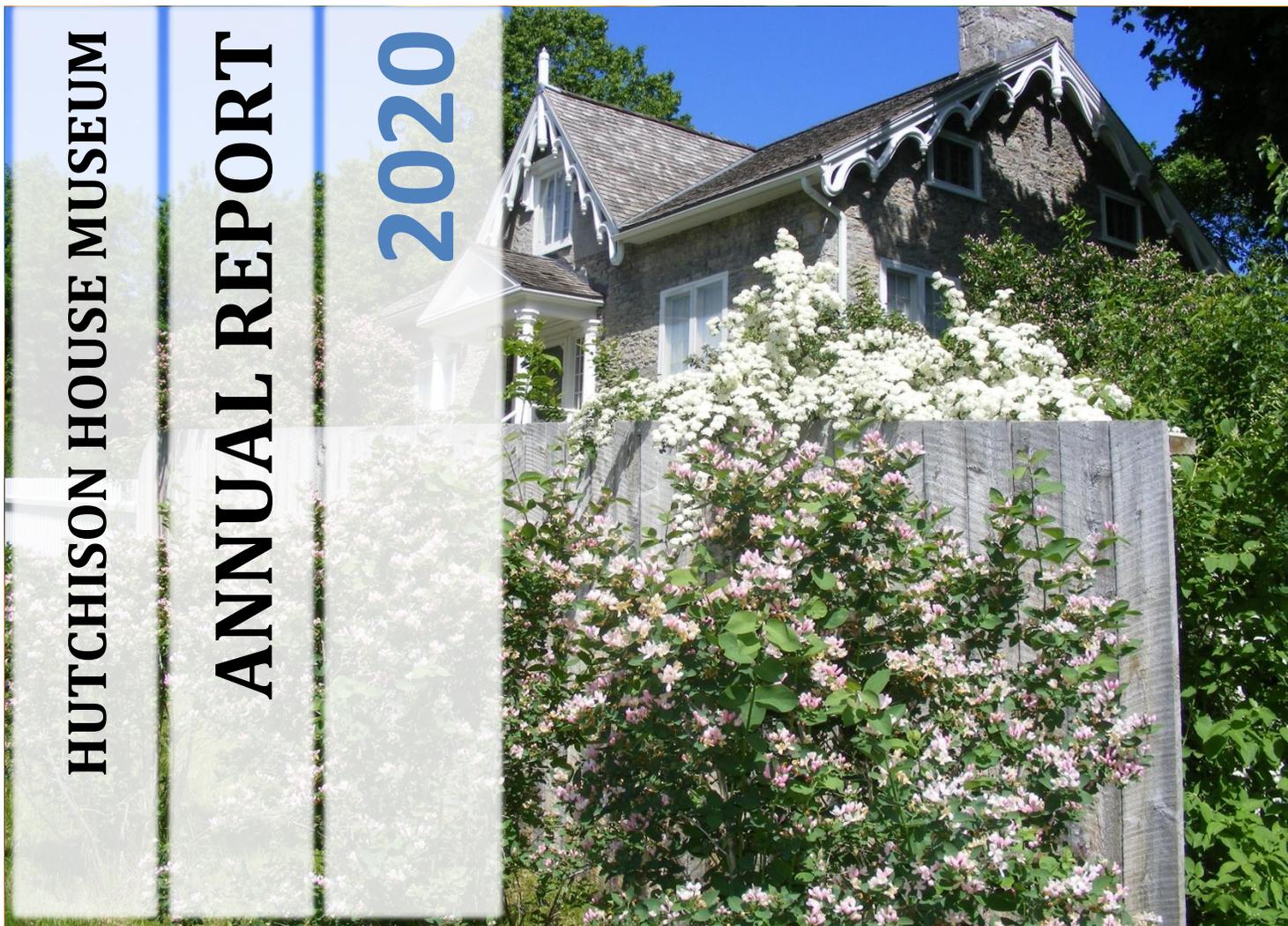


**HUTCHISON HOUSE MUSEUM**

**ANNUAL REPORT**

**2020**



Hutchison House Museum is a dynamic, interactive heritage site that offers visitors meaningful living history experiences. It operates with a strong customer-service focus that builds on its reputation as unique cultural attraction in Peterborough.

**The Peterborough Historical Society**  
270 Brock St, Peterborough, ON  
Museum Office: 705-743-9710  
Society Office: 705-740-2600

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## **ORGANIZATION AND MANAGEMENT 2020**

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### **Peterborough Historical Society Board**

#### Executive:

President Dale Standen  
Vice-President Bob Taylor-Vaisey  
Treasurer Paul Lumsden  
Secretary Jodi Aoki  
Correspondence Secretary Linda Chandler  
Bulletin Chair Jodi Aoki  
PACAC Representative Deborah Keay

#### Members at Large:

Dion Gemmiti

### **Trust Funds Trustees:**

Chairperson Peter Darling  
Treasurer Marilyn MacNaughton

#### Members at Large:

Dennis Carter-Edwards Norman Savage (until May 2020) Dale Standen

### **Hutchison House Management Committee:**

Chair Don Willcock (until March 2020)  
Michael Peterman (starting April 2020)  
Finance Paul Lumsden  
Gardens Betty Hinton (Interim Chair)  
Property Paul Lumsden  
Friends Michael Peterman  
Acquisitions Linda Chandler  
Members at large Bill Corbett  
Recording Secretary Erin Panepinto

### **Staff Members:**

Administrator/Curator Gale Fewings until June 30 (retired)  
Museum Assistant Erin Panepinto (Interim Curator as of July 2020)

### **Summer Staff:**

Historical Interpreter: Halsea Root (Became Museum Management Intern from Sept-Dec)  
Museum Programming Assistant: Rachel Baker  
Curatorial Assistant: Hailey Langley

### *Hours of Operation and Attendance*

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<b>Month</b>	<b>Days</b>	<b>Hours</b>	<b>Volunteer</b>	<b>Visitor</b>	<b>Total People</b>
<b>January</b>	23	184	92	179	271
<b>February</b>	19	152	69	75	144
<b>March</b>	15	120	59	66	125
<b>April</b>	0	0	0	0	0
<b>May</b>	0	0	0	0	0
<b>June</b>	15	120	61	9	70
<b>July</b>	22	176	62	112	174
<b>August</b>	21	168	60	202	262
<b>September</b>	22	176	115	65	180
<b>October</b>	21	168	46	172	218
<b>November</b>	23	184	76	161	237
<b>December</b>	15	120	113	46	159
<b>Total</b>	<b>196</b>	<b>1,568</b>	<b>753</b>	<b>1,087</b>	<b>1,840</b>

Note: Visitor attendance in 2020 was down across the board for one very simple reason: COVID-19. Starting March 13 the province went into lock-down; the museum closed to the public and staffs was required to work from home as much as possible. While staff was allowed to work-socially distant- at the office starting mid-June, the museum didn't officially reopen to the public until July 15. Even when the museum was able to reopen, all events and programs had a limit on the number of visitors that were allowed onsite at the same time. This meant that all event attendance was well below previous years despite selling out available spots. The province returned to another lock down starting on December 26 and carried into 2021. Because of the limits of onsite programming, Hutchison House began offering some virtual programming as an alternative (ie virtual school programs, Day Camp kits).

### *Hutchison House Financial Report*

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Hutchison House will have a surplus for the fiscal year ending December 31, 2020.

Notwithstanding the Covid-19 challenges that severely reduced visitations, fundraising and programs, the federal MAP Grant, wage offsets from the Canadian Employment Wage Subsidy (CEWS), the retirement of our Curator midway through the year and postponement of two major maintenance projects resulted in the surplus.

Complete details are available in the Unaudited Financial Statements, December 31, 2020 prepared by Tim Nicholls, CA.

P. T. Lumsden, Chair –Finance Committee

### **Friends Committee Report**

This year the Friends of Hutchison House donated a generous \$4,650.00 to Hutchison House. A letter was sent out by myself and Gale Fewings in June and 25 Friends replied contributing to an impressive total. The figure was strengthened by a number of gifts to Hutchison House from PHS members who added a figure to their membership dues and those wishing to support the museum due to Covid.

Respectfully submitted, Michael Peterman, Chair.

### **Acquisition Committee Report**

This year due to Covid 19 restrictions the Acquisition committee did not have any meetings. The committee decided that because of a limitation in space to isolate items to be considered for the collection we would wait until this health crisis has passed.

UV film was purchased in the winter of 2019 with the expectation that we would be installing it in April of 2020, due to lock down restrictions this did not take place. Plans are hopeful that we will be able to put up the filters this spring.

The Acquisition Committee consists of Loretta Terry, Linda Chandler, Bob Laing, Juli Hillier and Erin Panepinto.

Respectfully submitted by,

Linda Chandler, Acquisition Chair

### **Garden Committee Report**

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Our faithful gardeners Juli Hillier, Lois Scott, Sherry Lynn McMahon and Annette Diamond assisted the Interim Chair, Betty Hinton. Our new gardeners this year who have resurrected the herb garden and Kelly McDowell, Charlene Creelman and Reuben Noteboom, were assisted by other members of the Peterborough Community Medicine Gardeners.

As of the end of August more new gardeners have joined our ranks and have undertaken a major overhaul of all the gardens. They are Diane Card, Glenda Salt and Kathy Clysdale, assisted by others.

The summer was hot and dry with no rain between June 23 and August 2; the soil was either powder or like concrete, but the weeds flourished.

Because of COVID-19 pandemic programs for the house were severely curtailed.

Spring:

The gardens were raked and weeded, bushes were pruned, and annuals were planted. Last fall a new stone terrace was laid on the east side of the house, replacing the flagstones, and at the front of the house, Paul Lumsden and Don Willcock cut down the overgrown lilacs, and removed the spirea bushes along the white picket fence, so they could paint it.

Summer:

Rob Panepinto, Erin's husband, spent a whole day in June clearing out the Jerusalem artichoke in the east bed, and dug out periwinkle and cowslip as well; he also tackled many other gardening tasks. Members continued to weed the flower beds.

Fall:

In September, Diane Card and Charlene Creelman and friends began undertaking the major task of totally redesigning the flower beds surrounding the house. All the old perennials were dug up and many were saved to replace next spring. Many shrubs were pruned and spring bulbs were replanted. The beds at the front of the picket fence were also dug up. Compost was spread on the bare beds.

The flowerbed on the west side of the house, and the rockery by the east parking lot were left until next spring.

Betty planted grass seed under the Elderberry shrub on the west lawn. It came in thick and looks healthy.

Due to the pandemic, students from the Lakefield College School were unable to come this fall to assist with fall cleanup.

On September 22 a Garden Committee meeting was held on the east terrace with 6 feet spacing between those present. Plans for the 2021 gardening season were discussed.

Betty Hinton is resigning as Chair of the Garden Committee after volunteering on the committee for 33 years, since 1987. We all look forward to the transformation of the gardens to enhance our beautiful Hutchison House Museum.

## ***Hutchison House Property Report***

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Several projects from the five-year Strategic Plan were postponed due to financial uncertainties caused by Covid-19 closures but the following tasks were completed during the first two months of the year:

- An additional camera was added to the security system plus a access alarm keypad was installed for the Archive room.
- A portable Heart Defibrillator was purchased and staffs were provided training on its use.
- A comprehensive inspection of the fire-detection system was completed.
- The picket fence at the front of the House was painted along with the front entry doors, railings, porch steps and porch flooring.
- A new gate was fabricated, painted and installed in the fence at the front walkway.
- Lexan glass was added to the window of the bookshop at the patio entry door.
- LED light bulbs were added to all security lighting surrounding the House.

Postponed projects are scheduled to be completed in the spring of 2021.

Respectfully Submitted,

Paul Lumsden, Chair

## ***Bookshop Annual Report***

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Total number of books sold: 34

Value of sales: \$ 475.95

Profit: \$ 227.23

End of year inventory: 943

Inventory value: \$ 4,473.15

Books Mailed:

Bygone Days at Chandos Lake- 1 copy mailed to Toronto and 1 copy mailed to St. Catherine's

New to the Bookshop:

Mr. J Churchill Arlidge: 19th Century Flute Virtuoso by Bob Arlidge

## ***Visitor Feedback***

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The COVID-19 pandemic had a major impact on everyone across the globe, but especially the tourism industry. International borders were closed except for essential travel and local health units were encouraging exploration of your own backyards rather than travel in order to curb the spread of COVID-19.

Because of the new cleaning protocols for COVID-19, the museum did not put out visitor surveys or the guestbook because they would be harder to clean between visitors. However, due to the need for contact tracing we asked for contact information (which included addresses) so that we could see where our visitors were coming from. Most of our visitors were from Peterborough and surrounding area, although there were a few from the GTA throughout the summer.

As the COVID-19 numbers began to rise again across the province in the fall, it was recommended by the Peterborough Health Unit to discourage visitors that were coming from areas in the red zone so most of our visitors came from Peterborough County.

All feedback about the museum this year was verbal to staff and volunteers. Everyone that we spoke to was glad to see us reopen and felt safe with the protocols that we had in place.

## ***Exhibitions and Events***

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### **Sir Sandford Fleming and Jeannie Hall: A Love Story**

June 2020 to present

Curated by Gale Fewings

This mini exhibit was the final exhibit put together by curator Gale Fewings, before her retirement, to highlight the newly acquired Fleming locket and pocket watch.

This exhibit uses images and text to highlight the love story between Sandford Fleming and Jeannie Hall including their courtship, wedding and origins of the locket and pocket watch. Both artefacts were donated by Valerie Aitken on behalf of her late husband in 2019 and special mounts were purchased to best display them in a locked cabinet.

### **Nursery Rhymes**

September 2020 to Present

This display was put together by summer student Rachel Baker for the small display board in the bookshop. Rachel researched the origins of several different nursery rhymes including: Ring around the Rosie, Hickery Dickery Dock, London Bridge is Falling Down, Three Blind Mice,

Humpty Dumpty and Mary, Mary, Quite Contrary. Her display includes the original nursery rhymes, their origins and images.

### **The Harvey Connal Family**

July 2020 to Present

This display was put together by volunteers Linda Chandler and Loretta Terry on the large display board in the lower hallway. Linda and Loretta created text, mounted photographs and highlighted the Harvey and Connal families, the longest owners of Hutchison House.

### **China: From Ballast to Dining**

June- November 2020

This exhibit was curated by Linda Chandler, Loretta Terry and Gale Fewings and highlights several of the different types of China on display at Hutchison House Museum. The majority of the artefacts on display came from the Hutchison House Museum collection with a few coming from the personal collections of Linda and Loretta. The display explored the origins of Blue Willow china, Pink Lustre china, Mossy Rose china as well as ballast and tea saucers.

### **Traditional Christmas Stories**

November 2020 to February 2021

This exhibit was curated by Linda Chandler and Loretta Terry and focuses on two traditional Christmas stories: The Nutcracker and The Night before Christmas. Loretta loaned the exhibit a selection of her collection of nutcrackers and 'The Nutcracker' memorabilia. She included research and text on Tchaikovsky, who wrote the score for the original ballet. Linda loaned the exhibit a selection of her collection of Santa Clauses and a variety of her copies of the story 'The Night before Christmas.' Linda included research and text on the original image of Santa Claus and the origins of the story 'The Night before Christmas' by Clement Clark Moore.

### ***Virtual Exhibits***

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While no new virtual exhibits were created in 2020, due to COVID and everyone's thirst for online material, the museum promoted our two existing virtual exhibits: Growing up in Peterborough: A Century of Stories (2006) and The Life and Times of Dr. Hutchison in the Backwoods of Upper Canada (2011).

### ***Special Events including Demonstrations***

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**Hogmanay: January 1, 2020**

Visitors: 125    Volunteers: 34

Our annual Hogmanay event included: demonstrations of Scottish traditions included the 'First Footer' and Burns' Address to the Haggis; Food sampling of traditional sweets and savouries with items such as haggis, Scotch eggs, potted salmon, oatcakes, cheese, black bun, clottie dumpling, and shortbread; Highland dance demonstrations, fiddle playing, bagpipes and drums rounded out the live music component; and costumed interpreters provided tours of the House

### **Haunted Halloween for Kids: Friday October 30 and Saturday October 31, 2020**

Visitors: 75     Volunteers: 5

Due to Covid-19 our Haunted Halloween for kids' event was different than it normally would be. The event was expanded to 3 hours on Friday night and 6 hours on Saturday. Visitors were required to register in advance for a half hour time slot that was for their household with a maximum of 6 people. The museum was decorated for Halloween and visitors moved through to see the displays and enjoy a special Halloween themed tour. Upon completion children received a goody bag with cookies, candies and the materials to make their own Halloween craft (toilet paper roll bat). The event was well received and all of the time slots were sold out. Unfortunately we were unable to do any of our normal Halloween activities because of the restrictions in place for sanitizing and social distancing.

### **Victorian Christmas: Saturday December 15, 2020**

Visitors: 31     Volunteers: 3

Much like Halloween, our Victorian Christmas event also had to look different this year. The event was expanded to 6 hours with 15 minute timed entry slots. High touch surfaces were cleaned between visitors who were treated to a special Christmas themed tour. The time slots were all sold out except one, where staff and volunteers had a break to eat lunch. Children were provided with a goody bag that included shortbread and the materials to make a Christmas craft. Adults were also treated to a goody bag with shortbread cookies. The general comments from visitors to the event were positive, with some visitors who had been before but not when the museum was decorated for the holidays and appreciated that we were able to offer an in person experience as so much was closed.

## ***Curator's Report on Museum Activities***

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### **In-House Annual Special Events**

Hogmanay, Scottish New Year's celebration (January)

5 Heritage Luncheons (February, March, October, November, December)

Haunted Halloween (October)

Victorian Christmas for Kids (December)

## **Workshops**

Peterborough Community Medicine Gardeners- the Peterborough Community Medicine Gardeners developed promoted and ran a workshop on making Calendula salve in the Keeping Room at Hutchison House. This workshop was free and had a maximum of 10 people and filled up quickly. More workshops had been planned for the fall and unfortunately had to be postponed because of the limitations due to the pandemic. Plans are being re-worked for 2021.

Day Camp Kits- Under the new provincial regulations for COVID-19 safety, day camps were allowed to go ahead, however with the new restrictions it was not feasible for Hutchison House to resume our summer Day Camps. Instead Staff created three take home Day Camp Kits: Teddy Bears, Fairies and Bookbinding. Kits came with all the materials and instructions needed to create these popular Hutchison House programs at home. Summer Students created instructional videos to accompany these projects that were posted on our YouTube Channel. These proved to be very popular, especially in part because of an interview done with Wei Chen of CBC radio. The Museum sold 115 of these kits over the course of the summer and the fall. Kits were mailed to Kincardine, Chatsworth, Bracebridge and Bobycagen in Ontario as well as St. Paul, Minnesota and San Diego, California in the States. One woman like the idea of the kits, but didn't have any children to purchase them for, so she bought three and asked the museum to donate them to children of low income. Staff were able to donate them to the Big Brother, Big Sister Peterborough program.

## **Educational Programs**

2020 was a difficult year for school programs. The year began with the public and Catholic school boards on strike and transitioned into children learning from home for the remainder of the school year. When in person learning began again in the fall, the school boards were not allowed in person field trips or to have outreach programs at their facilities. This meant that museum staff had to pivot and create virtual programs that could be done with school children online. Hutchison House created a 19th Century Daily Life virtual program that could be delivered with either pre-recorded audio or with a live interpreter over zoom. In addition to this program schools could choose from either Medicine Bags or 19th Century Christmas short program and activities. All programs came with free admission passes for the school children to use as well as pre and post activities that could be completed in class before and after the presentation. From late October to mid-December there were 10 school programs completed with about 193 students that participated.

## **In-house Activities**

### **Conservation**

To help control the humidity levels in the building we made use of dehumidifiers on each floor when necessary during times of high humidity. In cases of low humidity portable humidifiers

were used when needed. Basins of water were also placed near the radiators in an attempt to add moisture to the air where possible during the winter season when indoor humidity levels drop significantly.

Readings throughout the house of temperature and humidity were taken twice daily (with the exception of the months the museum was in lock down.)

The Baker family scrubbed the Keeping Room floor on Family Day for the eleventh year in a row. The Baker family has been invaluable in helping to complete this task.

## **Research**

Staff and volunteers conducted research into a variety of China patterns from the 19th Century and of course available at Hutchison House Museum. This included Blue Willow, Pink Lustre ware, Mossy Rose, Ballast and Tea Bowls. Research on Tchaikovsky and The Night Before Christmas was completed for the winter exhibit.

Staff conducted research for the trivia on the Heritage Luncheon menu cards. Topics that appeared on menu cards included people and events such as sweat rationing in Britain, cheesecake, cream cheese, the US Constitution, Ember Days, navy beans, pears, gingerbread, King Tut, Vogue, rumbledethumps, Medieval meatloaf, mushy peas, Napoleon Bonaparte, Johann Sebastian Bach, stuffing and red cabbage.

Staff conducted artifact and historical trivia research for the museum's mystery object posts on our Facebook page. Mystery objects included spill vases, coffee grinders, roller skates, pudding steamers, corn razors, tourniquets, eye wash cups, hand fans, commodes, bathtubs and goffering irons.

Staff conducted research into the history of various events for our social media accounts for 'On this Day in History', holidays and trivia related to Hutchison House Events. Topics for research included: Sandford and Jeannie Fleming's courtship and wedding, Plough Sunday, Plough Monday, Robbie Burns, St. Patricks Day, Hunt the Gowk, National Doctors Day, National Tartan Day, Good Friday, Easter Monday, St. George's Day, May Day, International Midwives Day, yeast, Mother's Day, Radish Feast, Cumberland Settlers, International Museum Day, Queen Victoria, Port Hope to Lindsay Railway, Whitsuntide, cholera, St. Barnabas Day, Canadian Rivers Day, Flemings arrival in Peterborough, National Indigenous Peoples Day, Father's Day, Midsummer, Canadian Multiculturalism Day, St Swithun's Day, the beginning of the Peterborough Board of Health, Barnardo Girls, St. James Day, St. Annes Day, National Underwear Day, Book Lovers Day, National Teddy Bear Day, Flemings lithographic stones, The first coloured photographs, Frances Stewart, Johnny Appleseed Day, Michaelmas, Thanksgiving, National animal of Scotland, candy corn, witches, pumpkins, Remembrance Day, National Button Day, St. Hugh's Day, World Toilet Day, Stir up Sunday, cranberries, St. Catherine's Day, Andermas, Giving Tuesday, St. Nicholas Day, Pretend to be a time traveller Day, Hanukkah,

Loch Ness Monster, St. Thomas Day, Yule, Kwanza, National Card Playing Day, 12 Days of Christmas, Scottish New Year's Eve traditions.

### **Promotions**

Paid advertising included ads placed in a variety of local tourism publications, Cottage Country Connection and Kawartha Visitors Guide.

Press releases were sent to local media publicizing all events, workshops and fundraisers that we were able to hold throughout the year.

Hutchison House reports and upcoming events were included in all publications of the PHS Bulletin published 10 times per year.

### **Grants**

**CMOG** – Through the Community Museum Operating Grant, Ministry of Tourism, Culture and Sport Hutchison House was able to retain the same amount of funding from the previous year receiving \$15,090.00

**YCW** - Young Canada Works in Heritage, Heritage Canada

This federal program is administered through the Canadian Museums Association. In 2020, Hutchison House received funding for two summer students in the amount of \$ 6,964.18 toward summer staff wages.

**SEP**- Summer Experience Program

We were fortunate to acquire funding for one summer student through this program in 2020 receiving \$ 3,658 to help with student wages.

**City of Peterborough** – Municipal Capital Facilities funding

Hutchison House received \$ 43,344.

**CEWS**- This federal wage subsidy program was created to help qualified organizations retain their staff throughout the pandemic. Hutchison House received \$26,081.61.

**MAP**- the Museum Assistant Program COVID-19 Emergency Support Fund for Heritage Organizations provides financial assistance to organizations to allow for the continuous care of their heritage collections. Hutchison House Museum received \$13, 352.

### ***Digital Content***

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Due to the pandemic changes were required in order for staff to be able to both work remotely as well as provide digital content in addition to the in person museum experiences. A new laptop with a web camera and internet capabilities was purchased for staff to work from home as well

as doing virtual programming. A new computer with web camera, increased speed, memory and video capabilities was also purchased to increase office efficiency. The museum purchased a membership to zoom, a digital platform used for conferences, meetings, webinars and more. With most people working from home, platforms such as zoom have become essential to continuing communication both in house as well as with the public. The museum has been using zoom for museum meetings, attending webinars, filming the PHS lectures and presenting school programs. With the new focus on digital content the ongoing work on the website has some changes that needed to be made to accommodate this new virtual focus, will be ready to go public in spring of 2021.

Marketing and increasing our Social Media presence was very important (and for a time the only way) for engaging with the community during lockdown.

The Facebook page is utilized and is continually updated as to what is happening at the museum. The Facebook page can be viewed at <http://www.facebook.com/pages/Hutchison-House-Museum/120961071272046> and is linked through the museum homepage. Visitors do not need to be a member of Facebook in order to view the page. As of the end of 2020 Hutchison House had 601 visitors who like our page and 700 who follow us on Facebook. Our page was viewed over 39, 221 times over the year and had visitors engaged about 5,408 times. The Hutchison House Facebook page also features mystery objects, holiday trivia, local or relevant historical trivia (on this day in history... or Did you know?) that continually brings followers back to our page. Dr. John Hutchison also has his own Facebook page that can be followed online.

The Hutchison House Museum Twitter account currently has 125 followers and is linked to our Facebook page, so that any post on Twitter also appears on Facebook. Check us out at <https://twitter.com/HutchisonHouse>. @HutchisonHouse.

Hutchison House Museum Instagram account currently has 167 followers almost doubling over 2019. Check us out at <https://www.instagram.com/hutchisonhousemuseum/> to follow @hutchisonhousemuseum.

Hutchison House Museum also created our own YouTube channel this year. We used this platform to deliver some of our virtual content during the pandemic including instructional videos for our Day Camp Kits and the PHS monthly talks. Check out our YouTube channel here: [https://www.youtube.com/channel/UCQvUNc56VBwk9xVqN\\_Lqnyg](https://www.youtube.com/channel/UCQvUNc56VBwk9xVqN_Lqnyg). We have 27 subscribers to our channel and combined our 9 videos have been viewed 897 times.

Summer Students created a series of short videos on how to flirt like a Victorian that can be viewed through all of our social media channels. Students also shared several behind the scenes pictures of activities at the museum and meet the staff posts.

Hutchison House uses Google Analytics to track visitors to our website. Hutchison House currently has a 4.5 star google rating. In 2020 Hutchison House was found on google 341,319

times. Directions were requested 283 times. Visitors went to our website from google 777 times. Hutchison House was contacted 115 times through google.

The website was continually updated with news and events for the museum. The organization's websites can be viewed at [www.hutchisonhouse.ca](http://www.hutchisonhouse.ca) and [www.peterboroughhistoricalsociety.ca](http://www.peterboroughhistoricalsociety.ca). Plans began in 2019 for a new website however progress slowed because of the pandemic and will be completed in 2021.

## ***Volunteer Report***

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Adult Volunteers: 26 (at various points throughout the year. The majority of volunteers were not able to help while the museum was closed.

Junior Volunteers: 6

Volunteer Hours: approximately hours: 5,000

**Volunteer Fundraising:** Total funds raised by Volunteers: \$ 12,699.55

1. Christmas Market: \$ 2,553.55
2. Snoflake Tea and Dessert: \$ 621
3. Bingo: \$9,525

### **Volunteer Activities in 2020**

Linda Chandler, Loretta Terry, Carol Marsland, Juli Hiller and Erin Murphy worked hard to plan, and execute two days of Snoflake Tea and Desserts in the afternoons that we held the Christmas Markets in November. The Keeping Room was decorated with white Christmas lights and sparkly snowflakes. There were 4 sold out sittings over two days. Desserts were served out of the kitchen, and visitors enjoyed them by the fire in the Keeping Room with Christmas music playing. There were a few tours, although touring had to be limited as only one group could tour at a time and needed to be cleaned in between.

Museum volunteers started the year volunteering at the Delta Bingo Gaming Centre, cleaning up papers and calling back the winning numbers on the Gekko machines. When the lock down happened everything closed and the Bingos were no longer happening. Even once the gaming centre opened to the public again, volunteers were not allowed onsite. Hutchison House Museum was still able to receive our contributions from the gaming center by promoting their events once a month on our social media channels. It will be mid-late 2021 at the earliest that volunteers will be allowed onsite again.

### **Volunteers also assisted with the following:**

Cooking and food preparation; assisting with, organizing and running events; prepping material for the Day Camp kits and Scottish Tea in a Bag; exhibit research, set up and take down;

property maintenance such as building & grounds upkeep, gardens, house cleaning; Sitting on Management Committee and other committees such as: Garden, Costume, Property, Acquisitions, Friends and Finance; Guiding; And so much more!

### **Volunteer Recognition:**

While Hutchison House Museum did nominate several volunteers for their hard work in 2019, because of the pandemic the ceremony was postponed until February 2021. This ceremony will be held virtually.

Those volunteers are:

Loretta Terry- 20 years

Bill Carson- 20 years

Marilyn MacNaughton- 25 years

Don Willcock- 25 years

Ann Baker- 15 years

Juli Hiller- 5 years

Cora Davies- Youth 5 years

Juliette Barriaultt- Youth 5 years

### **Volunteer Appreciation:**

Due to the pandemic and the COVID-19 restrictions that were in place throughout the year, Hutchison House was not able to host neither our annual summer volunteer appreciation tea nor our Christmas potluck. Volunteers were thanked for all of their support through phone calls, mentions in the monthly Bulletins and Social Media, homemade Christmas cards and at the 3 volunteer meetings we were able to hold in 2020 both before and after the lock down in the spring.

It cannot be said enough how much we appreciate all of the hard work our volunteers do to keep the museum going both behind the scenes and with the public, especially this past year.

As the museum went from 1.5 staff to 1 with Gale Fewings retirement, the volunteer support, especially when most of our volunteers are part of the population most vulnerable to COVID-19, stepped up even more with the planning and execution of the few events, exhibits and programs we were able to hold in 2020.

### **Junior Volunteers:**

The parents of junior volunteers were surveyed prior to the start of the summer and only a few juniors were interested in returning to what promised to be a very different summer. Because of the new COVID-19 protocols there was only one junior volunteer scheduled at a time. Juniors were informed ahead of time if they needed to come in later, were to leave earlier or didn't need

to come in depending on when visitors were scheduled for tea. On busy days summer students stepped in to help serve guests. There were 6 juniors who decided to help this past summer both as servers, kitchen helpers and guides. In between sittings the juniors would help with the cleaning and resetting of the tables as well as dishes in the kitchen. Occasionally if there were large gaps between visits the juniors would help with making jam and labelling/decorating the jars, making dry mixes or oat cakes and helping to package day camp kits and other odds and ends that needed to be done around the museum. As a thank you ecofriendly cloth bags were purchased and the Hutchison House logo was put on them for each junior. In lieu of a large party, a movie day was arranged for the juniors and summer staff. An awning was erected on the terrace and a screen was set up to enjoy pizza and a movie. Chairs were spread out so that everyone could still maintain a 2m distance while they were eating.

### ***Staff Training and Development***

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Summer Staff: In-house training for position, interpretation techniques, data entry, supervising junior volunteers, care and handling of artifacts, kitchen orientation, customer service, on-site safety, orientation to new COVID-19 protocols.

Erin Panepinto: Supervising volunteers and summer staff, continued improvement with customer service and interpretation. Renewal of First Aid, CPR level C and AED training.

Webinars: Because of the pandemic there were a variety of free webinars that staff and volunteers took advantage of through Cuseum, the Ontario Museum Association, the National Trust and other Non Profit organizations. Some of these webinars included:

- How Museums can experiment with Social Media to Boost Audience Engagement during coronavirus.
- How to craft meaningful & mindful digital content in the age of coronavirus.
- Thinking Outside the box to reach audiences inside their homes.
- Education-Collaboration Virtual Education Programs during coronavirus.
- Collecting community responses to COVID-19.
- How's your Digital Health? Upgrading your online presence during the pause.
- Preparing to Re-Open: Strategy, Planning & Process on the road to reopening museums.
- Accessing Heritage Places from Home
- The road from today to tomorrow. Northern Operators share their path.
- Re imagining revenue streams and events.

- New Digital Revenue streams on the road to reopening.
- The contact-less future: Re imagining the visitor experience in the era of the coronavirus.
- Digital Platforms for Heritage Places.
- Making Engaging Online Projects
- How our Heritage Places, Organizations, Fundraising and Advocacy Strategies are Adapting.
- Six Steps to telling Your Heritage Story.
- Baltimore Museum of Industry Teacher Open House.
- Social Media for Historic Places: How to attract and engage with your audience.
- Museum Education Google Classroom webinar.

**Ontario Museum Association Conference:** This year the Ontario Museum Association was held virtually over several days: October 29, November 5 and November 26, with webinars every Tuesday in November. This allowed for safe participation in the annual conference and allowed for everyone to watch all of the workshops. Some of the OMA webinars included:

- Reclaiming Shingwauk: Cross Cultural Learning and programming.
- Myseum of Toronto-The Success of Partnerships.
- Cultivating Resilience and Well being in turbulent times.
- Local Partnerships Working Towards Global issues.
- How Digitization will transform Museums. An Industry Panel Perspective.
- Tourism and the Impacts of COVID-19
- Making Research Matter: How museums of all sizes shape ideas of care.
- Holocaust Education: Sustaining truth with digital humanities.
- Agile: Training to Help you manage and Implement New Projects.
- The view from the middle: Mid-Career museum professionals.
- Museums in Perilous Times.

**National Trust of Canada Coaching Grant:** Hutchison House Museum was also the recipient of a Coaching Grant through the National Trust of Canada to develop story telling strategies for

digital platforms. This was a grant where no money was exchanged. The National Trust arranged for a professional to work one on one with the museum as well as Watson's Mills, another museum of similar size and situation to Hutchison House Museum. Together we sat through several zoom workshops and strategy meetings to go over the variety of options for social media, our website and general digital presence. They went through the pros and cons of what our current platforms and website, suggested improvements, and created a plan for moving forward with our digital storytelling and how to best use the tools at our disposal for creating engaging content and reaching a wider audience online.

Hutchison House Museum also benefited from a 2 hour one on one digital workshop through Peterborough Electric City Culture Council (EC3).

**COVID-19:** All volunteers and staff received training in the new COVID-19 protocols that were put in place so that the museum could open to the public. These new rules and regulations were created through consultation with the Peterborough Health Unit and input from the material put out by the provincial and federal governments and the Ontario, Canadian, American and British Museum Associations. These new regulations included the new route, mask/face shield requirements and the 6ft distance required to tour visitors around the museum. Barriers were placed closer to doors, areas were roped off, interactive artifacts were removed and a one way route was created to travel through the museum. Visitors were required to register in advance in order to visit the museum, to wear masks when inside the building, provide contact tracing information. There were increased cleaning protocols of high touch areas and washrooms in the mornings, afternoon as well as after each sitting or between scheduled tours. There was a maximum of 4 tables inside or outside, table cloths were changed in between visitors and chairs were wiped down. All visitors came in through the accessible entrance and exited through the either the terrace or front door and the pathway to the east of the museum. When visitors entered they were required to provide contact information and complete a COVID-19 symptom questionnaire.