

**CIVIC THEATRES TORONTO****Table of Contents****CT23.5****OPERATIONAL POLICIES**

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# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Workplace Health &amp; Safety</b>	<b>January 1, 2018</b>	<b>101</b>

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Management of Civic Theatres Toronto (CTT) is vitally interested in the health and safety of its employees. Protection of employees from injury or occupational disease is a major continuing objective. CTT management will make every effort to provide a safe, healthy work environment. All supervisors and workers must be dedicated to the continuing objective of reducing risk of injury.

CTT is ultimately responsible for worker health and safety. As President & Chief Executive Officer, I give you my personal promise that every reasonable precaution will be taken for the protection of workers.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible to ensure that machinery and equipment are safe and that workers work in compliance with established safe work practices and procedures. Workers must receive adequate training in their specific work tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by CTT.

It is in the best interest of all parties to consider health and safety in every activity. Commitment to health and safety must form an integral part of this organization, from the President & Chief Executive Officer to all other workers.

Clyde Wagner  
President & CEO

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Election Campaigns</b>	<b>January 1, 2018</b>	<b>104</b>

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1. CTT employees may not canvass or work in support of a municipal candidate during work hours.
2. Working hours do not include vacation time or time on leaves of absence.
3. The following people should not take part in municipal campaign activities:
  - Chief Administrative Officer
  - Commissioners
  - Statutory and By-law Officials
  - Executive Directors/General Managers
  - Directors and other senior staff in positions of influence regarding programmes and services that have direct contact with Members of Council
  - Election staff
4. Staff in the above-mentioned restricted group are not prohibited from voting or attending all candidates meetings.
5. All other employees are not restricted from engaging in campaign activities outside working hours.
6. Staff who are working on behalf of a municipal candidate may not use any of CTT's resources (e.g. office equipment, supplies etc.) for campaign activities at any time before or during the election.
7. No employee shall wear his/her uniform while campaigning for a municipal candidate or use their title or position within CTT in a way that would lead a member of the public to infer that CTT is endorsing the candidate
8. No employee shall wear clothing or buttons that advertise any candidate, at work.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Fraud and other Irregularities</b>	<b>January 1, 2018</b>	<b>105</b>

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### **Statement of Policy Principles:**

Civic Theatres Toronto (CTT) is committed to protecting its revenue, property, information and other assets from any attempt, either by members of the public, contractors, subcontractors, agents, intermediaries or its own employees, to gain by deceit, financial or other benefits.

This policy sets out specific guidelines and responsibilities regarding appropriate actions that must be followed for the investigation of fraud and other similar irregularities.

### **Definitions**

Fraud and other similar irregularities includes, but is not limited to:

1. Forgery or alteration of cheques, drafts, promissory notes and securities.
2. Any misappropriation of funds, securities, supplies or any other asset.
3. Any irregularity in the handling or reporting of money transactions.
4. Misappropriation of furniture, fixtures and equipment.
5. Seeking or accepting anything of material value from vendors, consultants or contractors doing business with CTT in violation of the CTT's Conflict of Interest policy.
6. Unauthorized use or misuse of CTT property, equipment, materials or records.
7. Any computer related activity involving the alteration, destruction, forgery or manipulation of data for fraudulent purposes or misappropriation of CTT-owned software.
8. Any claim for reimbursement of expenses that are not made for the exclusive benefit of CTT.
9. Any similar or related irregularity.

**Applicability:**

This policy applies to all employees of CTT and board members.

**General Policy and Responsibilities:**

1. It is CTT's intent to fully investigate any suspected acts of fraud, misappropriation or other similar irregularity. An objective and impartial investigation will be conducted regardless of the position, title, length of service or relationship with the City of any party who might be or becomes involved in or becomes/is the subject of such investigation.
2. Each Agency is responsible for instituting and maintaining a system of internal control to provide reasonable assurance for the prevention and detection of fraud, misappropriations and other irregularities. Management should be familiar with the types of improprieties that might occur within their area of responsibility and be alert for any indications of such conduct.
3. CTT's President & CEO, in consultation with the City Solicitor, has the primary responsibility for the investigation of all activity as defined in this policy.
4. CTT's President & CEO will notify the Chair of the Audit Committee of a reported allegation of fraudulent or irregular conduct upon the commencement of the investigation to the extent practical. Throughout the investigation these officials should be informed of pertinent investigative findings.
5. In all circumstances, where there are reasonable grounds to indicate that a fraud may have occurred, CTT's President & CEO, subject to the advice of the City Solicitor, will contact the Toronto Police Service.
6. Upon conclusion of the investigation, the results will be reported to the, Chair of the Audit Committee.
7. CTT will pursue every reasonable effort, including court ordered restitution, to obtain recovery of CTT losses from the offender, or other appropriate source(s).

**Procedures:**

1. All Employees - Any employee who has knowledge of an occurrence of irregular conduct, or has reason to suspect that a fraud has occurred, shall immediately notify his/her supervisor. If the employee has reason to believe that the employee's supervisor may be involved, the employee shall immediately notify the President & CEO. If the employee, after notifying the President & CEO,

believes the irregular conduct or fraud is not being addressed the employee should notify the City Auditor.

FRAUD, WASTE HOTLINE	416 397-7867
Toronto, Auditor General	416-392-8030

The employee shall not discuss the matter with anyone other than his/her supervisor, the President & CEO, the City Auditor and the police. **Employees who knowingly make false allegations will be subject to discipline up to and including dismissal.**

2. Managers - Upon notification from an employee of suspected fraud, or if the manager has reason to suspect that a fraud has occurred, the manager shall immediately notify the President & CEO. If the irregular conduct or fraud is not being addressed the manager should notify the City Auditor. The manager shall not attempt to investigate the suspected fraud or to discuss the matter with anyone other than the person to whom the fraud was reported, the President & CEO and the police.
3. City Auditor - Upon notification or discovery of a suspected fraud, the City Auditor will promptly investigate the fraud. In all circumstances where there appears to be reasonable grounds for suspecting that a fraud has taken place, the City Auditor, in consultation with the City Solicitor, will contact the Toronto Police Service.
4. Contacts/Protocols - After an initial review and a determination that the suspected fraud warrants additional investigation, the President & CEO will notify the Chair of the Audit Committee of the allegations. The City Auditor shall coordinate the investigation with the appropriate law enforcement officials.
5. Security of Evidence - Once a suspected fraud is reported, the City Auditor, in consultation with the City Solicitor, shall take immediate action to prevent the theft, alteration, or destruction of relevant records. Such actions include, but are not necessarily limited to, removing the records and placing them in a secure location, limiting access to the location where the records currently exist, and preventing the individual suspected of committing the fraud from having access to the records. The records must be adequately secured until the City Auditor obtains the records to begin the audit investigation.
6. Confidentiality - All participants in a fraud investigation shall keep the details and results of the investigation confidential. However, the City Auditor, in consultation with the Corporate Access and Privacy Office of the City and the Toronto Police Service, may disclose particulars of the investigation with potential witnesses if such disclosure would further the investigation.

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7. Personnel Actions - If a suspicion of fraud is substantiated by the investigation, disciplinary action, up to and including dismissal, shall be taken by the appropriate level of management in consultation with the City Auditor and the City Solicitor.

Unless exceptional circumstances exist, a person under investigation for fraud shall be given notice in writing of the essential particulars of the allegations following the conclusion of the audit investigation and prior to final disciplinary action being taken. Where notice is given, the person against whom allegations are being made may submit a written explanation to the City Auditor no later than seven calendar days after the notice is received. This requirement is subject to any collective agreement provisions respecting the rights of employees during disciplinary proceedings.

8. Whistle-Blower Protection - No employer or person acting on behalf of an employer shall:

- dismiss or threaten to dismiss an employee;
- discipline or suspend or threaten to discipline or suspend an employee;
- impose any penalty upon an employee;
- intimidate or coerce an employee,

because the employee has acted in accordance with the requirements of the policy. The violation of this section will result in discipline up to and including dismissal.

9. Media Issues - Any staff person or elected official contacted by the media with respect to an audit investigation shall refer the media to the President & CEO or designate. The alleged fraud or audit investigation shall not be discussed with the media by any person other than through the President & CEO or designate, in consultation with the City Auditor.

If the City Auditor's office is contacted by the media regarding an alleged fraud or audit investigation, the City Auditor or designate will consult with CTT's President & CEO or designate, as appropriate, before responding to a media request for information or interview.

10. Documentation - At the conclusion of the investigation, the City Auditor will document the results in a confidential memorandum report to the Chair of the Audit Committee with a copy to the Chief Administrative Officer and the Chair of the Agency. If the report concludes that the allegations are founded, the report will be forwarded to the Toronto Police Service.

The City Auditor will also be required to make recommendations to the appropriate Chief Executive Officer which will assist in the prevention of future similar occurrences.

11. Completion of Investigation - Upon completion of the investigation including all legal and personnel actions, any records, documents and other evidentiary material will be returned by the City Auditor to the appropriate department.
12. Reporting to External Auditors - The City Auditor will report to the external auditors of the City all information relating to investigations.
13. Annual Report - As directed by Council, the City Auditor will report, on an annual basis, information related to investigations conducted during the year.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Personal Computers</b>	<b>January 1, 2018</b>	<b>106</b>

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### **Introduction**

In order to maintain the efficient and effective operations of our administrative computer systems it is necessary that you understand certain policies with regard to your use of the Civic Theatres Toronto (CTT) personal computers, e-mail and internet access. These business tools are provided to employees of CTT to be used for purposes related to CTT business. This policy outlines CTT's expectations regarding the use of e-mail, internet and computer systems at work. Both CTT and its employees have a mutual interest in appropriate use of these systems. Inappropriate use of these business tools may expose employees and CTT to legal liability or public embarrassment. The objective of this policy is to provide guidance to employees to ensure use of the computer system in a manner consistent with its business purpose and CTT's legal obligations.

### **Application of Policy**

This policy applies to all CTT employees with access to a personal computer. This policy applies to the use of any part of CTT's computers associated with internal networks and links to external networks.

Any employee engaging in conduct inconsistent with this policy may be subject to disciplinary action up to and including termination of employment.

This policy attempts to deal clearly and completely as possible with issues relating to use of personal computers, e-mail and the internet in the workplace. Where an issue arises that is not specifically dealt with in the policy, employees are expected to conduct themselves in a manner that is consistent with the General Principles stated in this policy. Where an employee has any doubt about the application of the particular circumstances they are expected to discuss the issue with their immediate supervisor.

### **General Principles:**

1. Personal computers and associated internal networks over which email is transmitted and the internet accessed are the property of CTT and are to be used only for purposes related to CTT business.
2. Information stored on CTT computers is the property of CTT. CTT may at any time without notice access, review, copy, transfer or delete any material stored

on any CTT computer including but not limited to e-mails and material downloaded from the internet.

3. Employees are expected to use CTT computer equipment in such a way as to ensure that nothing stored on or transmitted via the computer system will expose CTT or its employees to any legal liability or result in public embarrassment to CTT or its employees.
4. Employees are expected to use computer equipment in a manner consistent with the fact that any material stored on or transmitted via CTT's computer system may become public.

#### **Specific Standards of Computer System Use:**

1. The personal computer, e-mail, and internet system are only to be used for purposes related to the business of CTT subject to the exception provided for in paragraph 2 below.
2. Employees may make incidental use of the e-mail system for personal messages. This is with the understanding that such messages will be treated no differently than any other messages stored on the system. The content of such personal messages shall be consistent with the provisions of this policy. CTT reserves the right to access, review, transfer, copy or delete such personal messages.
3. E-mail messages including personal messages transmitted or stored on the computer system shall not include any material that would expose CTT to potential legal liability or the potential for public embarrassment.
4. CTT has an obligation to ensure compliance with Human Rights legislation. E-mail or material downloaded from the internet which comments negatively about persons based upon their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, handicap or the receipt of public assistance is strictly prohibited.
5. CTT computer system is not to be used for any commercial or business purpose not related to the business of CTT.
6. The CTT computer system is not to be used to copy or transmit any document, software or other information in contravention of copyright laws or intellectual property rights.

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7. The CTT computer system is not to be used in the transmission or storage of any defamatory, derogatory, obscene, offensive, pornographic, abusive, sexist, racist, threatening, harassing or false messages, or messages that disclose personal information without authorization.
  8. The sending or storage of any e-mails or the downloading of material from the internet which may compromise the integrity of CTT computer system or degrade system performance is prohibited.
  9. E-mail messages are subject to disclosure to third parties as a result of transmission errors, forwarding by recipients or because they are subpoenaed in legal proceedings. Having regard to this, e-mail messages must always be courteous, professional and business like.
  10. Employees must not attempt to circumvent any security or control measures implemented by CTT to control e-mail or internet access.
  11. Use of CTT's computer system and internet access to view or download material from any website for other than purposes related to CTT business is strictly prohibited.
  12. No employee shall use the CTT computer system to access or attempt to access or view or download material from any website containing pornographic, obscene, and racist or any material whose content is inconsistent with CTT's obligation to ensure compliance with the Human Rights Code.
  13. Employees are expected to advise their immediate supervisor immediately in the event that they find on their computer any material that contravenes any of the provisions of this policy.
  14. All files created by employees in any program licensed to be used on CTT's personal computer workstations are and remain the property of CTT. Unauthorized removal from the administrative computer system of such files is not permitted and could constitute theft.  
  
Your personal computer's response time can be affected by the number of files you maintain--particularly e-mail message files. It is your responsibility to periodically review and delete unneeded files from your personal computer. Failure to do so can slow down the response time of your personal computer. We suggest you try to do this at least quarterly.
  15. The use of any employee-owned peripheral device with CTT computers is subject to the approval of the CTT system administrator. This includes, but is not limited to, USB drives and data-storage devices.

16. All computer software loaded on each personal computer workstation at CTT is licensed and these licenses are registered with the system administrator. Installing other software applications can be illegal.

CTT as a matter of policy does not permit the use or installation of unlicensed or personally-owned software on its personal computers. If in doubt, please discuss with the system administrator.

Should you require a specific software application for your own workstation for business use, contact the system administration for proper installation. Acquisition of such software is subject to CTT's purchasing policies & procedures.

It should be understood that CTT has software and hardware maintenance agreements. Under no circumstances should you or should you invite others to tamper with the software or hardware of your personal computer. Tampering with software/hardware can invalidate our service agreements and in a worst case scenario may cause total system failure.

### **Daily Personal Computer File Back-up – Very Important!**

You are personally responsible to LOG-OFF (or shutdown completely) your computer at the end of your work day. Each file is temporarily stored on your local PC and transferred to the network server ONLY when you LOG-OFF. The daily system file back-up will not backup your files if you have not logged off. In the event your PC crashed, the system administrator will not have an ability to recover your files.

### **Microsoft Files – Excel, Word, etc. – Very Important!**

All Microsoft files have the capability of being protected with personal passwords. This is often done when information is confidential.

The documents so protected are the property of CTT and we required that when you are password protecting or changing a password protected Microsoft file in Word, Excel or Access, that you register these file passwords with CTT's system administrator.

**Computer Passwords:**

Personal Computer Access – CTT's computer users must abide by the password policy as set out by the Microsoft server software. The policy is as follows:

- password changes every 90 days
- cannot use previous 3 passwords
- cannot contain your account or full name
- password format:
  - at least 8 characters
  - contains at least three of the following four character groups:
    - English uppercase characters (A through Z);
    - English lowercase characters (a through z);
    - Numerals (0 through 9);
    - Non-alphabetic characters (such as !, \$, #, %)

You are responsible for the use of your personal password. Unauthorized use, no matter how convenient, could expose the organization to considerable risk and is not permitted. Computer users have the ability to change their own password at any time, and are required to do so under the following circumstances:

1. Where you must reveal your password to another employee, and
2. At any time where you feel your security password has been discovered.

## **Civic Theatres Toronto**

### **OPERATIONAL POLICY**

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Time Card/Clock Fraud</b>	<b>January 1, 2018</b>	<b>107</b>

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To all Staff required to punch the time-clock and or submit time cards for approval of scheduled weekly work:

1. Civic Theatres Toronto (CTT) requires that you punch in when entering the Sony Centre, St Lawrence Centre and Toronto Centre for the Arts to work and punch out when leaving.
2. Management relies upon the accuracy of time recorded on the time-clock to determine your entitlement to pay for hours worked.
3. The total time recorded on your timecard does not guarantee payment if that time has not been previously scheduled by your supervisor.
4. If, during a scheduled shift, you have your supervisor's approval to leave the location for PERSONAL REASONS, you must punch out the time-clock when you leave and punch in the time-clock when you return.
5. Failure to observe point 4 could lead to discipline up to and including termination.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Personal Digital Assistant Devices</b>	<b>January 1, 2018</b>	<b>108</b>

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The purpose of this policy is to clarify the Civic Theatres Toronto (CTT) terms and expectations regarding the provision and use of Personal Digital Assistant (“PDA”) devices (iPhones, Blackberries, etc.) in the workplace.

### **Provision of PDA’s and Responsibilities:**

1. The CTT reserves the right to determine which staff members will be provided with a PDA for usage in connection with the CTT’s business.
2. Where the CTT provides a PDA to any staff member, the CTT retains the sole discretion with respect to the continued provision of the PDA for work purposes.
3. All business charges for the PDA will be allocated to the Department in which the PDA user works.
4. The CTT retains the right to bill individual staff users for additional charges outside the PDA plan arising from excessive usage unrelated to business.
5. PDA’s and associated internal networks over which email is transmitted and the internet accessed are the property of the CTT and are to be used only for purposes related to the CTT business.
6. Information stored on the CTT networks is the property of the CTT. CTT may at any time without notice access, review, copy, transfer or delete any material stored on any CTT PDA including but not limited to e-mails and material downloaded from the internet.
7. Employees are expected to use the CTT PDA’s in such a way as to ensure that nothing stored on or transmitted via the computer system will expose the CTT or its employees to any legal liability or result in public embarrassment to the CTT or its employees.
8. Employees are expected to use PDA’s in a manner consistent with the fact that any material stored on or transmitted via the CTT’s computer system may become public.

**PDA Usage:**

All staff provided with PDA's for usage in connection with business of the CTT is required to adhere to the following:

1. To limit the use of the PDA to either responding to or otherwise addressing any matters related to work during scheduled business hours; or hours beyond regular scheduled hours, if approved by your Manager.
2. Significant, additional, out of plan "roaming" charges are incurred when using the PDA outside the 416 area code. When approved by your Manager, the use of the PDA outside the 416 area code is to be restricted to business use only. Due care and diligence to minimize additional or "roaming" voice and data charges is expected. Information and tips on how to minimize additional "roaming" charges is available from the IT department.
3. Staff is strictly prohibited from utilizing a PDA at any time when you are the driver of a moving vehicle. This is contrary to the law. Any employees found in contravention of this law will be solely responsible for any and all liabilities, claims and damages arising out of the contravention of any law. Furthermore, the staff member will be at risk of having the PDA privilege withdrawn.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Employment Status</b>	<b>January 1, 2018</b>	<b>109</b>

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Civic Theatres Toronto (CTT) provides its employees with the opportunity to apply for vacant internal positions and thus enhance their opportunities for career growth and development. Job postings for vacant positions, including temporary positions, are posted on CTT's corporate website. CTT, in certain instances, reserves the right not to post a job internally at its sole discretion.

### **Procedures and Guidelines:**

- The hiring Manager advises Human Resources of the available position within the department.
- The position is posted on CTT's corporate website for a period of seven (7) days for all employees to view. Due to time constraints, external sources such as agencies or newspaper advertising may be utilized simultaneously.
- Applications from employees and outside referrals from employees are encouraged.
- Employees are eligible to apply for posted positions provided they have successfully completed six (6) months of employment in their current position.
- Interested employees should submit an updated resume and cover letter prior to the job posting closing date, indicating the position they would like to be considered for, the reasons why they wish to change jobs, and how they meet the qualifications of the position.
- Consideration will be given to many factors, including but not limited to, the applicant's previous job performance, work history and qualifications.
- The most qualified applicants will be selected for interviews. If a current employee is selected, the employee's start date in the new position will be determined in consultation with the hiring Manager and the employee's current Manager. In most instances, the transfer should take place within two (2) weeks. There will, however, be occasions where more time is required.
- Internal candidates who apply for alternate positions within the Organization and are not selected to move forward in the process or are not offered the position will be notified in writing.
- Human Resources will advise unsuccessful external candidates interviewed.
- All Applicants will remain on file for six (6) months.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Code of Conduct</b>	<b>January 1, 2018</b>	<b>200</b>

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Civic Theatres Toronto (CTT) is committed to providing a safe, healthy workplace that promotes a high level of job satisfaction and a respectful work environment. We believe that it is a shared responsibility of all employees to work towards the constant improvement of our workplace. To assist the organization in maintaining an exemplary work environment, we require that all employees of CTT conduct themselves professionally at all times.

To preserve the values and principles of CTT, we have compiled a list of unacceptable behavioural actions that have been classified as either:

1. Hazardous to employee safety;
2. Criminal;
3. A negative influence on workplace morale; or
4. Detrimental to the success of our business.

CTT reserves the right to discipline and, in certain cases, terminate the employment of any employee for participating in any conduct that violates CTT's Code of Conduct.

Unacceptable behaviours shall include, but not be limited to the following:

- Causing physical and emotional harm to another person;
- Threats or harassing behaviour;
- Wilful damage or destruction to employer property, or employee property;
- Possession of a weapon while on employer premises, or while conducting business on behalf of the employer;
- Disorderly, immoral, or indecent conduct;
- Violation of health and safety practices, policies and procedures;
- Theft, including physical and intellectual properties;
- Insubordination;
- Dishonest, illegal or improper business activities;
- Job abandonment;
- The use, possession, sale, manufacture or dispensation of any illegal drug, alcohol, or paraphernalia associated with either;
- The use of alcohol or illicit narcotics off employer premises that adversely affects the employee's work performance, the employee's own safety or the safety of others at work, or the employer's reputation in the community;

- Failure to report to management the use of any prescribed drug which may alter the employee's ability to safely perform his/her duties;
- Arriving to work late/leaving work early without providing advance notice and/or without reasonable cause;
- Failure to properly report an absence; and
- Failure to meet stated goals, objectives and/or performance metrics required for a position.

Employees are expected to perform their job duties in a manner conducive to a safe workplace, following all employer practices, policies and procedures.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Workplace Violence and Harassment Policy</b>	<b>January 1, 2018</b>	<b>201</b>

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Civic Theatres Toronto (CTT) is committed to creating and maintaining a positive and professional workplace which is free from workplace violence. In support of this, CTT will regularly review the potential activities that may lead to workplace violence and put preventative and reporting measures in place. In addition, CTT expressly prohibits any form of discrimination and harassment as defined under the Ontario Human Rights Code, and any form of workplace harassment, including sexual harassment, as defined by the Ontario Occupational Health & Safety Act. All measures are specifically designed to meet the requirements under the Ontario Occupational Health & Safety Act.

### **SCOPE**

This policy applies to the following:

- All CTT workers, including those employed on a contract basis, plus supplied labour, client personnel, independent contractors and volunteers;
- Members of the Board of Directors and members of subcommittees of the Board;
- Persons or corporations, including contractors, in a contractual relationship or engaged in business with CTT; and,
- Patrons, visitors and members of the public on CTT premises.

### **NOTE:**

People who work on CTT premises, but are employed by another company (example: actors working for a presenter), are also encouraged to review the Workplace Violence & Harassment Policy for that company, if applicable.

Employees who are represented by a union may seek advice and/or request the presence of their Union steward.

### **REFERENCES**

1. Occupational Health & Safety Act, Part III.0.1 Violence and Harassment
2. Ontario Human Rights Code

**FORMS (see APPENDICES)**

1. Appendix A Workplace Violence or Harassment Incident Report
2. Appendix B Workplace Harassment Investigation Template

**TRAINING**

Appropriate instruction and information will be provided to all workers so that workers know:

**Workplace Violence**

- how to summon immediate assistance;
- how to report incidents of workplace violence to the employer or supervisor;
- how the employer will investigate and deal with incidents, threats or complaints; and
- understand and be able to carry out the measures and procedures that are in place to protect them from workplace violence.

**Workplace Harassment**

- how to report incidents of workplace harassment to the employer or supervisor;
- how to report incidents of workplace harassment where the employer or supervisor is the alleged harasser;
- how the employer will investigate and deal with incidents or complaints of workplace harassment;
- how information about an incident or complaint of workplace harassment will be kept confidential; and,
- that the results of an investigation and any corrective actions will be provided to the worker who alleged harassment and to the alleged harasser (if working for the same employer).

All workers will be trained on the Workplace Violence and Harassment Policy, as well as any procedures for individual departments and positions.

**POSTING**

This policy will be posted in a conspicuous location in the workplace on the Health and Safety Boards.

**REVIEW**

The Workplace Violence and Harassment Policy is developed and maintained in consultation with the Joint Health & Safety Committee. The policy will be reviewed annually, or when any gaps are identified as a result of an incident or investigation.

## **VIOLATIONS OF THIS POLICY**

All workers are expected to abide by this policy. Workers who violate this policy may be subject to disciplinary measures, up to and including termination of employment. Violations of this policy may also lead to civil and/or criminal liability.

## **PART 1 – WORKPLACE VIOLENCE**

### **DEFINITION**

**Workplace Violence** (Occupational Health & Safety Act, Section 1(1))

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violence may come from a variety of possible sources, including workers, contractors, worker domestic partners, patrons, visitors and the general public.

Specific examples of workplace violence may include, but not be limited to:

- a) shaking a fist in a worker's face;
- b) wielding a weapon at work;
- c) hitting or attempting to hit, or throwing an object at another worker;
- d) sexual violence against a worker; or
- e) trying to run down a worker using a vehicle or cause harm using other equipment, i.e. power tools.

Workplace violence does not include most accidental situations, even if a worker is hurt as a result of the accident.

### **Reprisal**

Reprisals or threats of reprisal, particularly by a person in authority, are defined as acts or threats designed to punish an individual. There shall be no reprisal against any individual who, in good faith, reports an incident of violence or participates in an investigation.

## **PREVENTION AND INTERVENTION**

Prevention and intervention are key to achieving an environment free of workplace violence. CTT supports this by providing a clear policy statement and an internal reporting system, and by providing training.

### **Assessing Risks**

CTT and the Joint Health & Safety Committee will participate in assessing the potential risks of workplace violence. This assessment will take into account the common risks at similar workplaces and risks specific to the company. Such risks will be reviewed as often as necessary to ensure workers are protected from workplace violence, but at a minimum, annually.

Certain changes will prompt a reassessment of risks, including:

- if certain workplace locations are moved, renovated, or reconfigured
- if there are significant changes to the conditions of work, such as the hours of work, or the ways in which workers interact with the public
- a violent incident indicates a risk that was not identified in an earlier assessment

### **Disclosing Persons with a History of Violence**

CTT is required to disclose information to workers including personal information, about a person with a history of violent behaviour if:

- a) the worker can be expected to encounter that person in the course of his or her work; and
- b) the risk of workplace violence is likely to expose the worker (and potentially co-workers) to physical injury.

Such disclosure shall only be made following consultation and discussion with the Human Resources Generalist, who shall consider the nature of the violence, how long ago the violence occurred, and if appropriate, the triggers of the aggression. Only information that is reasonably necessary to protect workers from physical injury will be disclosed.

## **REPORTING & RESOLVING ISSUES**

### **Immediate/Emergency Concerns**

1. Workers who are concerned about their immediate safety should remove themselves from the violent or potentially violent situation immediately.
2. Call police at **911**. Identify the street address when making the emergency call.
3. Next, call Stage Door to let them know police have been called.
4. Alert the supervisor as soon as possible.

### **Consultation & Information**

Individuals can obtain information about workplace violence or discuss an incident with an advisor including their immediate supervisor, their manager, Human Resources Generalist or their union representative, where applicable. Such informal consultation will not constitute a report of workplace violence.

**Reporting Violence or Threats of Violence**

Workers are required to report any incident which may be considered workplace violence or threat of workplace violence as soon as possible to their immediate supervisor. The report should outline the details of the incident, any witnesses who were present, and any physical evidence of the violence or threat. (See Appendix A Workplace Violence or Harassment Incident Report.)

**Confidentiality**

Information gathered during the investigation and contacts made will be documented and maintained in a confidential file, separate from the personnel file, by the Human Resources Generalist. To the extent possible, information gathered during the investigation will be kept confidential. Information about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law. Those involved in the investigation, including witnesses, will be advised that all information discussed must be kept confidential. A breach of such confidentiality will be subject to disciplinary action.

**Investigation of Reported Incidents**

All CTT workers, including contractors, must co-operate fully in any investigation under these guidelines. Any report of workplace violence or potential of workplace violence will be fully investigated. The report will provide details of the violent incident, or potential of violence, including dates, times, places, names of individuals involved and names of any witnesses. The person filing the report will be advised that the Human Resources Generalist will conduct an investigation.

The investigation will include interviews with the person who filed the report, any relevant individual(s) named in the report, and relevant witnesses. External agencies specializing in issues of workplace violence, and/or the police, may be informed or consulted during this process.

Following the investigation, the Human Resources Generalist will provide a written report of recommendations to address the incident or potential of violence, which may include (but not be limited to): disciplinary action of the person responsible for the violence (if another worker), requirement to provide a formal apology, appropriate counselling for those involved, and/or discussion with the aggressor regarding expected and appropriate workplace behaviour and responsibilities.

**Right to Refuse Unsafe Work**

A worker may refuse to work or do particular work where he or she has reason to believe that that workplace violence is likely to endanger him/her. The worker may remove him/herself from his or her workstation and remain in a safe place. Such work refusal shall follow the requirements of the Occupational Health & Safety Act, Section 43.

**Reporting Domestic Violence**

CTT is required to take all reasonable precautions to protect any worker if a domestic violence situation is likely to expose a worker or workers to physical injury in the workplace, and the employer is aware or ought reasonably to be aware of the situation. Reasonable precautions will be determined on a case-by-case basis and may include the development of an individual safety plan for the affected worker. Domestic violence is considered violence between two persons who currently have, or have had in the past, a personal intimate relationship, such as a spouse, partner, boyfriend, or girlfriend.

**Reporting to the Joint Health & Safety Committee**

CTT will report any incident of workplace violence to the relevant Joint Health & Safety Committee where a worker is disabled from their regular duties and/or requires medical attention as a result of workplace violence, within four days of its occurrence.

**Reporting to the Ministry of Labour**

When an incident of workplace violence results in a person being killed or critically injured, CTT will notify an inspector (Ministry of Labour), the Joint Health & Safety Committee and the trade union, if any, of the occurrence immediately by telephone, and in writing to the Director (Ministry of Labour) within 48 hours of the incident.

**PART 2 - WORKPLACE HARASSMENT****DEFINITIONS****Unlawful Discrimination** (Ontario Human Rights Code, Part I, Subsection 5)

Prohibited grounds of discrimination, with respect to employment are defined by the Ontario *Human Rights Code* as being: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

**Workplace Harassment** (Occupational Health & Safety Act, Section 1(1))

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome, or
- b) workplace sexual harassment

Harassment based on any of the prohibited grounds under the Ontario *Human Rights Code* is considered discrimination. Other forms of workplace harassment are considered inappropriate and detrimental to a positive working environment and will not be tolerated.

Examples of harassment include, but may not be limited to:

- a) unwelcome remarks, jokes, insults, nicknames, innuendo, or taunting;
- b) bullying;
- c) repeated offensive or intimidating phone calls or emails;
- d) posters, notices, bulletins, or electronic photos which may cause offence and encourage discrimination, or create a hostile environment;

- e) racial or ethnic slurs, and use of terminology that reinforces stereotypes based on prohibited grounds;
- f) abuse of supervisory authority that endangers a person's employment, work performance or interferes or negatively influences the person's career. This includes misuses of power including intimidation, threats, blackmail and coercion;
- g) public humiliation or degrading behaviour to a subordinate or co-worker; swearing or yelling, at subordinate or co-worker in an aggressive manner.

What is not considered harassment:

- a) reasonable action or conduct by a manager or supervisor relating to the management and direction of workers or the workplace, even if there are possible unpleasant consequences for a worker (e.g. disciplinary action, performance management, changes to schedules or duties, implementation of policies, etc.);
- b) differences of opinion or disagreements between co-workers which are handled respectfully.

### **Workplace Sexual Harassment** (Occupational Health & Safety Act, Section 1(1))

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- b) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Specific examples can include, but may not be limited to:

- a) unwelcome remarks, jokes, innuendoes, or taunting about a person's body, attire or sex;
- b) practical jokes of a sexual nature which cause awkwardness or embarrassment;
- c) displaying pornographic pictures, posters, graffiti or other offensive material;
- d) questions or comments about an individual's sexual preferences;
- e) leering (suggestive staring) or other obscene or suggestive gestures;
- f) unwanted sexual flirtations, advances, or propositions;
- g) unwanted physical contact including touching, kissing, patting and pinching;
- h) persistent unwanted contact or attention following the end of a consensual relationship;
- i) conduct such as stalking.

### **Reprisal**

Reprisals or threats of reprisal, particularly by a person in authority, are defined as acts or threats designed to punish an individual who has reported discrimination or harassment; or threats designed to dissuade an individual from reporting discrimination or harassment.

In sexual harassment cases, reprisals can also be defined as acts designed to punish an individual who has rejected sexual advances; or threats if sexual advances are rejected.

There shall be no reprisal against any individual who, in good faith, reports an incident of harassment or discrimination or participates in an investigation.

It is important to note that issues of harassment and sexual harassment may escalate over time into threats, or acts of physical violence. Alternatively, a victim of harassment or sexual harassment may react violently to prolonged harassment in the workplace. Workplace violence will not be tolerated.

## **PREVENTION AND INTERVENTION**

Prevention and intervention are key to achieving an environment free of discrimination and harassment. CTT supports this by providing a clear policy statement and an internal reporting system, and by providing training regarding worker and employer rights and responsibilities.

### **Condoning**

If a person in authority knows, or should reasonably have known, that discrimination or harassment may have occurred and fails to take appropriate action, the person in authority has condoned the discrimination or harassment and may be subject to sanctions such as disciplinary measures, up to and including termination of employment, under this policy.

Individuals who observe a situation involving the harassment of, or discrimination against, another or others have a responsibility to inform the harasser of this policy, and report it to the Human Resources Generalist, recognizing that individuals who experience discrimination or harassment are often reluctant to report it.

### **Self-help Measures**

Individuals who feel they are victims of harassment have a right and responsibility to take self-help measures wherever possible or pursue the complaint process. Whenever and wherever possible, self-help measures should be used prior to filing a formal complaint. This includes communicating with the harasser (i.e., telling them face-to-face, telephoning, or writing) indicating that his/her behaviour is offensive and unwanted. It is recognized that self-help measures may be challenging to implement, particularly if the harasser is a patron or the individual's supervisor.

### **Consultation & Information**

Consulting with an advisor (e.g. the Human Resources Generalist) does not mean that a complaint is being lodged. Individuals can obtain information about harassment or discuss an incident with an advisor including their immediate supervisor, their manager, the Human Resources Generalist or their union representative, where applicable.

Informal consultation, assistance or advice can be sought through the Human Resources Generalist. In some circumstances, CTT will take action even when a formal complaint is not filed by a complainant.

## **REPORTING & RESOLVING ISSUES – COMPLAINT & MEDIATION PROCEDURE**

### **Confidentiality**

To the extent possible, information gathered during the investigation will be kept confidential. Information about a complaint or incident will not be disclosed except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law. Those involved in the investigation, including witnesses, will be advised that all information discussed must be kept confidential. A breach of such confidentiality will be subject to disciplinary action.

Anyone may report discrimination or harassment. Workers have CTT's assurance that all complaints made in good faith will be handled confidentially.

Should a complainant or respondent choose to retain legal counsel at any stage of a complaint or appeal, it shall be at the complainant's or respondent's own expense.

All workers, including the respondent(s), are encouraged to co-operate fully in any investigation under these guidelines.

### **Step 1: Filing of a Formal Complaint**

- The complainant will submit a written complaint to the Human Resources Generalist. The complaint will provide details of the alleged harassment, including dates, times, places, names of individuals involved and names of any witnesses. (See Appendix A Workplace Violence or Harassment Incident Report.) The complainant will be advised that the Human Resources Generalist will conduct an investigation, following the Appendix B Workplace Harassment Investigation Template. The investigation will include interviews with the complainant, the respondent and, if necessary, any relevant witnesses
- The Human Resources Generalist will meet with the respondent and provide him/her with an opportunity to respond. The respondent will be advised that the Human Resources Generalist will conduct an investigation. This investigation will include interviews with the complainant, the respondent and, if necessary, any relevant witnesses. The Human Resources Generalist will request a written response from the respondent within ten days, or as soon as possible.
- Witnesses will be interviewed as necessary.
- The Human Resources Generalist will meet with the complainant and respondent, either individually or together, where appropriate.
- The meeting(s) may result in a mutually acceptable resolution, or CTT may need to take corrective action, as needed.

- Upon completion of the investigation, the appropriate persons (complainant and respondent/alleged harasser) will be advised, in writing of the conclusions reached and of any corrective action that has been taken or that will be taken as a result of the investigation.
- Should the investigation not substantiate the complaint, the Human Resources Generalist will advise both the complainant and the respondent.
- Should the investigation substantiate the complaint, appropriate corrective action will be taken. The Human Resources Generalist will provide, to both the complainant and the respondent, a written report of recommendations to address the harassment. These may include (but are not limited to): a formal apology, appropriate counselling for those involved, a mediation meeting with both parties (the nature of which would be determined on a case-by-case basis), discussion with the respondent regarding expected and appropriate workplace behaviour and responsibilities, and/or disciplinary action, up to and including termination.
- Complaints that are found to be trivial, frivolous, vexatious or made in bad faith may result in disciplinary action against the complainant. The severity of the action will depend on the seriousness and impact of the complaint.

At all times, CTT will ensure an impartial/unbiased person investigates the complaint.

## **Step 2: Other Options**

Despite the processes set out in this policy, individuals have a right to resort to the enforcement of their rights and obligations under the applicable legislation

## **Record Keeping**

Information gathered during the investigation and contacts made will be documented and maintained in a confidential file, separate from the personnel file, by the Human Resources Generalist. Records to be kept on file include a copy of the complaint or details about the incident; a record of the investigation including notes; copies of witness statements, if taken; a copy of the investigation report, if any; a copy of the results of the investigation that were provided to the worker who reported workplace harassment and the alleged harasser; and a copy of any corrective action taken to address the complaint or incident of workplace harassment. For Occupational Health & Safety Act purposes, records must be kept for at least one year from the conclusion of the investigation.

**APPENDIX A - WORKPLACE VIOLENCE OR HARASSMENT INCIDENT REPORT**

CTT workers are required to report all incidents of workplace violence and harassment to Human Resources Generalist. This form may be completed, or alternatively, used as a guideline to assist in reporting the appropriate information; written submission in any form will be accepted. Refer to the Workplace Violence and Harassment Policy for further info.

**Workplace Violence**

Workplace violence is defined as:

- a) the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violence may come from a variety of possible sources, including workers, contractors, worker domestic partners, clients and the general public.

**Workplace Harassment**

- a) engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.
- b) workplace sexual harassment

**Workplace Sexual Harassment**

- c) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expressed, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- d) making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

<b>Worker Information</b>	
Name:	Job Title:
Home phone:	Cell phone or alternate contact:
Please confirm the preferred method of contact: <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Other: _____	Email address (optional):
<b>Description of Incident(s)</b> (attach additional sheets, if necessary)	
Please describe the incident (s) including the following: <ul style="list-style-type: none"> <li>• names of individuals involved in the incident (if known), and/or description of individuals</li> <li>• location, date and time of the incident(s)</li> <li>• any witnesses, including names and contact information</li> <li>• details about the incident(s) (behavior and/or words used)</li> </ul>	
<b>Relevant documents/evidence</b>	
Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach relevant documents, please list them. If someone else has relevant documents, please note that.	

**Description of Incident(s)** (attach additional sheets, if necessary)

\_\_\_\_\_  
Signature of Individual reporting

\_\_\_\_\_  
Date

\_\_\_\_\_  
Received by (Employer representative)

\_\_\_\_\_  
Date

**APPENDIX B - WORKPLACE HARASSMENT INVESTIGATION TEMPLATE**

This template may be used for guidance in investigating workplace harassment incidents or complaints. It may not be appropriate for complex workplace harassment investigations. The person conducting the investigation must not have been involved in the incident or complaint of workplace harassment and must not be under the direct control of the alleged harasser. Refer to the Workplace Violence and Harassment Policy for further info.

(Source: Ministry of Labour <https://www.labour.gov.on.ca/english/hs/pubs/harassment/schedulee.php> )

<b>Name of Investigator:</b>	<b>Job Title/ Department:</b>
<b>Date of Investigation:</b>	
<b>A. BACKGROUND INFORMATION - Who are the people involved? Are they workers as defined by Occupational Health &amp; Safety Act (OHSA)? Who reported and when?</b>	
Name of the person who reported workplace harassment:	Job Title/ Department:
Name of the person who allegedly experienced workplace harassment (if not the same as above):	Job Title/ Department:
Date complaint/concern raised and how:	
Name of the worker(s) (complaining or possible exposed to workplace harassment):	Job Title/ Department:
Name of respondent(s) (alleged harasser) If not a worker, provide details.	Job Title/ Department:

<b>B. INVESTIGATION PLAN - Plan and Conduct the Investigation</b>
<input type="checkbox"/> Obtain the worker(s) concerns of harassment in writing, if possible. Assistance should be provided in completing the form where necessary.
<input type="checkbox"/> An investigator needs to interview the worker who allegedly experienced workplace harassment and the alleged harasser (if a worker of the employer). If the alleged harasser is not a worker of the employer, the investigator should make reasonable efforts interview him or her.
<input type="checkbox"/> Make a list of possible relevant witnesses. The worker who allegedly experienced workplace harassment and the alleged harasser should be asked for names of any relevant witnesses.
<input type="checkbox"/> Interview relevant witnesses. Ask specific questions about what they have observed, are aware of or have personally experienced. If the witnesses are not workers of the employer, the investigator should make reasonable efforts to interview those witnesses.
<input type="checkbox"/> Collect and review relevant documents from the worker, alleged harasser, witnesses and the employer.
<input type="checkbox"/> Take detailed notes.
<input type="checkbox"/> Keep the investigation confidential. Instruct the worker who allegedly experienced workplace harassment, the alleged harasser and witnesses not to talk to others about the investigation unless it is necessary, for instance, to obtain advice or counselling.
<b>C. WORKER(S) CONCERNS/WORKPLACE HARASSMENT ALLEGATIONS</b>
When did the incident(s) occur? Confirm date of first incident and any subsequent behaviours or conduct. Note that recalling events of harassment can be stressful for the complainant.
<input type="checkbox"/> Date of first incident
<input type="checkbox"/> Date of last incident
<input type="checkbox"/> Date of other incident(s)
<b>D. ALLEGED HARASSER(S) RESPONSE</b>
<input type="checkbox"/> The alleged harasser(s) will likely need details of the allegation of harassment to be able to respond.
<b>E. INTERVIEW RELEVANT WITNESSES</b>
<input type="checkbox"/> List witnesses. Interview relevant witnesses and make notes.
<b>F. COLLECTED DOCUMENTATION</b>
<input type="checkbox"/> List the documents collected for the investigation and how or from whom they were obtained.
<b>G. INVESTIGATION RESULT(S) - The investigator's summary report should set out who was interviewed, what evidence was obtained and an analysis of the evidence to determine whether workplace harassment occurred.</b>
<input type="checkbox"/> Summary of key evidence
<input type="checkbox"/> Recommended next steps
<input type="checkbox"/> Report provided to:

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Religious Observance</b>	<b>January 1, 2018</b>	<b>202</b>

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Civic Theatres Toronto (CTT) recognizes that employees may experience a conflict between their work schedule and a religious observance obligation from time to time. CTT is committed to resolving such conflicts to facilitate the employee's ability to meet their obligations in connection with religious observance requirements. We invite employees to bring to the attention of Human Resources any issues of religious observance requirements requiring accommodation. We would draw to your attention the following important matters relevant to the accommodation of religious observance obligations.

### **1. Expectations of Employees**

Employees are required to advise CTT in writing of any religious observance obligations posing a conflict with your scheduled work obligations as soon as the employee is in a position to identify the conflict. Early notification provides the best opportunity to effectively address any scheduling changes required to meet your needs and the needs of CTT with the least disruption.

### **2. Proof of Religious Observance Obligation**

The accommodation of religious observance obligations assume the existence of obligations that in fact attend an employee's observance. CTT has a right to have a confirmation of the existence of a religious observance obligation of the employee seeking accommodation. As a result, CTT reserves the right to request documentation confirming the employee's affiliation with and observance of religious obligations.

### **3. Managing Accommodation Requests**

When an Employee communicates a religious observance obligation that conflicts with a workplace schedule or obligation it shall be addressed in accordance with CTT's Protocol to support Religious Observance Accommodation.

### **4. Time off**

An employee who requests an additional religious holiday will be granted the time off either as a vacation day, a personal day or unpaid day off subject to the prior written approval of Human Resources.

Employees requiring special accommodations during working hours for religious observance should discuss this and make any suitable arrangements with Human Resources.

# SONY CENTRE FOR THE PERFORMING ARTS

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Employment Equity</b>	<b>January 1, 2018</b>	<b>203</b>

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Civic Theatres Toronto (CTT) aims to provide a working environment of understanding, dignity and respect in which all employment decisions and advancement opportunities are based solely on skills, education, experience and other relevant job-related factors.

CTT is committed to the principles of Employment Equity. Treating each individual with dignity and respect is fundamental to our working philosophy. This involves taking proactive measures to ensure that all employee action is taken solely on the basis of ability, experience and merit.

The Employment Equity process:

- identifies and eliminates any discrimination in the our employment procedures, policies and practices;
- eliminates the possibility of discrimination through the development of appropriate measures and accommodation, where required;
- recognizes the value and dignity of each individual;
- ensures equal opportunities; and
- strives for a qualified workforce that reflects diversity on a national scale.

CTT recognizes that meeting the goals of Employment Equity is best achieved in a workplace that promotes equal opportunities in a positive and supportive working environment.

In compliance with provincial Human Rights legislation, Pay Equity legislation and our own commitment to Employment Equity, the Organization will make every effort to ensure that:

- no one is discriminated against in the course of employment on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status, or disability;
- everyone is treated fairly and with respect in all aspects of employment, including recruitment, application, selection, transfer, promotion, performance appraisal, salary or wages and benefits, training and development, termination and conditions of employment.

Salary and wage ranges are based on the value of the work performed.

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Jury Duty</b>	<b>January 1, 2018</b>	<b>204</b>

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A leave of absence with normal pay will be granted to salaried and permanent non-union hourly employees who are called to serve as a juror provided the employee complies with the following conditions:

1. You inform your manager/supervisor immediately upon receiving notice from the court of your requirement for jury duty.
2. On completion of the jury duty, you present to your manager/supervisor a satisfactory certificate showing the period of such service, and you pay back to Civic Theatres Toronto the full amount of any compensation received by the court for your service.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Confidential Information</b>	<b>January 1, 2018</b>	<b>205</b>

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Employees of Civic Theatres Toronto (CTT) are expected to exercise honesty, integrity and diligence in performing their duties for CTT. This includes a responsibility to exercise discretion in the handling and communication of CTT's information.

This policy is intended to provide positive direction in order to prevent potential breaches of confidentiality.

It should be clearly understood that information including but not limited to personnel, compensation, programming, contractual negotiations and contracts, sales (example, daily box office wrap sheets), marketing (example, customer lists), development (example, prospect leads, or funding amounts), labour relations/negotiations, and operations is confidential and cannot be communicated either outside the organization or outside your department without express approval of your manager.

The indiscriminate release of such information by a CTT employee either during or after employment to a business competitor, business partner, member of the public having influence on CTT, or another employee outside of your department is a breach of confidentiality.

It should be clearly understood that the appropriate channel for confidential information to be relayed to the Board of Directors of the CTT is through the President and Chief Executive Officer.

Should you have any doubt about the appropriateness of discussions with others outside the organization consult with your superior.

Employees who do not adhere to this policy and find themselves in breach of confidentiality are subject to disciplinary action up to and including dismissal.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Education Reimbursement</b>	<b>January 1, 2018</b>	<b>206</b>

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Employees are encouraged to enhance job-related skills and expertise through departmental training and continuing education for which through the Education Reimbursement Program, CTT will assist employees financially in furthering one's professional development. This policy applies to most courses and certificate programs.

### **Eligibility to Participate**

Full-time employees in good standing who have completed six (6) months of continuous service prior to the course registration are eligible to participate in the Program. Employees may take a maximum of two (2) courses lasting not more than a maximum of five (5) working days in duration (in the event the course is scheduled during regular working hours) every quarter, subject to Management approval, internal training commitments and annual budget amounts.

### **Course/Program Eligibility**

All courses eligible for reimbursement must be career-specific. The course work must be relevant to the employee's position on the date the course begins or to the general business activities of CTT on such date. Other non-industry courses may be eligible for reimbursement, at the sole discretion of CTT.

### **Payment**

The total reimbursement for all Continuing Education courses is limited to \$2,000 per fiscal year per employee.

### **Terms and Conditions:**

#### **Company Initiated Courses and Training (Internal)**

The course subject and educational institution will be determined by the Director and Divisional VP. The total cost of the course will be paid for by CTT at the time of enrolment, and travel expenses will be reimbursed as per the current expense reimbursement policy. Each course with a value above \$1,000 will be covered by an agreement between the employee and CTT, setting out the details of the approved course, amounts to be paid, and conditions covering the payment of training.

#### **Continuing Education (External)**

The course subject must be taken at a recognized educational institution. Courses must be approved, in writing, prior to enrolment. The request must include:

- documentation of the overall cost of the course;
- a brief justification of the course, as well as the anticipated benefit to the Organization.

The request must be approved by the employee's Division Vice President and by Human Resources.

CTT will, upon course commencement, reimburse to the employee 50% of the tuition for each approved course, provided a copy of the registration bill with proof of payment is submitted along with an approved request. To obtain reimbursement for the remaining 50%, you must achieve a successful grade of "B" or better and must submit to Human Resources, within ninety (90) days of completion of the course, a copy of the final grade report.

It should be noted that the total reimbursement for the course is subject to the maximum limit as outlined above.

Exemption fees, penalty fees, meals, transportation, texts, tools, computers, software, equipment, and other miscellaneous expenses will not be reimbursed and are the sole responsibility of the employee.

### **Repayment**

If the employee voluntarily terminates employment with the Organization within six (6) months of course completion, he/she shall reimburse the Company for all costs paid; if the employee voluntarily terminates their employment between six (6) and nine (9) months of course completion, he/she shall reimburse the Company for 50% of the costs paid.

If the employee withdraws from the course or receives a failing grade, he/she shall repay the Company the course amount and any withdrawal fees, where applicable. In addition, the employee will not be eligible for early reimbursement in the next quarter in which courses are taken.

Unusual cases or extenuating circumstances will be considered on a case-by-case basis.

Any exceptions to the Education Reimbursement Policy requires pre-approval from President & CEO or VP of Finance & Administration.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Employment of Relatives</b>	<b>January 1, 2018</b>	<b>207</b>

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1. For the purposes of this policy "relative" is defined as an employees' father, mother, spouse, child, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, cousin, aunt or uncle, including "step" relationships.
  
2. The relative defined above shall not be hired where:
  - a) the relative would work in the same area or jurisdictions; and
  - b) a direct supervisory/subordinate relationship would exist; and
  - c) in any other circumstances where given the respective positions there would be the potential for favouritism or conflict of interest.

3. What if such a relationship currently exists within the CTT?

Where employees are currently related and working within CTT or subsequently enter into marriage while employed by CTT employment may continue, however, where such employees fall within the criteria outlined in point 2, management will make all reasonable effort to provide alternative employment arrangements with respect to placement and work assignment.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Conflict of Interest</b>	<b>January 1, 2018</b>	<b>208</b>

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### **Policy Statement**

Employees of Civic Theatres Toronto (CTT) are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties for the organization. Employees are required to support and advance the interests of the organization and avoid placing themselves in situations where their personal interests actually or potentially conflict with the interests of CTT.

### **Application**

This policy applies to all CTT employees. The standards outlined in this policy are particularly relevant to employees who are in a position to make or influence decisions of the organization.

### **Definition**

A conflict of interest refers to a situation in which private interests or personal considerations may affect an employee's judgment in acting in the best interest of CTT. It includes using an employee's position, confidential information or corporate time, material or facilities for private gain or advancement or the expectation of private gain or advancement. A conflict may occur when an interest benefits any member of the employee's family, friends or business associates.

### **Conditions**

The rules and examples that follow do not exhaust the possibilities for conflict of interest, but they identify obvious situations covered by the policy.

### **Special Treatment**

Employees are not allowed to use their positions to give anyone special treatment that would advance their own interests or that of any member of the employee's family, their friends or business associates.

### **Receiving Fees or Gifts**

Employees may not accept gifts, money, discounts or favours including a benefit to family members, friends or business associates for doing work that the city pays them to do. The exceptions to this are promotional gifts or those of nominal value e.g., coffee mug or letter opener with the company's logo or the occasional lunch.

### **Outside Work or Business Activities**

Employees may not engage in any outside work or business activity:

- a) that conflict with their duties as CTT employees;

- b) which use their knowledge of confidential plans, projects or information about holdings of the organization; and
- c) that will, or is likely to, negatively influence or affect them in carrying out their duties as CTT employees.

### **Using CTT Property**

Employees may not use, or permit the use of, items of city property, facilities, equipment, supplies or other resources for activities not associated with their work. Any exceptions to this must be expressly approved in writing by their manager/supervisor.

### **Confidential Information**

Employees may not disclose confidential or privileged information about the property, or affairs of the organization, or use confidential information to advance personal or others' interests. Employees cannot divulge confidential or privileged information about the CTT's employees without those employees' written authorization.

### **Financial Interest**

Employees who knowingly have financial interests in a CTT contract, sale or other business transaction, or have family members, friends or business associates with such interests, must not represent or advise the organization in such transactions.

### **Guidelines for Management and Professional Staff**

Some positions in the organization are more susceptible than others to conflicts of interest. The following two sections are specifically for executives, managers and employees who give professional advice or assistance, or who work on program policies or budgets. These sections also refer to employees in confidential positions working with the above-mentioned staff.

### **Representing Others**

CTT staff described in the paragraph above may not appear before City of Toronto Council or a City of Toronto Committee on behalf of a private citizen other than himself/herself, his/her spouse, his/her parents, or his/her minor children, where the employee is either paid, or is involved in any way in the issue/policy.

### **Appointments**

CTT staff who hold positions described above may not seek or accept appointment to a City committee or board and require permission from the President and Chief Executive Officer before accepting appointments to other municipal, provincial or federal commissions, boards and committees. CTT staff who hold positions as board members on community agencies that deal with issues related to their work at the City should inform the President and Chief Executive Officer of their appointments. When agency issues arise that place them in actual or potential conflict with city policy or procedures, they should declare a conflict of interest.

**Requirement to Report Conflict of Interest**

If employees or their family members, friends or business associates have a personal or financial interest that might present a conflict or bias in connection with their duties as CTT employees, they must report this conflict to the President and Chief Executive Officer in writing.

**Reporting a Conflict of Interest**

When an employee reports a conflict of interest to the President and Chief Executive Officer in writing, a copy shall be forwarded to the Chief Administrative Officer of the City of Toronto. If an employee alleges wrongdoing on the part of CTT or its management, board members, officers, employees, agents or contractors, he/she should report this in writing directly to the Chief Administrative Officer of the City of Toronto.

**Failure to Comply With the Policy**

Employees who fail to comply with this policy are subject to disciplinary action up to and including dismissal.

**Implementation**

Managers and supervisors must make the policy available to all employees and must discuss the entire policy with their employees and highlight any of the rules that have particular relevance, given the nature of the employees' work. Managers and supervisors who need assistance interpreting rules and how they apply to specific situations must talk to their departments Directors and/or President and Chief Executive Officer. Serious consequences may result from the contravention of this policy. Employees should check with management if they need assistance in interpreting whether a situation they have experienced or are confronting puts them in a conflict of interest situation.

**Sample Questions and Answers**

The specific rules and examples that follow do not exhaust the possibilities for conflict of interest, but they do identify obvious situations covered by the policy. The accompanying questions and answers are merely illustrations to help explain each rule.

**Special Treatment**

Employees are not allowed to use their positions to give anyone special treatment that would advance their own interests or that of any member of the employee's family, their friends or business associates.

Sample question: "A member of my family asked me to bring home an extra permit. I could get an extra permit because I work in the Permits Office, but won't do that. Everyone has to follow the standard procedure for permit applications. Am I right?"

Answer: Yes, you are right. Bending the rules to favour a family member or friend would be a conflict of interest.

### **Receiving Fees or Gifts**

Employees may not accept gifts, money, discounts or favours including a benefit to family members, friends or business associates for doing work that CTT pays them to do. The exceptions to this are promotional gifts or those of nominal value e.g., coffee mug or letter opener with the company's logo or the occasional lunch.

Question: "What should I do if a client gives me a gift or some money to thank me for doing a good job?"

Answer: Politely refuse the gift or money. You could explain that while you appreciate the offer, accepting it would not be proper according to the CTT's conflict of interest policy. Someone might interpret the gift as a bribe to get special treatment.

Question: "I'm involved in seeking sponsorship revenues for CTT and have been invited to a gala dinner where it is likely I will be able to meet potential corporate clients. Can I accept the invitation?"

Answer: You may go to the gala, however, if you are going to meet potential clients at the dinner you should pursue them at a later time.

Question: "I'm involved in seeking out new programming activity for the CTT and an organization which creates productions has invited me to meet them to see the productions and discuss presentation terms. They will pay for my hotel and meals as they will for any credible presenter in North America. Should I accept the invitation?"

Answer: You may go but the CTT must pay all your expenses. Accepting the producing organization's offer to pay for these expenses creates an impression that you may accept terms and conditions for presentation that are not in the best interests of CTT and/or worse that you are personally gaining by the transaction.

### **Outside Work or Business Activities**

Employees may not engage in any outside work or business activity:

- a) that conflict with their duties as CTT employees;
- b) which use their knowledge of confidential plans, projects or information about holdings of the corporation; and
- c) that will, or is likely to, negatively influence or affect them in carrying out their duties as CTT employees.

Question: "I am a Manager in the Facilities department and a friend who is bidding on a CTT contract has asked me to coach him on the preparation of his bid. Am I permitted to assist him?"

Answer: No, you cannot assist him even if you are not directly involved in the assessment of the contract on which he is bidding. Your knowledge of CTT contracts could lead to the perception that your friend would have an advantage over other bidders.

Question: "I am an usher and I have been asked by an accredited institution to teach a course on CPR. I will be paid a fee for this course. Am I permitted to teach the course?"

Answer: Yes, as long as you are not teaching individuals that you would normally be teaching as part of your job and do not wear a CTT uniform when teaching the course.

Question: "I am a food and beverage supervisor and I own a restaurant. Is this a conflict of interest? What should I do?"

Answer: This may well be a conflict. You must disclose this involvement in writing to the President and Chief Executive Officer.

### **Using City Property**

Employees may not use, or permit the use of, items of CTT property, facilities, equipment, supplies or other resources for activities not associated with their work. Any exceptions to this must be expressly approved by the President and Chief Executive Officer and/or the Board of Directors.

Question: "Sometimes I'm allowed to bring our corporate camera home overnight so I can go directly to the promotion site in the morning. Would it be all right for me to use the camera for my own pictures while I have it offsite?"

Answer: No, it would not be acceptable to use a CTT property for that kind of thing.

Question: "I do a lot of charity and volunteer work. Can I use my position and access to CTT property to assist those charities in their fundraising or other activities?"

Answer: No. Your volunteer work is important to the community and while the city supports volunteerism, use of CTT property is not appropriate.

### **Confidential Information**

Employees may not disclose confidential or privileged information about the property, or affairs of the organization, or use confidential information to advance personal or others' interests. Employees cannot divulge confidential or privileged information about the city's employees without those employees' written authorization.

Question: "In my work I sometimes learn confidential information about ticket prices the CTT intends to offer for upcoming attractions. I assume it would be wrong for me to share that information before the on-sale date with a friend who

works for a competing organization that might present a similar attraction. Am I correct?"

Answer: Yes, you are correct. That would be a conflict of interest.

### **Financial Interest**

Employees who knowingly have financial interests in a CTT contract, sale or other business transaction, or have family members, friends or business associates with such interests, must not represent or advise the organization in such transactions.

Question: "My husband owns a company that the CTT is considering doing business with as a supplier. Would that prevent me, a CTT employee, from being involved in the decision as to whether to use that supplier?"

Answer: That's right. You should declare your conflict of interest and the CTT would probably assign somebody else to assist with that decision.

### **Guidelines for Management and Professional Staff**

Some positions in the organization are more susceptible than others to conflicts of interest. The following two sections are specifically for managers and employees who give professional advice or assistance, or who work on program policies or budgets, and also refer to employees in confidential positions working with any of those staff.

### **Representing Others**

Staff described in the paragraph above may not appear before City of Toronto Council or a City of Toronto committee on behalf of a private citizen other than himself/herself, his/her spouse, his/her parents, or his/her minor children, where the employee is either paid, or is involved in any way in the issue/policy.

Question: "I am a management employee at the CTT. Does that prevent me from speaking on behalf of a friend before the City of Toronto Committee of Adjustment?"

Answer: You could speak for your friend before the Committee of Adjustment, as long as you are not being paid to do it and as long as the issue before the Committee of Adjustment is not in any way related to your work at the CTT.

### **Appointments**

Staff who hold positions described above may not seek or accept appointment to a City of Toronto committee or board and require permission from the President and Chief Executive Officer before accepting appointments to other municipal, provincial or federal commissions boards and committees.

Question: "I work on the CTT's budget so this section of the policy applies to me. Does that mean I cannot serve as a member of the library board?"

Answer: It means you must have the permission of your Chief Executive Officer or before seeking that office. Staff who hold positions as board members on community agencies that deal with issues related to their work at CTT should inform the President and Chief Executive Officer of their appointments. When agency issues arise that create potential or actual conflicts of interest, these should be declared by the employee.

Question: "I am a professional employee in CTT and I am on the board of a theatre community organization that works on behalf of its member organizations and advocates for them. If the board decides to submit a brief that argues for increased funding to theatres what role (if any) should I take in this process?"

Answer: You should declare a conflict of interest when this issue arises and make it clear that you cannot contribute to the brief or any lobbying that follows.

### **Requirement to Report Conflict of Interest**

If employees or their relatives have a personal or financial interest that might present a conflict or bias in connection with their duties as a CTT employee, they must report this conflict to the President and Chief Executive Officer in writing.

Question: "My husband works for the XYZ Printing Company. I work for the CTT and sometimes issue outside printing contracts to companies that include XYZ. Does that mean I should inform the President and Chief Executive Officer about the situation?"

Answer: Yes, you should inform the President/CEO in writing about your potential conflict in cases where XYZ is given work.

### **Other Related CTT Policies**

Employees should be aware of and governed by CTT's:

**Operational Policy #105 – Fraud & Other Irregularities**  
**Employment Policy #207 – Employment of Relatives**

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Holidays</b>	<b>January 1, 2018</b>	<b>209</b>

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1. All non-union Salaried, Permanent Hourly and Casual Hourly employees are entitled to nine (9) statutory holidays:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Christmas Day
Victoria Day	Boxing Day
Canada Day	

and two (2) non-statutory holidays:

Easter Monday	Civic Day
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2. Qualified employees who work on a holiday defined in this policy will be paid at time and one-half for actual hours worked on the holiday. The holiday is midnight to midnight on that day.

Qualified employees who work on a holiday as defined in this policy will be entitled to either of the following at their election:

- a) paid holiday pay in accordance with the *ESA*;
- b) provided with a lieu day off with pay.

3. All non-union employee entitlements with respect to statutory holidays shall be subject to the qualifying provisions set out in the Employment Standards Act, R.S.O., as amended.

4. To qualify for a paid statutory holiday, a qualified employee must:
  - a) have earned salary during the four (4) work weeks immediately preceding a statutory holiday;
  - b) have met the requirements of the *ESA* in terms of work performed on the scheduled work day both immediately preceding and following a statutory holiday.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Vacation</b>	<b>January 1, 2018</b>	<b>210</b>

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The Civic Theatres Toronto (CTT) recognizes the importance of vacation time to maintaining a productive and motivated workforce. All salaried employees are expected and encouraged to take vacation time in accordance with the entitlements and terms set out below.

1. Subject to the provisions in this policy, vacation will be earned based on classification and length of service from the start date in each classification. Notwithstanding the foregoing, where an employee transfers from one classification to another, the employee shall not be provided with less vacation entitlement than they had under the previous classification.

In connection with:	Enhanced	Basic	Part Time
One year of service	15 days	10 days	4%
Two years of service	20 days	15 days	6%
Ten years of service	25 days	20 days	8%
Fifteen years of service or more	30 days	25 days	

2. As of January 1 of every year, the CTT will post the vacation entitlement available for each employee to be taken between January 1 and December 31 of that year assuming a full year of active service within the year.
3. The maximum number of vacation days that may be carried forward beyond 31<sup>st</sup> December in any year is 5 days. Any vacation days earned in the year and not utilized by December 31<sup>st</sup> of the same year beyond 5 days, are forfeited and are not subject to payment. However, in no event will an employee receive less than his/her minimum vacation entitlements pursuant to the *Employment Standards Act, 2000*.
4. The scheduling of vacation time shall be worked out between the employee and his/her manager. Every effort will be made to schedule vacation time in accordance with the employee's preference. However, vacation scheduling must not interfere with the ability of CTT or any of its Departments to operate effectively. All vacation scheduling must be approved by the employee's superior. Employees are encouraged to submit vacation requests to their superior with as much notice as possible, particularly in peak periods for CTT.

5. Vacation pay shall only be paid out in connection with the taking of vacation time in accordance with this policy. No payment will be made in lieu of vacation or in connection with any other time off work except;
  - a) where an employee terminates; or
  - b) where an employee is sick for four or less days consecutively, and has utilized all outstanding sick day entitlement for the year, and wishes to utilize available vacation plan day entitlement for the year; or
  - c) where an employee who has been on sick leave is unable to utilize his/her vacation entitlement in accordance with the terms of this policy.
6. Every vacation day taken is valued as one full day vacation day. The CTT does not credit part vacation days.
7. Employees absent from work on approved unpaid leaves of absence (e.g., pregnancy leave, parental leave, emergency leave, disability leave, etc.) will continue to accrue vacation time while on leave.
8. Should an employee quit and have taken all of their annual vacation, CTT reversed the right to claw back unearned vacation days from the employee's final pay.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Bereavement Leave</b>	<b>January 1, 2018</b>	<b>211</b>

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Civic Theatres Toronto (CTT) provides employees with a paid leave of absence when there is a death in the family.

This policy applies to all salary and hourly non-union employees.

CTT provides employees with four (4) days paid leave of absence upon the death and funeral of any of the following family members:

- The employee's spouse
- A parent, step parent or foster parent of the employee or the employee's spouse
- A child, step-child or foster child of the employee or the employee's spouse
- A grandparent, step grandparent, grandchild or step grandchild of the employee or the employee's spouse
- The spouse of a child of an employee
- A brother, step brother, sister or step sister of the employee or the employee's spouse

Bereavement leave must be taken between the day of the death and seven calendar days following the funeral.

If the death of a family member occurs during an employee's vacation, the employee will be granted bereavement leave with pay and the vacation credits will be restored.

Employees must inform their supervisor/manager of the death and dates of bereavement leave.

Employees may be required to provide supporting documentation if requested.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Permanent Part Time Benefits</b>	<b>January 1, 2018</b>	<b>213</b>

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Civic Theatres Toronto (CTT) provides non-union hourly Permanent Part Time employees with benefits which require the minimum qualification criteria which are outlined below.

### **Medical and Dental Benefits**

A permanent part time employee must have a minimum of three months continuous service to qualify for single medical and dental coverage. A permanent part time employee must be regularly scheduled to work each week for a minimum of 15 hours per week to qualify for single medical and dental coverage. This coverage does not extend to dependents.

Contributions to the plan are 100% paid by CTT. The plan is administered via the City of Toronto and additional information on specific benefits can be received from the Human Resources, Generalist.

### **Vacation Pay**

Vacation pay is accrued throughout the year on wages earned and the vacation pay is paid out in the first or second pay period after June 30.

All permanent part time employees are entitled to a minimum of 4% of wages earned.

In the year in which a permanent part time employee enters the second year of continuous employment from their start date; the vacation pay accrual will be increased to 6% of wages earned.

In the year in which a permanent part time employee enters tenth year of continuous employment from their start date; the vacation pay accrual will be increased to 8% of wages earned.

# Civic Theatre Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Personal &amp; Sick Days</b>	<b>January 1, 2018</b>	<b>214</b>

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### **Sick Days**

Each January 1, all permanent salaried staff can accumulate 1 day per month per year that can be used for absence due to sickness.

1. Each employee is granted an allowance of twelve (12) days of paid sick leave effective January 1 of each year. New employees are prorated a portion of the year of their hire.
2. A doctor's certificate explaining the reason for absence is required for more than three (3) days of continuous absence.
3. Unused days may not be carried over from year-to-year.
4. Unused days are not subject to payment in lieu.
5. Used in 1/2 day.

### **Personal Days**

Whether it is a pre-arranged or an emergency leave, full time permanent employees are eligible for up to three (3) paid personal days per fiscal year, to attend to matters or situations which cannot be scheduled or addressed outside of business hours.

Employees with less than one (1) year of service will accrue .75 personal day per quarter to a maximum of three (3) days. Contract employees whose contract is a minimum of one (1) year will be eligible for three (3) personal days. Contracts extending into the next fiscal which are not for the full duration of the fiscal year will have these days prorated accordingly.

Personal Days may be used in minimum increments of a half day only.

Employees who exhaust their personal time may request an unpaid Emergency Leave day, where applicable (refer to the *Emergency Leave* policy).

Personal days are permitted for the following circumstances:

- to attend medical appointments;
- to care for a sick relative, spouse or child;
- to attend to a family emergency; or
- to attend to a personal illness (once the employee has exhausted his/her sick day annual maximum).

Personal days should be pre-arranged, whenever possible, (i.e. when using to attend scheduled appointments) with the employee's Manager at least two (2) days prior to taking the requested time off. Any absence due to emergencies must be reported to your Manager at the first available opportunity.

**Medical Documentation**

Proper medical documentation may be requested at any time if the reason for the absence is due to personal illness or injury, regardless of the duration of the absence.

It is the employee's responsibility to pay for any costs related to the completion of medical documentation.

Part time employees are ineligible for paid sick or personal days and should follow applicable departmental procedures when requesting sick or personal time.

Employees who exhaust their sick and personal day entitlements within the fiscal year and who require additional days off due to illness/injury or personal reasons may be required to draw from their accrued vacation entitlements. Requests for unpaid time away from work; outside of leave of absences which are provincially legislated, will be looked at on a case by case basis depending on the circumstances and approval is at the discretion of management.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Short Term Disability</b>	<b>January 1, 2018</b>	<b>215</b>

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### 1. PURPOSE

- 1.01 The purpose of this policy is to outline benefits that may be available to eligible employees during a period of absence due to an illness or injury that is not covered by the *Ontario Workplace Safety and Insurance Act*.

### 2. SCOPE

- 2.01 This Statement of Policy and Procedure applies to all Full-time Salaried Non-union employees and Unionized employees covered by Unifor and its Local 2003E.

### 3. POLICY

- 3.01 Subject to the conditions specified in Paragraphs 3.03 and 3.04, employees who have completed one year of service with Civic Theatres Toronto (CTT) and who suffer a non-occupational illness or injury which causes an absence from work may become entitled to receive short term disability benefits up to a maximum period of twenty-six (26) weeks commencing on the date of disability.
- 3.02 Short term disability benefits (STD) provided for a period of up to twenty-six (26) weeks, such benefits shall be based on seventy-five percent (75%) of regular base pay.
- 3.03 Exclusions: Short-term disability benefits are not paid if:
- a) the employee is not under the care of a licensed physician;
  - b) the illness or injury:
    - i) is covered by *Ontario Workplace Safety and Insurance Act* (Workers' Compensation) or the Canada/Quebec Pension Plan;
    - ii) is intentionally self-inflicted;
    - iii) results from war, service in the armed forces, or participation in a riot or disorderly conduct;
    - iv) results from the commission of criminal offences;
    - v) occurs during an unpaid leave of absence
    - vi) occurs during a strike or lockout at the place of employment;
    - vii) results from a motor vehicle accident covered by a provincial automobile insurance plan;
    - viii) results from the use of drugs or alcohol and the employee is not receiving continuing treatment for such use or is not compliant with medically-recommended treatment.

- c) the employee is:
- i) engaged in employment outside of CTT for which he/she is in receipt of a wage or profit during the period for which Short Term Disability benefits are claimed;
  - ii) an inmate of a prison;
  - iii) not eligible for EI payments by reason of not being in Canada;
  - iv) receiving a retirement pension from CTT;
  - v) not compliant with medically-recommended treatment or fails to cooperate in providing medical information to CTT including participating in independent evaluations by medical and para-medical professionals;
  - vi) absent from work because of cosmetic plastic surgery, except where surgery is attributable to an illness or injury.
- d) In the case of maternity and/or parental leave, the illness or injury occurs after such leave has commenced or during any period in which the employee is in receipt of maternity or parental benefits under the *Employment Insurance Act*.

- 3.04 Short term disability benefits commence on the first (1<sup>st</sup>) day of accident or hospitalization; third (3<sup>rd</sup>) consecutive day of absence due to illness provided that, within five (5) business days of the first day of absence, the employee provides a completed Civic Theatres Toronto Short Term Disability Claim Form (“STD Claim Form”) to Human Resources.

The STD Claim form, appended as Appendix “A”, forms part of the Policy and provides for the required authorizations for access to relevant medical information.

Benefits are not paid beyond five (5) business days unless an appropriately completed STD Claim Form is provided to the Human Resources department. An appropriately completed STD Claim Form must indicate that the employee is under the active care of a qualified physician. The employee is required to comply with medical advice.

In circumstances where additional medical information is required beyond the initial certification, it must be delivered to the Human Resources department within 10 business days of such request. Where the additional medical information is not received within 10 business days benefits payable under this policy will be discontinued unless the parties mutually agree to an extension to accommodate the employee’s appointment with an identified specialist.

- 3.05 The employee must use all sick leave/personal day entitlement in any year prior to the payment of STD benefits and should the employee have used up their sick leave/personal day entitlement the employee will not be paid for the relevant days before the STD benefit begins. The maximum number of sick and/or personal days to be applied before STD benefits can begin shall be twelve.

- 3.06 In the event that the medical information provided is insufficient and/or incomplete to support entitlement to Short-Term Disability Benefits, the following shall occur:
- a) CTT shall clarify in writing to the employee's physician the deficiencies in the medical input and describe what further information is required.
  - b) The employee's physician shall be provided with an opportunity to deliver further medical input to respond to the deficiencies.
  - c) CTT shall review the additional medical input and reconsider whether the medical input supports entitlement to Short-Term Disability benefits and communicate the decision to the employee.
- 3.07 CTT may request an independent evaluation by a medical or para-medical professional.
- 3.08 In the case of an employee who been absent from work and has been receiving short-term disability benefits under this plan the following shall constitute a new claim under this plan:
- a) a claim relating to new illness or injury that occurs more than one month after the employee returns to active employment;

a claim relating to a recurrence of an illness or injury, for which short term disability benefits have been received, that occurs more than six (6) months after the employee has returned to active employment following the initial illness or injury;

Except as provided for in clause 3.08 (a) and (b), all other claims shall be considered to be a continuation of the original claim.

- 3.09 The duration of any period during which an employee receives sick pay benefits under this policy shall be included when determining an employee's entitlement to emergency leave, if any, under the provisions of the *Employment Standards Act, 2000*.

#### **4. RESPONSIBILITY**

- 4.01 Employees are responsible for notifying their immediate supervisor as soon as possible of the reason for any absence from work. Additionally and in order to receive short-term disability benefits, employees are responsible for providing the required STD Claim Form to the Human Resources department. Employees must comply with recommended treatment and must authorize relevant medical disclosure. Employees may be required to participate in independent evaluations by medical or para-medical professionals.

- 4.02 Managers are responsible for verifying the reason for the absence of any employee. If the absence is caused by an illness or injury not covered by the *Ontario Workplace Safety and Insurance Act*, the Manager is responsible for notifying the Human Resources department of the need to commence short term disability benefits for the employee.
- 4.03 Payroll is responsible for paying short term disability benefits consistent with the terms of this Statement of Policy and Procedure and withholding legally required payroll taxes from such payments. VPs and Directors are responsible for following up to ensure requested medical information is received by the Human Resources department.

## 5. DEFINITIONS

- 5.01 "Regular Base Pay" means an employee's normal wage exclusive of overtime pay, shift premium, vacation pay or other allowances.

## 6. REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

- 6.01 *Ontario Workplace Safety and Insurance Act*  
*Employment Insurance Act*  
*Employment Standards Act, 2000*  
Emergency Leave

## 7. PROCEDURE

- 7.01 In order to be eligible to receive benefits under this policy a qualified employee is required to provide a completed STD Claim Form within five (5) business days of the first date of absence due to non-occupational illness or injury. This is to be sent to the attention of the Human Resources, Generalist.
- 7.02 The Human Resources, Generalist will direct Payroll to provide benefits where a STD Claim Form containing adequate medical input to substantiate entitlement is received in accordance with 4.01.
- 7.03 The STD Claim Form and additional medical information requested shall be received by and filed in the employee's confidential Personnel File by the Human Resources, Generalist.

## 8. TRANSITION FROM SHORT-TERM DISABILITY (STD) TO LONG-TERM DISABILITY (LTD)

- 8.01 Should an illness or injury prevent an employee from attending work for a period that exceeds the twenty-six (26) weeks of STD coverage, the Employee will be required to apply for LTD coverage through the benefit carrier of the City of Toronto's LTD plan.

- 8.02 Applications forms for LTD must be obtained from the Human Resources, Generalist by the employee. To ensure continued income, the benefit carrier will need to receive an application at least nine (9) weeks before STD coverage has been exhausted.
- 8.03 It should be noted that CTT has no influence as to whether or not, or when, the benefit carrier will approve entitlement to LTD benefits. CTT's responsibilities and obligations with respect to the LTD benefit is limited to the payment of premiums in accordance with the amounts specified in notification from the City of Toronto prior to the commencement of each calendar year.
- 8.04 The LTD benefit carrier will determine entitlement based on the physician's statement and the application form as well as any information previously collected as part of the STD claim. All LTD benefit payments are paid directly to the Employee by the benefit carrier.

## Appendix "A" to Short Term Disability Policy Short Term Disability Claim Form

### DIRECTION TO EMPLOYEE

When a medical or disability issue disrupts or impacts your ability to provide employment services, the Employer has a right to, and you as an Employee, have an obligation to facilitate the Employer's access to medical input relevant to the employment issues. The employment issues can include verification of absence, return to work issues, need for accommodation.

**PLEASE HAVE YOUR ATTENDING PHYSICIAN COMPLETE ONLY THE SECTIONS INDICATED WITH A ✓ IN THE BOX.** The information sought at this time is limited to what is relevant to the issue(s) addressed attending your current inability to provide work services.

(Please print clearly in ink)

### PART I – TO BE COMPLETED BY EMPLOYEE

Employee's Name \_\_\_\_\_ Phone No. \_\_\_\_\_  
Last name first, in full

Address \_\_\_\_\_  
Street Number and Name Apt. No. City/Town Province Postal Code

Date of Birth: |\_\_|\_| |\_\_|\_| |\_\_|\_| |\_\_|\_| Language: \_\_\_ English \_\_\_ French \_\_\_ Other Sex: \_\_\_ M \_\_\_ F  
Day Month Year

Are you claiming or receiving any other disability, wage loss and/or retirement benefits (e.g. WSIB, CPP/QPP, auto insurance, other)? \_\_\_ Yes \_\_\_ No  
Are you working or volunteering in any capacity? \_\_\_ Yes \_\_\_ No  
Are you receiving wages from any source? \_\_\_ Yes \_\_\_ No  
Are you attending any educational course, program or institution? \_\_\_ Yes \_\_\_ No

If an accident caused your disability, indicate date: |\_\_|\_| |\_\_|\_| |\_\_|\_| |\_\_|\_|, WHERE and WHAT happened: \_\_\_\_\_  
Day Month Year

### AUTHORIZATION

In accordance with the Personal Health Information Protection Act (PHIPA, S.O. 2004), I \_\_\_\_\_ hereby authorize any physician, hospital, clinic or any other medical or health care provider or facility, to release to Sony Centre or its representatives or agents, any and all medical, employment or vocational information or records regarding me for the following purposes: to provide adjudication and early intervention services regarding my claim that may include the evaluation, administration and management of my medical absence from work, and to assess and facilitate my return to work. This consent is governed by the terms of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA R.S.O. 1990). I further authorize Sony Centre or its representatives or agents to disclose any such information obtained during the course of my claim to any physician, clinic or any other medical or health care provider, Long Term Disability Insurance provider or facility for such purposes.

I understand that my refusal or withdrawal of consent may delay the provision of any relevant benefits or result in the denial of STD benefits. I declare that the information provided in this authorization and any statements provided in any personal or telephone interview relating to my claim for STD benefits are/will be true, complete and accurate. This authorization shall remain valid for the duration of my claim for STD benefits unless revoked in writing by me. Any copy of this authorization shall be as valid as the original.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date







# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Lieu Time Policy</b>	<b>January 1, 2018</b>	<b>218</b>

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### **Purpose**

Civic Theatres Toronto (CTT) recognizes that given that nature of the business, specifically the intermittent occurrences of peak demands related to servicing attraction & event activities, management employees can be required to work hours beyond the normal. The purpose of the policy is to provide an employment benefit in connection with these additional time demands.

### **Application**

The policy is applicable to qualifying management positions and above or as designated within the offer of employment.

For the purpose of this policy management positions include: Vice Presidents, Directors, Senior Manager Patron Services, Controller, Senior Production Managers, Production Managers, Event Managers, Interactive Marketing Manager, Client Settlement Services Manager, Senior Accountant, HR Generalist, Box Office Managers, and any other position that is identified in an offer of employment.

### **Benefit**

1. CTT's administrative work week is five days a calendar week with 40 hours, including all breaks. Qualifying employees shall accumulate one hour lieu time for any pre-approved hours worked in excess of this as required by CTT's business needs as stated above and approved by your Director.
2. There shall be no monetary entitlement in connection with lieu time that is accrued.
3. No manager should accrue more than 105 hours of lieu time per quarter, based on CTT's fiscal year. Lieu time accrued at the end of a quarter should be scheduled off in the subsequent quarter.

**Clarification**

1. Employees qualified to participate in this benefit should discuss in advance, if possible, with their VP or Director expectations for Lieu Time anticipated and/or used in connection with their schedule. Your VP or Director will provide general approval for accumulation of Lieu Time and approve the utilization in days off for Lieu Time.
2. In situations where the demands of a particular quarter conflict with the utilization of Lieu Time in accordance with the foregoing, the manager's VP or Director may request that the VP of Finance or this/her designate approval in writing an extension of the right to utilize such accumulated Lieu Time.
3. For the purposes of accumulating Lieu Time, please calculate your hours including breaks. For example: you arrive at 10 am and leave at 6 pm = 8 hours. Any manager planning hours in excess of 8 in any one day must have their VP or Directors' approval in advance.
4. A lieu day taken is counted as 8 hours of Lieu Time used.

**Reporting**

Each VP is responsible for managing and maintaining a record of Lieu Time accumulated and taken for their managers. Within 30 days of each quarter; March 31, June 30, September 30 and December 31; each VP or Director will provide to the Human Resources department a quarterly record of Lieu Time for their managers including opening balance, hours accumulated, hours used, closing balance.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Whistle-Blower Protection</b>	<b>January 1, 2018</b>	<b>219</b>

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### **Introduction**

#### **1. Policy Statement**

Civic Theatres Toronto (CTT) is committed to an open, accountable and transparent working environment.

It is in the public interest to maintain and enhance public confidence in CTT and its employees by providing the disclosure of wrongdoing with respect to CTT's operations.

The purpose of this policy is to provide protection from reprisal to those employees who in good faith report wrongdoing.

#### **2. Background Information**

CTT's employees are expected to act with integrity as they apply judgment and discretion while working at CTT. They are expected to use CTT property, services and resources responsibly in the execution of their duties. CTT's various policies identify standards that are to be applied when carrying out their duties. The effectiveness of any standards are dependent on employees being able to report suspected cases of wrongdoing without fear of reprisal for so doing.

#### **3. Application**

This policy provides protection from reprisal for all CTT employees.

### **Definitions**

#### **4. Employees**

For the purpose of this policy, CTT employees include all full time, part time and casual staff, including management, and all members of bargaining units.

#### **5. Wrongdoing**

Wrongdoing includes instances of fraud and waste and refers collectively to any illegal or inappropriate conduct including, without limitation;

- violation of a CTT policy
- the misuse of funds or CTT assets
- gross mismanagement of CTT resources.

## 6. Fraud

For the purpose of this policy fraud is the act of using dishonesty as a tool for personal gain. The definition includes any misuse or attempt to misuse a CTT asset for personal gain or purposes unrelated to CTT business.

Examples of fraud include, but are not limited to:

- Stealing or removing CTT assets;
- Using CTT equipment, facilities, supplies or funds for purposes unrelated to CTT business; and
- Obtaining CTT funds or compensation through dishonesty

See the Fraud and Other Irregularities Policy #105 for more details

## 7. Waste

Waste is the gross mismanagement of CTT resources in a willful, intentional or negligent manner that contravenes a CTT policy.

## 8. Whistle-Blower

A Whistle-Blower is an employee who in good faith reports wrongdoing to the appropriate authority, in an attempt to have the activity brought to an end.

## 9. Reprisal

Reprisal is any harassment, intimidation, dismissal, suspension, demotion, discipline, or threat of dismissal, suspension, demotion or discipline of an employee as a direct result of the employee who in good faith disclosed a perceived wrongdoing.

Any employee who knowingly makes a false complaint in bad faith or who knowingly makes a false or misleading statement that is intended to mislead an investigation of a complaint may be subject to disciplinary action, up to and including dismissal, as determined by the President and CEO.

The employee responsible for the reprisal will be subject to disciplinary action up to and including dismissal as determined by the President and CEO.

## Implementation

### 10. Implementation

No CTT employee shall take any action in reprisal or retaliation against an employee for making, or suspected of making, a complaint or allegation of wrongdoing in good faith.

A CTT employee who believes that they are the subject of a reprisal, related to their reporting of wrongdoing, shall notify the VP, Finance or the President and CEO of the alleged reprisal for investigation.

Where a manager or supervisor is informed of, or becomes aware of, reprisals against an employee, as a result of a report of wrongdoing, the manager or supervisor will inform the VP, Finance or the President and CEO.  
Any allegations of reprisals will be the subject of investigation.

**Other Related Sony Centre Policies**

1. Operational Policy #105 Fraud & Other Irregularities
2. Employment Policy - #208 – Conflict of Interest

# Civic Theatres Toronto

## OPERATIONAL POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Professional Image</b>	<b>January 1, 2018</b>	<b>221</b>

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As the first point of contact for many of our patrons and Licensees, the professional image of the Civic Theatres Toronto is of paramount importance. CTT also acknowledges that dress may vary by role and function. Respecting the nature of our business, our department and our dress code should reflect this.

Every employee acts as CTT ambassadors, providing a high standard of customer service to our patrons. Because of this direct interaction, all employees are required to be clean and neatly groomed. It is understood that all staff will have bathed and used deodorant prior to coming to work.

All dress attire must either adhere to the uniform policy in the appropriate manual, or for managers, business casual attire. When on duty, your uniform or clothing will be clean, pressed and in good repair.

Production Crew – For all Production Crew working on the set for a show, long pants will be the only attire considered appropriate. Steel toed safety shoes will also be mandatory until the Department Head considers it safe to remove them.

Where a Manager believes that an employee is dressed inappropriately, he/she will advise the employee in a confidential setting and discuss both the reason(s) for this determination and advise on what would be acceptable.

Rather than establish prohibited items for dress, CTT will rely on the good judgment of its employees and managers to conduct themselves accordingly.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Acceptance of Gifts and Prizes</b>	<b>January 1, 2018</b>	<b>222</b>

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An employee must advise his/her Manager or Supervisor if he/she has received a gift from a third party, such as a client, in connection with any business dealings on behalf of Civic Theatres Toronto (CTT), regardless of the value. Entertainment of more than ordinary and usual value or amount should be avoided in such context.

To clarify, employees should inform all persons for whom they have business dealings that CTT does not support any person making a gift to an employee or any member of the employee's family members. If such a gift is provided, an employee should attempt to return it. This rule applies without exception to a gift of cash, including gift certificates.

In the case of any non-monetary gifts, the following guidelines should be followed:

- a) If the gift has a value under one hundred dollars (\$100) and is the only gift made to the employee during the year by the same person, firm or corporation, it may be retained by the employee; or
- b) In the case of any gift with a value of one hundred dollars (\$100) or more, where the Department Head determines that the return of the gift is not practical or desirable, the gift should be turned over to the Human Resources for an employee draw, charitable donation; or
- c) With the approval of the President, the employee may retain a gift such as a picture, desk set or the like with a nominal value, for use in their workstation or office.

Prizes received at industry functions fall under the same guidelines outlined above.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Employment Assistance Program</b>	<b>January 1, 2018</b>	<b>223</b>

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Civic Theatres Toronto (CTT) is pleased to provide an Employee Assistance Program (EAP), offered through a Third Party Provider to all employees (full time, part time). It is the objective of the program to provide and encourage the use of a confidential counselling and work life solution services to assist employees and their families to resolve personal matters.

Third Party Provider offers a network of dedicated professionals who are available to assist employees 24 hours a day. All fees associated with the utilization of this benefit are paid for by the Organization.

The EAP offers confidential, professional counselling and information on a wide variety of issues, including:

- Personal and Work Related Stress
- Couple and Marital Relationships
- Childcare and Parenting Issues
- Eldercare Concerns
- Depression and Anxiety
- Alcohol and Drug Misuse
- Family Matters
- Bereavement
- Legal Issues
- Financial Concerns
- Career Issues
- Crisis Counselling/Trauma

Please contact Human Resources or speak to your Manager for more information.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Collection and Use of Employee Personal Information</b>	<b>January 1, 2018</b>	<b>224</b>

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### **What Employee Personal Information is collected.**

Civic Theatres Toronto (CTT) collects from its employees only the information necessary for the purposes of establishing, managing, maintaining and terminating the employment relationship. More specifically, CTT collects and keeps different types of Employee Personal Information in respect of its employees including:

- a) name, age, gender, home address and telephone number, personal email, marital status, emergency contact, photographs (for identification and security purposes);
- b) education, training, work experience, employment history, employment and personal references, résumé and/or application;
- c) letters of offer and acceptance of employment, years of employment record, salary and benefits information, performance evaluations and disciplinary documentation;
- d) information required for the administration of payroll and benefits plans including social insurance number, pay deposit, vacation and attendance information;
- e) information required for security purposes including background checks;
- f) health and medical information relating to the ability of an employee to perform a job and his or her eligibility for health and welfare benefits; including disability information, health insurance number;
- g) information obtained from colleagues, managers and clients about an employee's performance;
- h) any information required or authorized by law.

In some circumstances, an employee may wish to provide CTT with other Employee Personal Information, such as severe allergies or medical conditions, next of kin and dependants.

### **Sources of Employee Personal Information**

CTT will obtain Employee Personal Information directly from the employee and also will obtain such information from colleagues, managers and other internal sources and from external sources, including any of the following: reference checks and other background checks, security and law enforcement checks, attending physicians, emails, computer records, security checks, applications for Organization-provided benefits, leave of absence requests, vacation or maternity and parental leave requests and investigations of complaints.

## **Purposes for collecting Employee Personal Information**

CTT's purposes for collecting Employee Personal Information include:

- a) to assess and determine the suitability of candidates for a particular job, task or activity;
- b) for management and administrative purposes including supervision, performance evaluation, training and development, disciplinary action, termination of employment, and recording significant events during the employment relationship;
- c) for payroll and benefits plan administration;
- d) to establish eligibility for benefits and work-related claims and fitness for work;
- e) to comply with applicable statutes;
- f) to maintain a safe and harassment-free workplace;
- g) to monitor use of CTT's facilities including email and internet in accordance with the Internet and Email Policy, a copy of which has been provided to the employee;
- h) for security and background checks and on-going monitoring; and
- i) to communicate with employees, including where necessary to ensure business continuity in the event of disaster or emergency.

CTT will only collect the Employee Personal Information that is necessary for the purposes identified in this Employee Privacy Policy.

Employee Personal Information may be communicated within CTT only to persons for whom such information is necessary for the performance of their functions and duties.

### **DISCLOSURE**

CTT may also disclose Employee Personal Information to third parties, including: outside business administrators, accountants and auditors, consultants, reference check agencies, private investigators, potential employers conducting reference checks, benefits administrators, lawyers, purchasers or potential purchasers of a business, trustees in bankruptcy, CTT physicians and law enforcement agencies who require such information to assist CTT with administering the employment relationship. The contractual arrangements with such third parties will ensure that Employee Personal Information provided to them shall be used only for the specifically authorized purposes, kept confidential and returned to CTT upon request.

Moreover, CTT may, without the consent of the employee, disclose Employee Personal Information it holds about the employee in the following circumstances:

- a) as permitted or required by applicable law or regulatory requirements;
- b) to a person responsible for the prevention or detection of a crime or a statutory offence;
- c) to comply with valid legal processes such as search warrants, subpoenas or court orders;
- d) to a public body that collects such information as part of its functions;

- e) to a person who must act urgently to protect the life, health or safety of the person concerned or of other individuals;
- f) to investigation agencies or third parties when the Organization has serious reasons to believe that a fraud or statutory offence may be or has been committed.

In the above-mentioned situations, CTT will endeavor to not disclose more Employee Personal Information than is required under the circumstances.

## **CONSENT**

CTT will take appropriate steps to ensure that employees know and understand the purposes for which CTT collects, uses or discloses Employee Personal Information, including providing them with a copy of this Employee Privacy Policy prior to their acceptance of an offer of employment by the Organization.

An employee consents to the collection, use and disclosure of his or her Employee Personal Information in accordance with this Employee Privacy policy by accepting an offer of employment with the Organization.

An employee's consent is valid only for the purposes set out in this Employee Privacy policy and only for so long as is required to achieve such purposes.

## **RETENTION OF PERSONAL INFORMATION**

CTT retains Employee Personal Information in order to satisfy the purposes for which it was collected, to satisfy its legal obligations and to protect its interests.

CTT maintains Employee Personal Information in its files located in its head office in Toronto.

The Organization recognizes that it is important to keep Employee Personal Information accurate, complete and up-to-date when used to make a decision in relation to the person concerned. Employees must promptly report changes in Personal Information (address, telephone number, family status, etc.) to the Human Resources Department.

CTT does not continually update the Personal Information it holds regarding an employee unless this is necessary for the purposes for which this information was collected.

CTT will destroy Personal Information or render it anonymous when the purpose for which that information was collected is no longer being served, and retention is no longer necessary for legal or business purposes.

## **SAFEGUARDS**

Employee Personal Information is safeguarded to ensure the confidentiality of the information and to prevent loss, unauthorized access, collection, use, disclosure, copying, modification or disposal. CTT maintains physical, technical, access and procedural safeguards that are appropriate to the nature and sensitivity of the Personal Information in question. This includes storing Employee Personal Information in locked cabinets and password-protected electronic files.

All Employee Personal Information is treated as confidential and is only used by other employees or disclosed to third parties if needed for the performance of their duties or the execution of their mandates, except where use or disclosure without consent is permitted or required by law.

All employees who have access to Employee Personal Information have an obligation to ensure that such information is safeguarded and agree to respect and maintain the confidentiality of Employee Personal Information which they may handle or have access to in the course of their duties.

## **ACCESS REQUESTS**

Every employee has the right to obtain an account of Personal Information which concerns him/her and which is held by CTT, and to be informed of the ways in which the Personal Information has been and is being used, and the names of the individuals and organizations to whom it has been disclosed.

Employees who want to exercise their rights of access must submit a written request to the Human Resources Department. CTT will respond within 30 days of a request (or as otherwise prescribed by legislation) and will make reasonable efforts to provide the Personal Information requested sooner where possible.

In certain circumstances, CTT may not provide access to all or part of the Personal Information requested, for example, where disclosure would reveal confidential commercial information, where the information was collected for the purpose of an investigation, where the information may have an effect on pending or foreseeable proceedings, where the information is protected by solicitor-client privilege, where disclosure would threaten the safety or health of an individual, where disclosure would reveal Personal Information about another individual or as otherwise required or permitted by applicable law.

In the event that CTT cannot provide access to Personal Information, it will inform the employee of the reasons why, subject to any legal or regulatory restrictions and it will inform the employee regarding any recourse available, such as the right to have the decision reviewed by the appropriate legal body within the prescribed time limit.

CTT will make a reasonable effort to: assist an employee who is requesting Personal Information; respond accurately and completely to requests; and provide the requested Personal Information, or provide an opportunity to examine the information where it cannot reasonably be provided.

In addition to the right of access, every employee may require rectification of information which is inaccurate or out of date.

An employee must submit in writing to the Human Resources Department his/her request to rectify his/her Personal Information. If CTT concludes that a correction is not warranted, the employee will be permitted to attach a notation to the file. An employee's right of rectification does not apply to opinions or subjective comments entered in the employee's file.

### **COMPLAINT PROCEDURES**

If an employee believes that this Employee Privacy policy has been violated or that his/her Personal Information has been improperly collected, used or disclosed, he/she has the right to make a complaint to the Human Resources Department. The complaint should be in writing and include the names of any individuals involved and other relevant information related to the complaint.

The complaint will be investigated in accordance with all related policies and a response will be given to the employee within 30 days of receipt of the written request by the Human Resources Department.

### **FOR MORE INFORMATION**

All questions or concerns about this Employee Privacy policy or about the collection, use, disclosure, retention, and destruction of Employee Personal Information, including requests for access, should be directed to the Human Resources Department.

This Employee Privacy policy may be updated from time to time. Any update or revision to this policy will be promptly communicated to employees and to all persons involved in CTT's operations who have access to Employee Personal Information.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Personal Leave of Absence</b>	<b>January 1, 2018</b>	<b>225</b>

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Under special circumstances, an employee may be granted a leave of absence without pay for a period not to exceed three (3) months. Granting such leaves is at the sole discretion of Management.

The application for a leave of absence must be made in writing, clearly stating the reasons for the request. An employee will not be granted a leave of absence for the purpose of seeking or taking employment elsewhere or operating a private business.

Unauthorized work while on a leave of absence will result in disciplinary action, up to and including termination of employment for just cause.

An approved leave of absence does not constitute a break in service. However, vacation pay does not continue to accrue during the leave period.

All group benefits will continue, subject to the approval of the benefit provider. If it is granted, the employee is responsible for covering the cost of all premiums if the personal leave of absence exceeds four (4) weeks. If the employee is currently enrolled in the OMERS, participation will be suspended until such time as the individual returns to work.

Failure to return to work on the scheduled date of return, without a reasonable explanation, will be considered a resignation of employment effective the last day of the approved personal leave of absence.

# Civic Theatres Toronto

## EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Employee Status</b>	<b>January 1, 2018</b>	<b>226</b>

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The Organization's employee base is categorized into three (3) status groups: full-time, part-time and contract.

1. **Full-time employees** scheduled for a 40 hour work week: work a minimum of thirty-five (35) hours per week, are provided with one (1) unpaid hour for a lunch break and work no less than fifty-two (52) weeks in a calendar year.
2. **Part-time employees** generally work an average between 10 to 30 hours per week or they work less than 52 weeks in one calendar year. Part-time employees are hired on the basis that their employment is subject to business requirements, availability and volume of work, schedules and shifts. Part-time employees hours vary (may fluctuate either higher or lower than the averages provided above) according to the needs of the business. These staff can be further classified as casual or permanent. Employees are provided with a one-half (½) hour unpaid break for shifts greater than five (5) hours.

Examples: theatre attendants, bartenders, stage hands.

3. **Contract employees** are hired on the basis that there is a planned limit to the length of employment. As such, there is a clear understanding that their term of employment with the Company is 'temporary' for the purpose of a specific task, and/or with a specific start and end date.

# CIVIC THEATRE TORONTO (CTT)

## PATRON POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Privacy Policy</b>	<b>January 1, 2018</b>	<b>400</b>

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Civic Theatres Toronto (CTT) is committed to protecting the privacy of personal information of current and potential patrons, donors, current and potential grantees, employees, volunteers and other individuals. Protecting your privacy and the confidentiality of your personal information is fundamental to our relationship with you.

This privacy statement informs you of our policy on privacy, and tells you about the ways we ensure your privacy and the confidentiality of your personal information are protected.

Consistent with the Municipal Freedom of Information and Privacy Act ("MFIPA"), our privacy policy consists of five key principles:

1. Collecting and Using Information
2. Releasing Information
3. Protecting Information
4. Providing Information Access and Accuracy
5. Respecting and Responding to your Privacy Concerns

### **1. Collecting and Using Information**

Personal information collected may include:

- Home and business address, telephone numbers, e-mail address
- Age and birth date
- Purchasing history
- Artistic preferences and other personal interests
- Methods and preferences of communications.

The majority of this information is collected when tickets are purchased by phone, on-line or at the Box Office.

Your information may be used for the following:

- billing purposes
- to mail tickets
- to understand the needs and desires of patrons
- to inform patrons about schedule changes, event cancellations, upcoming events and special offers
- donor recruitment.

CTT does not sell, trade, or rent any personal information. Information about your personal preferences is used to help us understand the programming and services that may be attractive to our patrons. From time to time the CTT may send you information from other Arts organizations that we believe may be of interest to you.

In summary, your information is collected in order for us to provide you with the level of service you can expect from the CTT.

## **2. Releasing Information**

Only authorized personnel have access to this information.

Your information is only shared

- when we have your consent
- with our suppliers or agents who assist us in serving you
- where we are required or permitted to do so by law.

A privacy protection clause is included in all contracts with any third parties to ensure that they too provide the same level of protection for your information as does CTT.

## **3. Protecting Information**

We will protect your personal information with appropriate safeguards and security measures. We will retain your personal information only for the time it is required for the permitted purposes.

As stated, all of the persons to whom we may provide personal information (for example our Mailing House), as part of their contracts with CTT, are bound to maintain your confidentiality and may not use the personal information for any unauthorized purpose.

Only authorized individuals have access to the information provided by our customers. The length of time we retain personal information varies depending on the purpose for which it was collected and used. When your personal information is no longer needed we have procedures to either destroy, delete, erase or convert it to an anonymous form.

## **4. Providing Information Accuracy**

We will make every reasonable effort to keep your information accurate and up-to-date.

## **5. Logging Practices**

CTT logs HTTP requests to its Web server. These logs record the IP address of site visitors. An IP address is the number automatically assigned to the computer or to the ISP (Internet Service Provider) requesting an URL.

Our logging is passive and we don't use technologies such as "cookies" or "web bugs" to maintain any information on site visitors. Logged information, also known as clickstream data, is recorded in non-identifiable form and is used by those under contract for Web site system administration. Log files are archived and used for systems analysis, maintenance and site evaluation.

## **6. Respecting and Responding to Your Privacy Concerns**

We will investigate and respond to your concerns about any aspect of our handling of your information.

If you have any questions or concerns about privacy, would like to request access to personal information our company has about you, or if you believe that any personal information we have about you is inaccurate or out of date please contact our Privacy Officer. You may also request that your personal information, if any, be removed from our mailing list at any time by contacting us at [privacy@sonycentre.ca](mailto:privacy@sonycentre.ca).

We reserve the right to change this policy statement at any time by posting a new privacy statement at this location. Please be sure to visit this site often to see if anything has changed. Any changes to this privacy statement will be in compliance with applicable privacy laws.

# **CIVIC THEATRE TORONTO (CTT)**

## **PATRON POLICY**

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Complaints Policy And Procedures</b>	<b>January 1, 2018</b>	<b>401</b>

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### **PATRON COMPLAINTS**

Civic Theatres Toronto (CTT) Policy is no refund or exchange on tickets unless an attraction is cancelled. Any patron entering the Civic Theatres Toronto facilities must have a ticket including babes in arms.

CTT is committed to providing quality attractions that appeal to a large diversity of patrons.

CTT is committed to excellent customer service.

CTT is committed to maintaining a workplace in which abusive behavior is not tolerated.

### **TYPES OF COMPLAINT & PATRON COMPLAINT PROCESS**

#### General

Wherever possible, patron concerns/complaints should be dealt with at the earliest possible time by Front of House/Box Office Staff or their supervisors/managers. If you are not sure how to help a patron, refer them to your supervisor/manager. Remember to inform the patron that you are directing to someone that can help them with their concern/complaint.

The House Manager for CTT is the authorized person to whom all complaints received after a performance should be directed.

Every member of the Front of House and Box Office staff are empowered to be proactive in resolving patron issues to extent of their authority. The extent of this authority is established by your manager, supervisor.

#### Types of Complaint

CTT has identified three key types of complaint. Although resolutions to each type of complaint may be similar, staff judgment is needed to ensure the resolution is suitable to the facts of the complaint.

The three types are:

1. Complaints about operational services

- Examples
- theatre is too hot
  - patron does not like location of seats
  - patron does not agree with late seating policy
  - theatre seat has gum on it

2. Complaints about the policies in effect only for specific performances

- Examples
- late seating policies
  - no cameras or recording devices allowed in auditorium
  - patrons must be subject to bag search before entering

3. Complaints about the quality of the attraction

- Examples
- patron does not **like** the performance (not my kind of musical)
  - patron does not find the **quality** of production satisfactory (too loud, sound is fuzzy)

CTT can control and resolve the issues that lead to operational service complaints usually during the performance. CTT must adhere to specific performance policies at a performance and patron complaints will need to be addressed to the appropriate organization. CTT cannot control and can rarely resolve the issues that lead to quality of attraction complaints during a performance.

### **Front-line Process to Resolve Patron Complaints**

#### **1. Complaints About Operational Services**

Front line staff should use every means within their authority to resolve operational complaints at the time. If direct intervention is not successful or possible, the employee should seek assistance from their supervisor, manager.

Always empathize with the patron's concern. When possible, check back with the patron that they are satisfied with resolution of their complaint. If you do not have the authority to resolve the complaint, you should not presume the action your supervisor/manager will take.

In rare circumstances (very disruptive behavior, creating a health hazard) a patron may be asked to leave the theatre and be refunded their ticket purchase. Only the House Manager on Duty has the authority to request a patron to leave the theatre. Front-line staff should bring situations of this nature to the attention of their supervisors/managers as soon as possible.

## 2. Complaints About Specific Performance Policies

Front-line staff should empathize with the patron's complaint and should encourage the patron to understand why the policy is in effect. If you do not understand why a specific performance policy exists, please ask your supervisor/manager. For example, the late seating policy has been established to enhance uninterrupted quiet enjoyment of a performance for patrons. In the event a patron is insistent that only a refund is suitable the patron should be directed to their supervisor/manager.

Supervisors/managers should try to defuse an angry patron and not escalate the situation. If no resolution offered to the patron is suitable and they insist on a refund of their ticket value, take the patrons name, contact phone number and seat location and inform the patron that you will be informing the organization responsible for establishing the specific performance policy of the nature of their complaint. Under **no** circumstance should you suggest there will be a ticket refund.

## 3. Complaints About Quality of the Attraction

Front-line staff should empathize with the patron's complaint and should encourage the patron to continue to see the performance reminding them courteously of the CTT's ticket policy. In the event a patron is insistent that only a refund is suitable the patron should be directed to their supervisor/manager.

Supervisors/managers should assess whether resolution can be achieved within a reasonable time frame and, where possible, indicate the problem should be resolved. The patron should be encouraged to persevere to see if improvement can be forthcoming. Supervisors/managers should try to defuse an angry patron and not escalate the situation. If no resolution offered to the patron is suitable and they insist on a refund of their ticket value, take the patrons name, contact phone number and seat location and inform the patron that you will be informing senior management of the Centre of the nature of their complaint and that a response to them will be forthcoming. Under **no** circumstance should you suggest management will refund the tickets.

### Feedback to your Supervisor/Manager

It is important that every instance of a patron concern/complaint is relayed back to your supervisor/manager as soon as possible, even in situations where you have been able to resolve the issue directly. This is particularly important when the concern/complaint may be affecting many patrons in the audience.

### **PROCESS FOR PATRONS WHO ARE ABUSIVE**

No front-line staff, supervisor or managers should be subject to abusive behavior from patrons.

If a patron is abusive, you should immediately contact your supervisor/manager and ask for assistance.

If your supervisor/manager is not easily accessible, and there appears to be a risk of physical injury, you should immediately ask your colleagues to find security to assist you and remove yourself from danger.

# CIVIC THEATRE TORONTO

## PATRON POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Babes-in-Arms Policy</b>	<b>January 1, 2018</b>	<b>402</b>

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### **POLICY**

Each patron (including children) must have a valid ticket of admission to enter Civic Theatres Toronto (CTT) theatres. Both the fire code and theatre insurance policies require everyone in the theatre audience, regardless of age, to have a ticket of admission.

However, for a child that has not yet celebrated his or her first birthday, such child is permitted into the performance by first obtaining a “babes-in-arms” ticket, free of charge, from the Box Office with the purchase of an accompanying adult price ticket. This “babes-in-arms” ticket entitles the child entry to the theatre provided that the accompanying adult holds the child in their arms. If the adult wants the child to have its own seat, even if the child is less than one year old, the adult must purchase a full price ticket for the child.

If a parent does bring a young child of any age into the theatre and that child creates a disturbance, CTT reserves the right to ask that parent and his or her child to leave the theatre.

Each show has the right to set age restrictions for admissions based on content, appropriateness and any other factor, therefore individual shows may set age limits that would supersede the foregoing policy.

Parents are encouraged to use discretion when bringing a child to any performance.

### **PROCEDURES**

Where necessary, a warning regarding mature content, firearms or volume or other appropriate information should be given to patrons purchasing tickets for children/babes- in- arms to adult shows. The Programming department will provide this information to the necessary departments prior to the on sale date of any performance.

### **IMPORTANT:**

Under no circumstances can any ticket be added to inventory or issued outside of the attraction’s inventory.

# CIVIC THEATRE TORONTO (CTT)

## PATRON POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
<b>Customer Service - Providing Goods &amp; Services to People with Disabilities</b>	<b>January 1, 2018</b>	<b>403</b>

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### **1. Our Commitment**

Civic Theatres Toronto (CTT) strives at all times to provide its services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to attend events at our facilities and allowing them to utilize the same services, in the same place and in a similar way as other customers.

### **2. Providing Goods And Services To People With Disabilities**

CTT is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

#### **2.1 Communication**

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

#### **2.2 Telephone services**

We are committed to providing accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language.

We will offer to communicate with customers by email or operator-assisted relay services if telephone communication is not suitable to their communication needs or is not available.

### **2.3 Assistive devices**

We are committed to serving people with disabilities who use assistive devices. We will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while attending our facility.

We will also ensure that staff knows how to use the following assistive devices available on our premises for customers: Wheelchairs, elevators, assistive devices for the hearing impaired.

### **2.4 Billing**

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy, large print, email.

We will answer any questions customers may have about the content of the invoice in person, by telephone or email.

## **3. Use Of Service Animals And Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our facilities that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter CTT facilities with his or her support person, provided each person attending a performance or event has a valid ticket to that performance or event.

Support persons who attend a performance or event at a CTT facility will pay the same admission price as the person to whom they are providing the support. Customers are informed of this by a notice that is posted in the Sony Centre for the Performing Arts premises and on the Sony Centre website ([www.sonycentre.ca](http://www.sonycentre.ca)).

## **4. Notice Of Temporary Disruption**

CTT will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

The notice will be placed at all public entrances and service counters on our premises, and where appropriate on our website ([www.sonycentre.ca](http://www.sonycentre.ca)).

## **5. Training for Staff**

CTT will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

- Ticket Sales staff
- Ushers and Ticket Takers
- Merchandise sales staff
- Concession, bar and wait service staff
- Heads of Technical Departments
- Supervisory and Management staff who are responsible for the above positions.
- Senior Management for CTT.

This training will be provided within one month after each of our staff members commences his or her duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the wheelchairs, elevators and assistive devices for the hearing impaired
- What to do if a person with a disability is having difficulty in accessing CTT facilities.
- CTT policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

## **6. Feedback Process**

The ultimate goal of CTT is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way CTT provides services to people with disabilities can be made by e-mail, telephone, verbally, or by mail.

All feedback will be directed to the Box Office Manager and Senior Manager of Patron Services. Customers can expect return communications within 3 business days.

Complaints will be addressed according to complaint categories already established in our company's complaint management procedures.

## **7. Modifications To This Or Other Policies**

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of CTT that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

## **8. Questions About This Policy**

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the VP of Finance & Administration for CTT.