

TO Live

EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
Remote Work	XXX	201

Policy Statement

TO Live understands that some employees may benefit from the option to work remotely. Unless mandated by legislation or regulations, remote work is not a universal privilege and will be arranged on a temporary, case by case basis. This policy outlines the approval process, specifications, and expectations for employees working remotely.

This Policy is intended to protect the health and safety of TO Live employees, ensure the ongoing responsible stewardship of TO Live information and assets, and maintain the safe delivery of services to residents of Toronto.

This policy does not alter or replace the terms of an existing employment contract. Employees must comply with all company rules, policies, practices, and instructions that would apply if the employee were working at a regular company worksite. Remote work is completely voluntary; TO Live will not require an employee to work from home except under legislated circumstances.

Eligibility

Employees in roles that have been identified by their supervisor/manager or designate as being suitable for remote work from a remote work location. These employees would typically have had an assigned TO Live work location prior to the emergency order being issued.

Work hours, compensation, and leave scheduling continue to conform to applicable policies and agreements. Requests to work overtime or use leave time must be approved by the employee's supervisor/manager in the regular manner. If an employee moves, they must inform HR of the new address they will be working from. An employee that intends to work outside of Ontario or Canada while working remotely must seek approval before doing so, as this may have implications for employee entitlements under employment standards and their taxes.

Definitions

Remote work

Remote work is where an employee successfully completes assigned duties, including tasks, virtual meetings and discussions, at a remote work location. It involves the use of technology to effectively complete work, communicate with colleagues and to ensure that the employee and supervisor are accessible to each other.

Remote work location

A designated location that is in the province of Ontario but not the employee's regularly assigned TO Live work location, which supports their assigned duties and provides a safe working environment with limited distractions, reliable connectivity, and privacy and security of sensitive TO Live information. This remote work location typically is the employee's home residence but may vary depending on personal circumstances. Locations that offer public Wi-Fi or that are not private (coffee shops, malls, airports, libraries, etc.) are not considered suitable remote work locations.

TO Live work location

The employee's regularly assigned TO Live work location, where the employee typically reports for work during regular business operations.

Application

The Remote Work Policy applies to all eligible employees who can reasonably and safely continue to conduct their work from a remote work location.

Remote work under this Policy is a discretionary privilege granted by TO Live, and not a condition of employment or a benefit of employment and may be granted or revoked by the TO Live in its sole discretion. In addition, this Policy may be modified or cancelled at any time.

All roles will be continuously examined by supervisors/managers to determine the suitability of employees continuing to perform assigned duties at a remote work location.

Roles that are most suitable for continued remote work could include those that require:

- A high degree of privacy or are information-based. Duties include: research, report- writing, preparation of presentations and analysis, and programming
- Minimal face-to-face contact with a Supervisor, colleague(s), or the public;
- Minimal need to access equipment and paper documentation at a TO Live work location, or
- Minimal need to have a physical presence at a TO Live work location. Assigned duties can be performed with technology provided by TO Live and internet access from a remote work location.

Roles and Responsibilities**Employees**

- Work with your supervisor/manager to develop a hybrid work schedule that addresses personal and operational needs and designates your remote work location.

- Adhere to all TO Live policies and procedures
- Act in a manner consistent with the public service values, TPS by-law and TO Live's Human Rights and Anti-Harassment/Discrimination Policy (#230) and workplace culture;
- Perform the full scope of their responsibilities and accountabilities as assigned, regardless of work location.
- Report any problems encountered that prevent you from performing your work while working from a remote work location
- Follow direction given by your supervisor/manager;
- Review and adhere to Health & Safety requirements to maintain a healthy & safe work environment in accordance with established guidelines
- Immediately report any work-related illness/injuries that occur at the remote work location to your supervisor/manager;
- Immediately report technology issues/problems, or loss/damage/theft of TO Live-owned devices to the Technology Services Help desk, and to your supervisor/manager;
- Participate in meetings and work activities, and maintain regular communication with supervisor/manager, colleagues, and clients as required;
- Make appropriate dependent care arrangements and manage personal responsibilities in a way that allows successful completion of your job responsibilities when working remotely.
- Perform due diligence to protect the security and confidentiality of TO Live's data and information assets, create full and accurate records, document business decisions, and prevent unauthorized disclosure, loss, or destruction of TO Live records, computers and devices.
- Protect and use the technology and assets of TO Live in accordance with the TO Live's Personal Computers Policy (#106) and TO Live's Personal Digital Devices Policy (#108).

Supervisors/Managers

- Provide employees with their full scope of responsibilities and accountabilities.
- Discuss and approve remote work location arrangements with each member of your team;
- Collaborate with employees to develop best practices on how to manage a hybrid work environment;
- Ensure employees are provided with the appropriate technology, tools, and resources to do their work;
- Adhere to and follow procedures to ensure employee health and safety;
- Ensure that TO Live information created, received, and used in the course of your team's work is secure and protected.
- Ensure technology is being used in accordance with the TO Live Personal Computers Policy (#106) and TO Live Personal Digital Devices Policy (#108).
- Maintain regular contact with your employees and maintain a positive workplace culture;

- Establish requirements for availability and communication during working hours; and
- Meet regularly with your employees to evaluate the effectiveness of any continued remote work arrangement to ensure that productivity is not negatively affected.

Human Resources/ TO Live Leadership Team

- Provide TO Live leaders and staff the guidance and advice required to implement remote work schedules
- Identify opportunities to embed accessibility and inclusion principles to ensure that eligible employees fully participate in new/modified workplaces based on departmental feedback of any systemic barriers.

Facilities Management

- Coordinate and track the provision of any and all TO Live office furniture provided to employees to enable effective remote work, as appropriate and required.
- Work with supervisors/managers to fulfill any request for provision of office furniture

Technology Services

- Coordinate and track the provision of and retrieval of any TO Live technology assets and services including, but not limited to, network accounts, laptops, docks, monitors, cell phones, and related peripheral devices, provided to employees to enable effective remote work, as deemed necessary by the employee's departmental head for employees to perform their role.

Use of Company Property

- Employees must use company-provided devices when working remotely to ensure that the appropriate software and programs are used while maintaining data security and confidentiality. All completed and working copies of documents must be saved on the TO Live online system with limited access so that information is available to those who may require its use from the company worksite. Failure to use company-approved devices may leave company data vulnerable to a breach and may result in disciplinary action up to and including termination.
- Company-owned resources may only be used for business purposes. Employees must take reasonable steps to protect any company property from theft, damage, or misuse. Depending on the circumstances, the employee may be responsible for damage to or loss of company property.

- The employee is responsible for providing adequate workspace and furnishings while working remotely.

Any office furniture and technology assets issued to the employee under this Policy for the purpose of remote work remains the property of TO Live and must be returned by the employee, to TO Live, when required or when employment is terminated.

Managing Remote Work

Employment Conditions for Remote Work

Unless otherwise specified, the existing terms of the applicable collective agreement for unionized employees or employment contract between the employee and TO Live for non-union employees remain applicable and in force while an employee is working remotely. Employees continue to be required to comply with all TO Live policies, procedures, and applicable collective agreement provisions affecting their employment. Any work product developed or produced by employees while working at their remote work location remains the property of TO Live.

Remote work and remote work locations must conform to all Ontario employment laws, including the Employment Standards Act, 2000, the Workplace Safety and Insurance Act, 1997 and the Occupational Health & Safety Act.

Employees are required to meet with clients, vendors, or other TO Live staff using TO Live approved communication technology or by telephone, unless this is not feasible. If in-person contact is required, employees should meet only at a TO Live work location or client location, unless expressly authorized by the employee's supervisor/manager or designate. No business meetings shall occur in an employee's home residence. This includes meetings between the employee and their supervisor/manager.

Meetings

It is recognized that both standing, and ad hoc meetings will be impacted when departments have a combination of employees working from home and at TO Live venues. The employer will use best efforts to provide remote workers similar access to business and social encounters. Each department will continue to access Microsoft Teams for meetings to ensure all staff whose attendance is required can participate.

Policies

Employees continue to be governed by all TO Live policies when working away from the TO Live.

Health and Safety

Supervisor/managers and employees must ensure that the remote work location is adequately equipped to provide a safe and healthy workplace that complies with applicable occupational health and safety standards as outlined in Appendix A.

All TO Live policies and Workplace Safety and Insurance Act (WSIB) requirements regarding the reporting of injuries for employees injured while at work must be followed.

If an injury occurs at the remote work location, the employee must immediately report the injury to their supervisor/manager. Reasonable access to information about the remote work location (e.g., photos, video) may be required to support investigations of work-related incidents.

Supervisors/managers are advised to follow existing processes and procedures, working with Human Resources department to address any individual accommodation requirements, and allow for the needs of employees with approved accommodations.

Hours of Work and Leave

Supervisor/managers reserve the right to establish remote working hours. Supervisors/managers and staff should clarify expectations of business hours and establish requirements for accessibility and communication.

Employees must work the same total number of work hours required by their position during regular operations. During work hours, all employees must be focused on performing TO Live work. For unionized employees, if applicable, the applicable language in the collective agreement related to changing hours of work continues to apply.

In situations where a request for flexible work hours is submitted by an employee, scheduling options should be reviewed.

Travel to TO Live Work Location

Employees working from a remote work location will not be compensated for their commute to their regularly assigned TO Live work location. This includes if they are required to attend their regularly assigned TO Live work location for emergency purposes, business reasons or operational requirements.

An employee's remote work location is expected to be within a reasonable distance of their regularly assigned TO Live work location and must be within Ontario.

Employees may be entitled to kilometre reimbursement if they are required to report to a different TO Live work location. Employees should discuss reimbursement criteria with

their supervisor/manager before submitting claims.

Employee Accommodation

Remote work under this Policy is not an accommodation. All accommodation requests should proceed under TO Live Policy 216 or 217. Where there is any conflict between this Policy and Policy 216 or 217, the standard written policies in Policy 216 or 217 shall prevail.

Employees who have accommodation requests will submit the accommodation request to their Manager/supervisor in accordance with Policy 216 or 217.

Appendix A

Remote Work Safety

The information that follows is intended to assist those working remotely in identifying practices that will enable their work to be performed in a healthy, safe, and comfortable environment.

Workspace Condition

- Adequate space to work effectively is available, organized and free of clutter
- Workspace and furniture are arranged to support neutral postures to minimize the risks of musculoskeletal disorder injuries.
- Floor surfaces are free of slip, trip or fall hazards (e.g., loose tiles or carpets).
- Aisles, walkways, exits and stairs are clear and unobstructed.

Lighting

- Work areas are adequately illuminated.
- Light fixtures are in good condition.

Electrical

- Electrical equipment is free from hazards (e.g. frayed or exposed wires, bare conductors, loose wires).
- Phone lines, electrical cords, and extension wires are properly secured, out of the way, and anchored, when possible, but not kept under rugs/carpets.
- Power bars are used in place of extension cords, where possible, and any extension cords are Canadian Standards Association (CSA)-approved and grounded by three prongs.
- Adequate outlets are available (i.e., outlets are not overloaded).
- Heat-generating equipment is clear of debris and combustible material.
- Adequate ventilation room around all electrical equipment is available.

Emergency Systems

- Personal first aid materials are readily available. Smoke detector(s) are present, fully functional, routinely tested and, if battery-powered, the batteries are changed regularly.
- A carbon monoxide detector is present and fully functional, if required (i.e., fuel-burning appliance, fireplace or attached storage garage in residential building).

TO Live

EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
Employment Equity	XXX	203

TO Live is committed to a policy of fairness and full equity in employment and services in recognition of its obligations and responsibilities as an employer and of its leadership role in the performing arts community.

TO Live 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.

TO Live is committed to the principles of Employment Equity. Treating everyone with dignity and creating a climate of understanding and mutual respect is fundamental to our working philosophy which reflects the diversity of the community which it serves.

The Employment Equity process aims to reflect our commitment to diversity, equity, inclusion, access, and anti-racism by:

- § hiring and promoting on the basis of merit and potential;
- § compensating fairly according to the value of the work performed;
- § setting objectives for equitable representation;
- § ensuring equity of outcomes by continuing to work together with the IDEA Committee; and,
- § creating a climate of understanding and mutual respect for the dignity of each individual.

TO Live 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. Full equality will be achieved through the combined efforts of TO Live, its employees, its union(s), and the community. Specifically, TO Live will:

- § provide equality of opportunity to all individuals, and identify and remove artificial and systemic barriers to full employment with respect to an employees' or potential employees' race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, age, record of offences, marital status, family status, disability and level of literacy; commit to principles of potential and merit as key criteria for hiring and promotion; will make the best use of the talents of all available workers regardless of their gender, sexual orientation, disability, racial status or Indigenous status;
- § ensure equitable compensation practices consistent with pay equity requirements;

- § work with its employees, its unions, its employee associations and community organizations, representing women, racial minority people, people with disabilities, Indigenous peoples and other groups, in the development of strategies and special initiatives to promote equity in the workplace;
- § ensure 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;
- § commit to ensuring all job postings, job descriptions and interviewing methods is done through an equity lens and is welcoming to all without barriers and unconscious biases;
- § ensure that equitable compensation practices consistent with pay equity requirements are in place;
- § implement special programs and accommodation as required to assist specific groups of workers to overcome discrimination, and the barriers of systemic discrimination;
- § promote the development of proactive strategies by establishing qualitative and quantitative objectives specific to equity principles. Progress on the achievement of results will be measured, monitored, and reported to the Board, TO Live staff and the public; and
- § undertake ongoing staff and public education and information programs regarding TO Live's commitment to equity goals, principles, practices, and programs.

Application

This policy covers all employees and prospective employees of TO Live. This policy takes into account issues regarding protection of privacy and freedom of information.

Information Requirements

To support the implementation of the employment equity policy, TO Live will engage in the following activities:

- § conduct voluntary employment equity surveys (applicants and workforce); and
- § re-establish and maintain confidential employment equity databases in which:

Equity-related information regarding designated group status is maintained

Use is restricted solely to staff who are authorized to engage in activities specifically related to TO Live's achievement of equity in employment. Applicant data are kept separate from employee data.

Employee and applicant data on designated group status are used for monitoring participation rates, measuring and identifying outcomes, identifying outreach priorities and for responding to Ontario Human Rights Commission complaints.

Data are compiled through a voluntary survey conducted with employees and verified periodically for accuracy and changes, particularly with respect to disability status.

For more information as it relates to TO Live's commitment, roles, and shared responsibilities for a culture of respect and civility, please refer to Policy 230 - TO Live Respectful Workplace Policy & Procedure.

TO Live

EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
Personal & Sick Leave	January 2018 Revised April 2019	214

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 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 days 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.

Unpaid Leave

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.

Part time Employees

Part time employees are eligible for sick leave as outlined under the Employment Standards Act ("ESA") (unless otherwise covered by a collective agreement).

Other Leaves

TO Live observes other leaves as outlined under the ESA (unless otherwise covered by a collective agreement).

TO Live

EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
Accessible Employment	XXX	216

1. Scope

This Policy applies to all operations and employees of TO Live. This includes employees who are permanent, temporary, casual, part-time, or on fixed-term employment contracts. Section 4 of this Policy – Recruitment and Selection – also applies to job applicants seeking to become TO Live employees.

2. Purpose

TO Live is committed to making employment practices accessible to meet the needs of employees and job applicants with disabilities. We are committed to identifying, removing, and preventing barriers in our workplace. If a barrier cannot be removed, we seek to provide reasonable accommodations, up to the point of undue hardship, for employees that require accommodation.

This Policy includes accessible employment practices and procedures related to the following areas in our workplace:

- Recruitment and selection
- Workplace information and communication of accessibility policies
- Accessible information and communication support
- Individual accommodation process for employees
- Emergency and evacuation procedures
- Performance management and career development
- Redeployment
- Return to work process

3. Statement of Commitment to Accessibility

TO Live is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing an accessible and inclusive environment for all patrons, employees, job applicants, contractors, vendors, and others who use our programs, services, goods, information, or facilities. TO Live strives to meet the principles of dignity, independence, integration, and equality of opportunity in all of our operations, and to meeting the requirements of the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA).

4. Recruitment and Selection

TO Live is committed to being inclusive in our hiring policies.

We will notify the public that we will accommodate the needs of persons with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

TO Live is an equal opportunity employer that is committed to inclusive recruitment and selection. If you require an accommodation during the selection process, please inform us as soon as possible at human.resources@tolive.com and we will make every effort to provide suitable accommodations.

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

When making any offer of employment, TO Live will notify the successful applicant of its policies and procedures for accommodating employees with disabilities. We will include information about workplace accommodations, including our Accessible Employment Policy, in our orientation materials.

5. Workplace Information and Communication of Accessibility Policies

TO Live will ensure that all employees are informed about the organization's policies and procedures surrounding the support provided to employees with disabilities. This includes, but is not limited to, policies related to accommodations that take into account an employee's accessibility needs due to a disability, and how an employee can request an accommodation.

TO Live will provide employees with information on these policies and practices as soon as practicable after they begin their employment at the organization. We will provide updated information to our employees whenever a change is made to an existing policy or procedure related to support and accommodation provided to employees with disabilities.

Upon request by an employee, TO Live will seek to provide workplace information in an accessible or alternate format or offer communication supports when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals), and
- General information that is available to all employees at work (for example, Accessible Employment Policy, Company-wide communication, and health and safety information).

6. Accessible Information and Communication Supports

If an employee requests information that is needed in order to perform their job, or information that is generally available to employees in the workplace, in an alternate accessible format or a communication support as a result of a disability related need, TO Live will seek to provide or arrange for the provision of accessible formats and communication supports.

We will consult with the employee making the request in order to determine the accessible format or communication support that is necessary to meet the individual's

needs. In the event that we are unable to fulfill the request, TO Live will provide the employee with an explanation as to why the information or communications is unable to be provided in the alternate format requested, and instead provide a summary of the unconvertible information or communications.

7. Individual Accommodation Process for Employees

The achievement of an accessible environment is a shared responsibility between the employee requesting the accommodation and the employer providing it. Upon request, we will work with employees who demonstrate disability related accommodation needs through the provision of objective evidence, to develop suitable individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

In order to develop effective accommodation plans, the employer will consult with the employee and will request information and details about the nature of the accommodation request. The employee will be required to provide pertinent information regarding barriers to accessibility as well as their own limitations and restrictions, including objective evidence from health care or other professionals, where appropriate and as needed. If TO Live requests an assessment or evaluation by an independent regulated health professional or other practitioner in the area of workplace accommodation, TO Live will cover the costs involved for this assessment or evaluation.

TO Live will work towards a suitable accommodation in a timely manner. TO Live will keep a detailed record of the accommodation request and all relevant actions taken thereafter, and will maintain the confidentiality and privacy of information related to the request, sharing information only with those required or involved in implementing the solution, or as otherwise legally required or permitted.

The individual accommodation plan will also document planned review dates when TO Live and the employee will assess the effectiveness of the implemented accommodation solutions.

Individual accommodation plans will also be reviewed, and updated if required, when an employee's workspace is modified or relocated within another TO Live facility or when an employee's role or responsibilities has changed. Individual Accommodation Plans will include details regarding:

- The initial request for an individualized accommodation plan;
- Employee assessment outlining limitations and restrictions, including supporting objective medical documentation, provided from any treating or independent regulated health professional or practitioner in the area of workplace accommodations;
- Any assistance requested by the employee from individuals knowledgeable about workplace accommodations;
- Alternate format requests and responses; and
- Commitment to maintaining privacy regarding accommodation plans and personal health information, in accordance with applicable provincial and federal privacy legislation.

8. Emergency and Evacuation Procedures

TO Live will seek to work co-operatively with an employee to create suitable individual workplace emergency procedures for any employee who demonstrates that they require accommodation during an emergency or evacuation procedure as a result of a disability related need.

In the event that the individual emergency procedure for a person with a disability involves the assistance of one or more other persons, with the consent of the employee who requires the accommodation, TO Live will provide the necessary emergency procedure information and training to the person designated to provide assistance in such a circumstance. This information will be provided in a timely manner after the organization becomes aware of the need for accommodation due to an employee's disability.

TO Live will review the individual emergency procedure for the employee in the event that the employee moves to a different location in the organization, when the employee's overall accommodation needs are being reviewed, and when the organization does a comprehensive review of its safety policies and procedures.

9. Performance Management and Career Development

TO Live will take into account accessibility and individual accommodation plans of its employees with disabilities during the performance management process. TO Live will do so when engaging in activities related to assessing and improving employee performance, productivity, and effectiveness, with the goal of facilitating employee success and full participation. We will refer to the employee's individualized accommodation plan for reference on how to consider the employee's disability in performance management activities.

We will speak with employees when we are aware that any company policies are not being followed or expectations are not being met. Prior to documenting or imposing written warnings and disciplinary measures, we will consider accessibility and individual accommodation plans to determine if there is an impact of workplace barriers on employee performance that can be addressed. TO Live will take into account the accessibility and individual accommodation plans of its employees with disabilities where relevant during activities related to career development and advancement. TO Live will do so when providing additional responsibilities within an employee's current position, when an employee is moving from one job to another, or when providing greater responsibilities at a higher level in the organization. TO Live will refer to the employee's individualized accommodation plan for reference on how to consider the employee's disability in their career development activities.

10. Redeployment

TO Live will take into account the accessibility and individual accommodation plans of its employees with disabilities during redeployment. TO Live will do so when reassigning an employee to another department or job within the organization as an alternative to layoff, or when a particular job or department has been eliminated by the organization.

11. Return to Work Process

TO Live is committed to providing a safe and healthy working environment for employees who are, or have been, absent from work due to a disability or health condition, and require reasonable accommodations to return to work, supported by objective, medical evidence. TO Live recognizes its obligation to provide necessary accommodations to an employee returning to the workplace, to the point of undue hardship. Our goal is to assist each employee reach their full potential providing accommodations as required, including, where necessary, modifying an employee's duties or work schedule consistent with their objectively confirmed functional abilities, to the point of undue hardship.

A return to work process is a proactive way to help employees with disabilities or health conditions to stay at work or to return to work as soon as it is safe to do so. This typically involves gradually reinstating or modifying an employee's duties and schedule at work, based on their current functional abilities.

In the event that an employee is returning to work after having been absent because of a disability or health condition, and the employee requires disability-related accommodations when returning to work, TO Live will consult with the employee when developing a written return to work plan. TO Live will observe and evaluate the success of the plan, in consultation with the employee, on an ongoing basis at pre-determined times. TO Live will review the plan in consultation with the employee and may make changes in the event that the accommodation is not providing the intended outcome to the Organization.

The returning employee with a disability is expected to work cooperatively with their manager and involve the employee's health care provider(s) as necessary to provide objective medical information to assist TO Live in the creation of a suitable return to work plan. TO Live follows the applicable Workplace Safety and Insurance Board return to work process and adapts where necessary to address individual accommodation plans.

Individual Return to Work Plans will include details regarding:

- Any functional limitations the employee currently experiences based on objective medical evidence;
- All job functions that involve tasks affected by current functional limitations;
- Any accommodations to duties that are required to allow the employee to perform each function (for example, modified schedule, assistive devices);
- Start date of the arrangement, and scheduled review dates or planned end date of the arrangement, if it is temporary;
- Alternate format requests and responses; and
- Commitment to maintaining privacy regarding return to work plans and personal health information, in accordance with applicable provincial and federal privacy legislation.

12. Privacy

TO Live will respect the dignity and privacy of all individuals with disabilities during all aspects of their employment and during any accommodation processes. TO Live will adhere to all applicable provincial and federal privacy legislation and will not disclose any of an employee's personal information except to the extent necessary to fulfill their particular accommodation requirements and solutions or as otherwise legally required or permitted.

13. Contact Us

For more information on accessibility at TO Live or to access our accessibility policies and procedures, go to the Human Resources folder on the internal TO Live network.

- AODA Accessibility Policy
- Accessibility Feedback Form
- Multi-Year Accessibility Plan

TO Live welcomes feedback from employees regarding its efforts related to accessible employment, programs, and interactions with persons with disabilities.

If employees have any questions or feedback, accommodation requests, or would like to request a copy of TO Live accessibility policies or plans in an alternate format, contact TO Live Human Resources at: 1 Front St. E., Toronto, ON M5E 1B2, 416-368-6161, or human.resources@tolive.com

TO Live

EMPLOYMENT POLICY

<u>Title</u>	<u>Effective Date</u>	<u>Policy Number</u>
AODA - Accessibility	XXX	217

1. Application

This Policy applies to all operations and facilities of TO Live, including Meridian Hall, Meridian Arts Centre, and St. Lawrence Centre for the Arts.

2. Objectives

This policy is intended to comply with the principles and guidelines set out in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and to meet the requirements of the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR).

3. Definitions

The following terms are used in this policy and have the following meanings:

Accessible, Accessibility: products, services, facilities or environments that can be accessed, used by, or understood by all persons, including those with disabilities

Accessible or Alternate Formats: include but are not limited to large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

Assistive Devices: any device used to assist persons with disabilities, including:

- Mobility assistive devices, such as a cane, walker, wheelchair, electronic scooter, or similar device used to assist with mobility
- Communication devices, such as a hearing device, laptop computer, communication board, or similar device used to assist with communication
- Medical devices, such as a personal oxygen tank or similar device used to assist with medical requirements of a disability

Barrier: anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information or communications, attitudinal, technological, or systemic policies or practices

Communication Supports: include but are not limited to captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication

Disability: This policy uses the AODA and Ontario *Human Rights Code* definition of Disability, which defines a disability as:

- a) Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b) A condition of mental impairment or a developmental disability;
- c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) A mental disorder; or
- e) An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Information: includes data, facts and knowledge that exists in any format, including text, audio, images, digital or print, and that conveys meaning

Kiosk: an interactive electronic terminal, including a point-of-sale device, for public use that allows users to access one or more services or products

Public spaces: As defined by the AODA, public spaces include:

- Recreational trails/beach access routes;
- Outdoor public eating areas like rest stops or picnic areas;
- Outdoor play spaces, like playgrounds in provincial parks and local communities;
- Outdoor paths of travel, like sidewalks, ramps, stairs, curb ramps, rest areas and accessible pedestrian signals;
- Accessible off-street parking;
- Accessible on-street parking; and
- Service-related elements like service counters, fixed queuing lines and waiting areas.

Service Animal: An animal is a service animal for a person with a disability if:

- a) The animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as an identifying vest or harness worn by the animal; or

- b) The person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to a disability:
- i. A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - ii. A member of the College of Chiropractors of Ontario.
 - iii. A member of the College of Nurses of Ontario.
 - iv. A member of the College of Occupational Therapists of Ontario.
 - v. A member of the College of Optometrists of Ontario.
 - vi. A member of the College of Physicians and Surgeons of Ontario.
 - vii. A member of the College of Physiotherapists of Ontario.
 - viii. A member of the College of Psychologists of Ontario.
 - ix. A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Support Person: in relation to a person with a disability, a support person is any person who accompanies a person with a disability in order to help with communication, mobility, personal care, or medical needs or with access to goods, services or facilities

Web Content Accessibility Guidelines: refers to the World Wide Web Consortium (W3C) recommendations entitled Web Content Accessibility Guidelines (WCAG)

4. Responsibilities

Statement of Commitment to Accessibility

TO Live is committed to providing a safe, dignified, and welcoming environment for everyone. We are committed to providing an accessible and inclusive environment for all patrons, employees, job applicants, contractors, vendors, and others who use our programs, services, goods, information, or facilities. TO Live strives to meet the principles of dignity, independence, integration, and equality of opportunity in all of our operations, and to meeting the requirements of the AODA and Human Rights Code.

Training

TO Live will provide AODA and accessibility training to all employees, volunteers, and Board members. This training will include, at minimum:

- The purpose and principles of the *Accessibility for Ontarians with Disabilities Act*;
- An overview of the requirements of the Customer Service standard;

- An overview of TO Live's Accessibility Policy and related procedures;
- Tips on how to interact with persons with disabilities;
- Tips on how to interact with people who use an assistive device or require the assistance of a service animal or support person;
- Tips on what to do if a person with a disability is having difficulty accessing TO Live's programs, services, goods, or facilities;
- Role-specific areas of the AODA standards related to individual work responsibilities; and
- Ontario *Human Rights Code* content, as it relates to persons with disabilities.

In addition, role-specific and venue-specific accessibility training will be provided annually to Patron Services and Box Office staff at each TO Live facility.

This training will be provided during the initial onboarding period and when changes are made to the AODA or to TO Live accessibility policies or procedures.

TO Live will also ensure that those who are involved in the development and approval of accessibility-related policies, practices and procedures are trained on the AODA and the Ontario Human Rights Code as it relates to persons with disabilities.

Human Resources will maintain all AODA training records.

Information and Communication

Upon request, TO Live will provide public information, including public safety information, in accessible formats.

TO Live will also meet internationally recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements as required under the AODA, with any web content that TO Live controls or manages.

Alternate Formats and Communication Supports

Upon request, TO Live will provide or arrange for the provision of information in alternate formats and with communication supports for persons with disabilities. TO Live will take into account the person's accessibility needs when responding to individual requests and will do so in a timely manner and at no additional cost to the individual.

TO Live is committed to providing accessible telephone service to our customers. We train staff to communicate using clear and plain language. We also provide the option for customers to communicate using email or operator-assisted relay services.

Assistive Devices

TO Live is committed to serving persons with disabilities who use assistive devices to obtain, use or benefit from the Company's goods and services. Staff will be trained how to interact with persons with disabilities who use an assistive device.

TO Live provides a range of assistive devices for use by patrons at each of our performance venues, including Meridian Hall, Meridian Arts Centre, and St. Lawrence Centre for the Arts. Designated Patron Services staff at each facility are trained on the procedures for use of the following assistive devices available at each TO Live venue:

- Wheelchairs
- Assistive listening devices
- Booster seats

For more information on how to ensure accessible seating while using a mobility device or how to access TO Live's on-site assistive devices, contact the appropriate TO Live venue box office or go to the TO Live Accessibility page at <https://www.tolive.com/accessibility> and review the procedures described for "Accessibility Services at TO Live Performances and Events."

Service Animals

TO Live is committed to welcoming persons with disabilities who are accompanied by a service animal at TO Live facilities that are open to the public and other third parties. This excludes areas prohibited by law (for example, in an area where food is being prepared in a commercial kitchen).

Patron Services and other TO Live staff are trained how to interact with persons with disabilities who require the assistance of a guide dog or other service animal.

Service animals can often be identified through visual indicators. For example, a guide dog might be wearing a harness or a vest with a certification badge or it may be helping a person perform tasks. If a service animal cannot be identified easily, TO Live staff may request that the person with the animal provide documentation from a regulated health professional to confirm that the animal is required for reasons relating to their disability.

Support Persons

TO Live is committed to welcoming persons with disabilities who are accompanied by a support person. Patron Services and other TO Live staff are trained how to interact with persons with disabilities who require the assistance of a support person.

Any person with a disability who is accompanied by a support person will be allowed to access TO Live premises that are open to the public and other third parties. At no time will a person with a disability who is accompanied by a support person be prevented from having access to their support person while on the premises. For ticketed performances or events, each person attending, including support persons, must have

a valid ticket for that performance or event. Unless otherwise indicated for specific events, the same fees apply for support persons as for regular ticket holders.

For specific accessible seating requests or accommodation requests to ensure seating with an accompanying support person, patrons are requested to make accommodation requests with venue Box Office ticket sales staff at the time of ticket purchase. TO Live makes every effort to meet specific seating and accommodation requests for patrons with disabilities and accompanying support persons.

For more information, contact the appropriate TO Live venue box office or go to the TO Live Accessibility page at <https://www.tolive.com/accessibility> and review the procedures described for Accessibility Services at TO Live Performances and Events.

Notice of Temporary Disruption

TO Live will provide notice in the event of a planned or unexpected disruption in accessible services or facilities usually used by persons 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.

Notice of disruption of accessible services or facilities will be posted at the location of the disruption, at the front entrance of the affected facility, and where appropriate for the particular disruption (for example, service counters, box office ticket sales, communication with patrons who have made accommodation requests).

For lengthy and planned delays, notice will also be posted on the TO Live website at <https://www.tolive.com/accessibility>.

Accessibility Feedback

Feedback regarding accessibility to goods and services and the manner in which TO Live employees interact with others is welcome and appreciated. An accessibility feedback form is available upon request and on the TO Live website at <https://www.tolive.com/accessibility>.

TO Live will provide a response to accessibility feedback within five business days. Concerns will be addressed according to TO Live's complaint management procedures and, if necessary, the appropriate TO Live management team will work with the author of the feedback to address and resolve complaints.

Establishment of Accessibility Policies and Plans

TO Live will create and maintain a multi-year accessibility plan outlining its strategy to identify, remove, and prevent barriers and to meet its requirements under the AODA. TO Live will post its accessibility plan on its website at <https://www.tolive.com/accessibility> and will provide the plan in an alternate format upon request. TO Live will review the accessibility plan annually and update its plan once every five years, in consultation with TO Live senior management, members of an

Inclusion, Diversity, Equity, and Access (IDEA) Committee, applicable City of Toronto staff, and with the TO Live Board.

Procuring or Acquiring Self-Service Kiosks

TO Live will incorporate accessibility criteria and features when procuring or acquiring self- service kiosks, except where it is not possible or practical to do so. If it is not possible and practical to incorporate accessibility criteria when procuring or acquiring goods, TO Live will provide an explanation upon request.

Hiring (for applicants)

TO Live is committed to being inclusive in our hiring policies. We will notify the public that we will accommodate the needs of persons with disabilities throughout our selection and hiring process. During the selection process, we will include the following paragraph in print and online job postings:

TO Live is an equal opportunity employer that is committed to inclusive recruitment and selection. If you require an accommodation during the selection process, please inform us as soon as possible at human.resources@tolive.com and we will make every effort to fulfill your request.

When scheduling an interview, we will ask applicants if they have any accommodation requests. If an interview candidate requests an accommodation, we will discuss their request with them and make every effort to fulfill their accommodation requests.

Workplace information (for employees)

Upon request by an employee, TO Live will provide workplace information in an accessible or alternate format or offer communication supports when needed. Workplace information includes:

- Any information employees need to perform their jobs (for example, job descriptions and manuals), and
- General information that is available to all employees at work (for example, Accessible Employment Policy, Company-wide communication, and health and safety information).

TO Live will work with employees who request accommodations to determine how best to meet their needs and to provide accessible workplace information in a timely manner.

TO Live will work with employees with disabilities to develop individual accommodation plans. Where necessary, these plans will also include individual emergency response plans and information to assist during an emergency or evacuation.

TO Live will take into account any accessibility needs identified by employees during performance management, career development and redeployment processes.

Design of Public Spaces

When building or making major changes to public spaces of its Ontario-based facilities, TO Live will ensure that accessible designs are incorporated wherever possible.

Communicate accessibility policies

TO Live will inform all employees about policies to support persons with disabilities. Our Accessibility Policy will be reviewed with new employees when they are hired. If we modify our Accessibility Policy, all current employees will be informed.

The current TO Live Accessibility Policy, Multi-year Accessibility Plan, and other public accessibility policies and procedures are posted at <https://www.tolive.com/accessibility>.

Changes to existing TO Live policies

TO Live will modify or remove any existing policies that do not respect and promote the dignity and independence of persons with disabilities.

Learn more about accessibility at TO Live:

<https://www.tolive.com/accessibility>

TO Live venues:

Meridian Hall: 416-368-6161, extension 1

St. Lawrence Centre: 416-368-6161, extension 2

Meridian Arts Centre: 416-368-6161, extension 3

TO Live administration:

1 Front St. E., Toronto, ON M5E 1B2, 416-368-6161

accessibility@tolive.com

TO Live

EMPLOYMENT POLICY

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

Purpose

TO Live 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: Controller, Senior Production Managers, Production Managers, Client Settlement Services Manager, Senior Accountant, and any other position that is identified in an offer of employment.

Benefit

1. TO Live'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 TO Live's business needs as stated above and approved by your manager.
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 TO Live'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 his/her designate approve 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.

TO Live

EMPLOYMENT POLICY

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

TO Live is pleased to provide an Employee Assistance Program (EAP), offered through a Third-Party Provider to all **salaried and non-union hourly Permanent Part Time employees**. 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.

TO Live

EMPLOYMENT POLICY

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

This policy applies to all non-union permanent full time and permanent part time staff, as well as all union staff, unless a leave of absence allowance is included in the collective bargaining agreement.

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 leave 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.

Only one (1) leave of absence will be granted per employee, per fiscal year.

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.