

# Carousel Players

... THEATRE YOU NEVER OUTGROW ...

## Policy & Procedures Manual

Revised March 2021

<b>1. CAROUSEL PLAYERS' GUIDING PRINCIPALS .....</b>	<b>5</b>
1. OUR WORK .....	5
2. LEGAL MANDATE .....	5
3. OUR VISION .....	5
4. OUR VALUES .....	5
5. EQUITY & ACCESS .....	6
6. ACKNOWLEDGEMENT OF PLACE .....	6
<b>2. ABOUT CAROUSEL PLAYERS .....</b>	<b>7</b>
1. ARTISTIC ROLE .....	7
2. A BRIEF HISTORY OF CAROUSEL PLAYERS .....	7
3. CONTRIBUTION TO THE COMMUNITY .....	7
4. ORGANIZATIONAL STRUCTURE .....	8
5. COMMITTEES OF THE BOARD .....	8
<b>3. GENERAL POLICIES.....</b>	<b>9</b>
1. REVIEWING/UPDATING POLICIES .....	9
2. PRIVACY .....	9
3. CONFLICT OF INTEREST .....	10
4. EMPLOYMENT EQUITY .....	10
5. ACCESSIBILITY .....	11
6. HARASSMENT & DISCRIMINATION.....	12
7. WORKPLACE VIOLENCE PREVENTION .....	14
8. CONFLICT/DISPUTE RESOLUTION .....	15
9. DISCIPLINARY PROCEDURES .....	17
<b>4. RECRUITMENT AND STAFFING POLICIES .....</b>	<b>18</b>
1. JOB DESCRIPTIONS.....	18
2. HIRING PROCESS.....	18
3. VULNERABLE SECTOR CHECK .....	19
4. RESIDENCE IN THE NIAGARA REGION .....	20
5. EMPLOYMENT CONTRACT/LETTER OF AGREEMENT .....	20
6. WORK WEEK/LIEU TIME.....	21
7. MEAL AND REST BREAKS .....	22
8. PROBATIONARY PERIOD .....	22
9. PERFORMANCE REVIEW PROCESS .....	23

10.	VOLUNTARY TERMINATION OF EMPLOYMENT .....	24
11.	INVOLUNTARY TERMINATION OF EMPLOYMENT .....	25
12.	PROVISION OF EXTERNAL EMPLOYMENT REFERENCE .....	26
<b>5.</b>	<b>WORKPLACE POLICIES .....</b>	<b>27</b>
1.	HEALTH AND SAFETY .....	27
2.	ACCIDENT AND INCIDENT REPORTING .....	27
3.	SCENT AWARENESS .....	28
4.	SMOKING AND INTOXICANTS .....	29
5.	COMPUTER, EMAIL, AND INTERNET USE .....	30
6.	SOCIAL MEDIA POLICY.....	31
7.	VEHICLE POLICY.....	32
<b>6.</b>	<b>COMPENSATION AND BENEFITS POLICIES .....</b>	<b>36</b>
1.	SALARY ADMINISTRATION.....	36
2.	T SLIPS .....	36
3.	BENEFITS .....	36
4.	COMPLIMENTARY TICKETS .....	37
5.	PROFESSIONAL DEVELOPMENT .....	37
6.	TRAVEL AND EXPENSE REIMBURSEMENT .....	37
<b>7.</b>	<b>HOLIDAYS, VACATIONS, AND LEAVES POLICIES .....</b>	<b>39</b>
1.	PERSONAL EMERGENCY LEAVE .....	39
2.	JURY/WITNESS DUTY .....	39
3.	LEAVES OF ABSENCE .....	40
4.	PREGNANCY LEAVE .....	40
5.	PARENTAL LEAVE.....	41
6.	STATUTORY HOLIDAYS .....	42
7.	VACATIONS .....	42

## Definitions

**Worker:** the term Worker encompasses workers, self-employed contractors, and incorporated contractors.

**CTA Exclusion:** this notation is used when a clause does not apply to Workers under a CTA (Canadian Theatre Agreement) contract

**The Company:** refers to Carousel Players

**The Staff:** refers to all workers of the Company exclusive of those on CTA contracts

**Workplace** is not solely the office or areas in which the business of the company is conducted. Any improper conduct occurring outside of the workplace but having repercussions in the work environment and adversely affecting employment relationships may also be defined as workplace harassment.

**Racism** is prejudice, antagonism, or discrimination by an individual, institution, or society, against a person or people on the basis of their nationality or their membership of a particular racial or ethnic group, typically one that is a minority or marginalized. Also: beliefs that members of a particular racial or ethnic group possess innate characteristics or qualities, or that some racial or ethnic groups are superior to others; an ideology based on such beliefs.

**Direct Discrimination** is discrimination by a person acting on their own behalf. An example of this would be the refusal to hire an individual because of their race. Instruction to others to discriminate in this way is also considered direct discrimination.

**Systemic Discrimination** are those practices that are not openly discriminatory but are discriminatory in their effect. These practices, when equally applied adversely, impact a specific group protected under Human Rights Law.

**Harassment** means being subjected to any conduct or comment that is known or should be known to be unwelcome, that denies individual dignity and respect, and could cause emotional injury to the worker.

**Sexual Harassment** is defined as that behaviour that is coercive, forceful, threatening, or unwanted social interaction. This form of harassment can manifest itself in two ways: a sexual solicitation that involves a promise of reward if reciprocated or a threat of disadvantage if rebuffed, or where a worker is subjected to remarks or behaviour that creates a hostile or intimidating work environment.

**Workplace Harassment** is defined as being subjected to any conduct or comment that is known or should be known to be unwelcome that denies individual dignity and respect and could cause emotional injury to the work.

**Workplace Violence** is defined as:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

- an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker.
- the exercise of a statement or behaviour that 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 or emotional distress to the worker.

**Bona Fide Occupational Requirements:** are employer requirements that can be clearly defended as intrinsically required by the task(s) a worker is being asked to perform, even though such requirements may violate human rights protections.

# 1. Carousel Players' Guiding Principals

## 1. Our Work

Carousel Players is an award-winning professional theatre company for young audiences. We present inspiring and creative plays for children in theatres, schools and other performance venues. We ensure that our performances, educational work, and outreach programs can be accessed by all children and families regardless of their socio-economic background.

## 2. Legal Mandate

To present educational drama as a professional theatre company for children in schools, libraries, galleries etc., and to act as a resource service in educational drama, ensuring that our programs are affordable for all children regardless of their socio-economic status or situation.

## 3. Our Vision

We are committed to the development of new work and the production of theatre that entertains and challenges our audiences. We believe live theatre develops artistic awareness, learning skills, and a sense of well-being in children. Carousel Players is committed to providing mentorship opportunities artists, arts workers, students, and community members.

## 4. Our Values

Working at Carousel Players means being part of a collaborative atmosphere. We are a small organization, requiring each artist, contract worker, and worker to work equally well independently and as part of a team on all activities. We foster a high degree of trust, honesty and sharing in the open communications required to fulfill our vision. We value

**Professionalism:** We are committed to a consistent, professional quality of work and maintaining our reputation for artistic excellence.

**Respect:** We strive to be sincere, respectful and playful in our relationships with children and their caregivers.

**Ideas:** We are eager to share, explore and stimulate new ideas.

**Appreciation:** We like to show appreciation for our friends in the world around us.

**Responsibility:** We strive to be a helpful colleague and good citizen in our discipline (theatre for young audiences), in our field (performing arts) and in our community (the Niagara Region).

**Legacy:** We are dedicated to making all our children's first exposure to professional theatre a playful, enlightening and memorable experience.

**Balance:** We are committed to helping workers achieve a healthy balance between their personal and professional life.

## **5. Equity & Access**

Carousel Players supports and stands in solidarity with the communities of Indigenous, Black, and Persons of Colour (IBPOC). We are committed to ensuring access to Carousel Players for artists, arts workers, educators, volunteers, Board members, and audiences from IBPOC communities.

As a Theatre for Young Audiences, we have a unique responsibility in our work with young people. They are our audience, our students, and our community. We are honoured to share our work in schools where children and educators of every background are able to take part. Through our work, we have the opportunity to help our audience better understand the world around them.

As part of our practice, we are committed to bringing IBPOC stories and voices to the audiences we engage with. We recognize that to share these stories we must include, listen to, and learn from members of those communities as we create our work. We respect and value diverse life experiences and backgrounds, and will ensure that all voices are valued and heard.

We are committed to non-discriminatory casting and hiring practices to ensure equitable access to our creative spaces for artists, staff, and volunteers of diverse backgrounds and abilities.

## **6. Acknowledgement of Place**

We at Carousel Players acknowledge that the land where we create our works is the traditional territory of the Haudenosaunee, the Anishnaabe, the Neutral and Wendat peoples. We are grateful to them, and all other nations, recorded and unrecorded, who have and continue to care for the lands where we create and perform, since time immemorial.

We acknowledge that we share this place with many communities of many backgrounds, settlers, Indigenous peoples, those who came here seeking refuge, and those whose ancestors were brought against their will. All of these communities gather in this place we now call Niagara, which is included in the Upper Canada Treaties and part of the Dish with One Spoon Wampum Territory.

## 2. About Carousel Players

### 1. Artistic Role

Artistic decisions are made by the Artistic Director, in consultation with the General Manager, and presented to the Board of Directors. Carousel Players is a company with a strong presence as a vital artistic force within our local community. We are also a source of innovative theatre for young audiences to many professional theatre companies and communities throughout Ontario and across Canada.

### 2. A Brief History of Carousel Players

Carousel Players was founded in 1972 by Desmond Davis, a Professor of Drama at Brock University in St. Catharines. Carousel has had five other Artistic Directors since its inception: Duncan McGregor, Pierre Tetrault, Kim Selody, Pablo Felices-Luna, Jessica Carmichael, and the present Artistic Director, Monica Dufault.

Since we began, over 2.8 million students, teachers and families have seen our productions in schools and theatres in our community, across Ontario and to other parts of Canada. We have established artistic exchanges with some of the finest children's touring companies in the world that have enabled us to bring our innovative work to new audiences outside of Canada.

Many of our plays have been nominated for Dora Awards for Outstanding Theatre for Young Audiences and the theatre received Dora Awards for *Dinosaurs & All the Rubbish* in 1993 and *Patty's Cake* in 2003. Carousel Players received the Lieutenant Governor's Award for the Arts in 1997, the Canada Council's Theatre for Young Audiences Prize for *Patty's Cake* in 2003, the Great Grants Award from Ontario Trillium Foundation in 2005, the Innovation in the Arts Award for the Niagara Artists in the Classroom program from the City of St. Catharines in 2009 and the first Arts in Education Award from the City of St. Catharines in 2013.

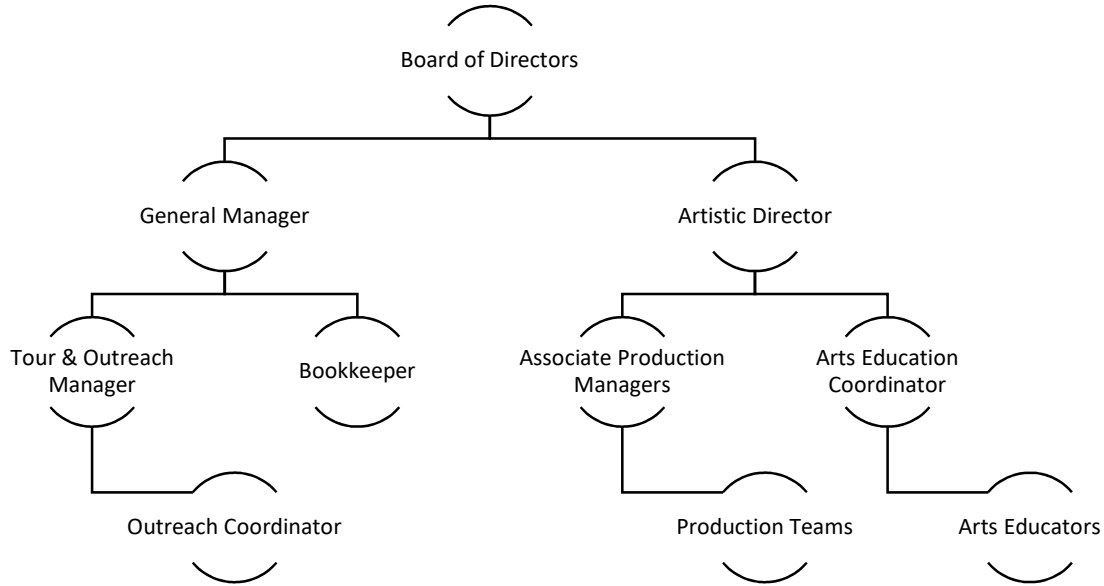
### 3. Contribution To The Community

Carousel Players is a professional resource to the local and regional arts and education communities. Props, costumes and sets are made available to school and community groups. The small theatre created in partnership with the Niagara Folk Arts Multicultural Centre provides an incubator performance and public event space for community and arts groups.

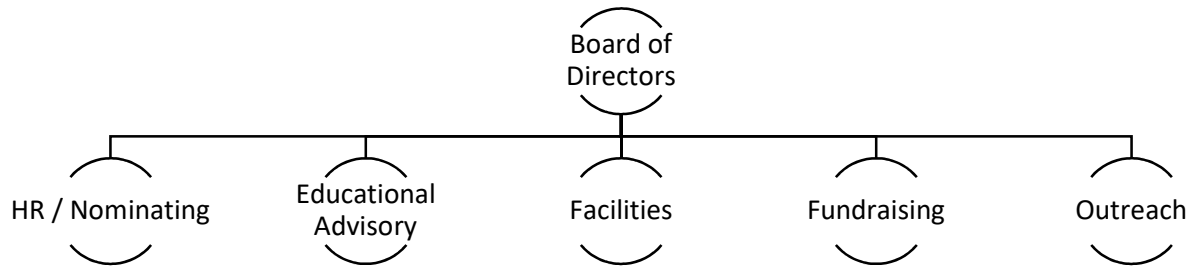
Carousel Players has developed a series of arts education programs available to local school aged children. Carousel is involved with mentorship and internship with local high schools, Niagara College, and Brock University. We have also produced plays in association with the Niagara Symphony and Roseneath Theatre. Carousel has partnered with local schools and Brock University on special projects like Commotion, Niagara Artists in the Classroom, Playlinks, City Treaty project, festivals and workshops, and providing special performances and workshops for pre-service teachers and theatre students.

The Artistic Director, General Manager, and other staff serve as mentors to individual artists, arts workers, and smaller performing arts organizations.

#### 4. Organizational Structure



#### 5. Committees of the Board





### **3. GENERAL POLICIES**

#### **1. Reviewing/Updating Policies**

**EFFECTIVE:** May 2005

**REVISED:**

Carousel Players employment policies will be reviewed and amended as required. All policies will be reviewed by the Board of Directors not less than once every three years.

#### **2. Privacy**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

Carousel Players is committed to protecting the privacy of the personal information of its audiences, our members, Board of Directors, workers, theatre school participants and website users. Carousel Players frequently gathers and uses personal information for registration, tour bookings, ticket purchases, and learning activities. Anyone from whom we collect this information may expect that it will be carefully protected and that any use of or other dealing with this information is subject to consent. Carousel Players does not sell, trade, or give out its membership mailing lists.

Personal information gathered by Carousel Players is kept in confidence. Only authorized Carousel Players personnel have access to this information. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. Carousel Players advises against emailing private financial information, such as credit card numbers and social insurance numbers.

Carousel Players reviews its Privacy Code every two years to ensure it is relevant and up to date. Questions or comments regarding this policy, or the administration of the Privacy Act at Carousel Players may be directed to General Manager by mail, e-mail, or phone.

**Procedures:**

- The General Manager is designated as the Privacy Officer of the Company.
- All donors are asked to call us if they do not wish their names to appear in our publications.
- All credit card and personal financial information is kept in a secure location – in files and on computers. When the information is no longer required for audit or financial purposes, it is deleted, shredded, and disposed of.
- Contracts of Carousel Players workers include reference to confidentiality and privacy of personal information that, once no longer required for audit or financial purposes, is deleted, shredded, and disposed of.

### **3. Conflict of Interest**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

Workers at Carousel Players are expected to adhere to the highest standards of personal and professional integrity and shall protect the interests of Carousel Players.

As the employer-worker relationship is founded on trust and commitment to strive for mutual benefits, it is expected that the worker's time/labour/skill and attention will be devoted to the business of the Company as specified by the employment contract or letter of agreement.

The Company's property, materials and services will be utilized only as requested or authorized by the Artistic Director and General Manager.

Participation of the worker in other business, organizations or activities that compromise the employment relationship or disadvantages the Company will be considered conflict of interest.

**Procedures:**

- The Artistic Director and General Manager shall be responsible for identifying potential conflict of interest activities to workers.
- If a worker knows or perceives themselves to be in a position of potential conflict of interest, they must advise their supervisor immediately.
- If the Artistic Director or General Manager knows or perceives themselves to be in a position of potential conflict of interest, they must advise the Board of Directors immediately.
- Workers must consult with their supervisor prior to engaging in any activities that may be seen as conflict of interest, such as, but not limited to:
  - Making use of a position with the Company to solicit services or materials for personal gain;
  - Utilizing Carousel Players equipment, services or materials for an external business without permission.
- Under no circumstances will workers or contract workers of the Company serve on the Board of Directors of Carousel Players.
- Workers who fail to honour the provisions of this policy will be considered to be in breach of the employment contract with the Company and may be subject to disciplinary action up to and including termination of employment.

### **4. Employment Equity**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

The Company is committed to employment equity by providing equal treatment and equal opportunities to all workers.

Except where identified as a bona fide occupational requirement, discrimination is prohibited on the grounds of age, sex, race, colour, religion, creed, national origin, citizenship, language, marital status, family status, pregnancy/childbirth, sexual orientation, mental or physical handicap, political belief or any other prohibited grounds of discrimination.

Any violation of this policy may be submitted to the Ontario Human Right Commission.

The Company will endeavour to ensure that the workplace, all policies, procedures and practices are free of direct or unintentional (systemic) barriers so that no one is disadvantaged.

**Procedures:**

- All decisions regarding employment will be made without regard to race, religious beliefs, colour, gender, sexual orientation, marital status, physical and mental disability, age, ancestry or place of origin.
- Decisions about employment will be made based on the essential skills, capabilities, knowledge and experience required in the job.
- Decisions about promotions will be based on performance in the current position, as well as the essential skills, capability, knowledge and experience required.

**5. Accessibility**

**EFFECTIVE:** February 2012

**REVISED:** March 2021

**Policy:**

Carousel Players strives to be accessible to all patrons and is committed to providing a welcoming theatre experience for all children, their families and other adults at the many schools and theatres where we perform. We embrace the principles of dignity, independence, integration and equal opportunity to serve our patrons with disabilities and our community at large.

**Procedures:**

When booking tickets, registering for summer camp, or participating in other Carousel Players activities, patrons will be asked to provide us with detailed information on any special needs they may have. These include: assistive devices, service animals, support persons or other special needs.

Every reasonable effort will be made to ensure that all patrons:

- Are treated with dignity and respect.
- Are given the opportunity to attend performances in a way that is as comfortable and enjoyable as possible.
- Have equal opportunity to access our performances, activities and venues.

- Have access to, and be informed of, all pertinent policies and procedures.

Carousel Players will:

- Communicate the accessibility policies of Carousel Players to stakeholders.
- Communicate with a person with a disability in a manner that takes into account their disability.
- Ensure that Carousel Players workers are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our services and let customers know when accessible services aren't available.
- Allow people with disabilities to bring their guide dog or service animal to performances and other Carousel activities.
- Permit access for people with disabilities to have a support person accompany them and ensure that they have access to their support person while on Carousel Players premises. At a Carousel Players performance or activity, fees will not be charged for support persons accompanying a patron to the theatre or special event.
- Train workers and volunteers about key accessibility principles and tools using AODA online training (<https://aoda.ca/free-online-training/>)
- Communicate to every worker that it is their responsibility to be attentive to the concerns of patrons, their families, teachers, students and visitors and to resolve concerns related to accessibility.
- Establish a process for people to provide feedback (in person, by phone or through the Company's website) with matters of concern to be referred to the Accessibility officer and acted upon as soon as it is identified.

The General Manager is designated as the Accessibility officer of the Company and ensures the Accessible Customer Service policies are met and reviewed annually to ensure their ongoing effectiveness, and that patron feedback is collected and followed up.

## **6. Harassment & Discrimination**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

### **Policy:**

Carousel Players believes that it is the Company's responsibility to provide creative spaces where everyone feels supported in bringing their full, authentic selves to the work.

Carousel Players is committed to supporting and valuing the diversity of the people, organizations, and communities we serve. Valuing diversity is recognizing and respecting human differences and similarities. It is imperative that all programs and services reflect the Company's commitment to equity and access.

Carousel Players is committed to providing an environment free of discrimination and harassment, where all individuals are treated with respect and dignity, can contribute fully and have equal opportunities.

Under the Ontario Human Rights Code, every person has the right to be free from harassment and discrimination. Harassment and discrimination will not be tolerated, condoned or ignored at Carousel Players. If a claim of harassment or discrimination is proven, disciplinary measures will be applied, up to and including termination of employment.

Carousel Players is committed to a comprehensive strategy to address harassment and discrimination in the workplace, including:

- providing training and education to make sure everyone knows their rights and responsibilities.
- regularly monitoring organizational systems for barriers relating to Code grounds.
- providing an effective and fair complaints procedure.
- promoting appropriate standards of conduct at all times.

Each individual has the right to be free from discrimination and harassment in the workplace. Each individual has an obligation to respect the rights and dignity of others and to speak out against any form of discrimination or harassment. Behaviour to the contrary is unacceptable. The policy relates to worker dealings with all stakeholders of the Company.

**Procedures:**

- Should a worker believe that they are a victim of discrimination or harassment, a representative of the Company should be notified (e.g. Staff or Board Member).
- The worker has a choice of either discussing the problem or submitting a formal or written concern. The Worker may also use a Workplace Incident Report.
- If the worker wishes, the situation may be corrected in an informal manner. The person receiving the report and worker may discuss the concern with everyone who is involved, develop an action plan and check with the worker periodically to ensure the problem is being or has been resolved.
- In all other cases, the notification of a concern or complaint will trigger a formal investigation. Full investigation will be carried out, and every effort will be made to resolve the problem to the worker's satisfaction.
- No one shall suffer reprisals as a result of making a legitimate complaint under this policy or supplying information regarding a legitimate complaint. Only in circumstances where it is found that a person has deliberately made a false allegation or harassment or discrimination might action be taken against a complainant.
- The Theatre shall ensure that a copy of the Harassment Policy is posted and on the first day of work, all workers are made aware of this workplace policy and processes for response, in case of a violation of this policy.
- For all harassment complaints that are brought to the Theatre by a CAEA member or at the specific request of a non-member, the Theatre shall, upon completion of the investigation, provide to CAEA a summary report of the actions and findings. CAEA shall treat any information in the report as confidential.

## 7. Workplace Violence Prevention

**EFFECTIVE:** August 2010

**REVISED:** March 2021

### **Policy:**

The Company recognizes their legal obligations to provide and foster a workplace free of violence and harassment. Everyone in the workplace must be dedicated to preventing workplace violence. Workers are required to report any incidents of workplace violence.

Management will investigate and deal with all concerns, complaints, or incidents of workplace violence in a fair and timely manner while respecting workers' privacy as much as possible.

A worker may refuse to work where they have reason to believe that they are in danger of being a victim of workplace violence.

The Company will

- Communicate Carousel's workplace violence prevention policies to stakeholders.
- Engage workers in assessments to measure the risks of potential workplace violence.
- Educate workers about the duties of employers and supervisors that apply to workplace violence.
- Develop measures and procedures to control violence in the workplace, and identify risks that could expose a worker to physical injury.
- Identify procedures for workers to report incidents of workplace violence to the employer.
- Determine how the employer will investigate and deal with incidents or complaints of workplace violence.
- Review the workplace violence prevention policy annually with workers and supervisors.
- Ensure that a copy of the Workplace Violence Prevention Policy is posted and on the first day of work, all workers are made aware of this workplace policy and processes for response, in case of a violation of this policy.

The Company is also obliged to take reasonable precautions to protect workers against the risks associated with domestic violence issues. It is the obligation of employers and supervisors to provide information, including personal information, to a worker about a person with "a history of violent behaviour" if the worker could be expected to encounter that person in the course of his/her work and if there is a risk of workplace violence likely to expose the worker to physical injury.

### **Procedures:**

- Should a worker believe that they are a victim of workplace violence, it is recommended they call for immediate assistance when workplace violence occurs or is likely to occur, or when a threat of workplace violence is made. If that is not possible, they should report the incident after the fact, as soon as they feel safe doing so.

- The worker will then notify a representative of the Company (e.g. Staff or Board Member) and complete a Workplace Incident Report with copies of the report promptly given to that representative.
- If the worker wishes, the situation may be corrected in an informal manner. The person receiving the report and worker may discuss the concern with everyone who is involved, develop an action plan and check with the worker periodically to ensure the problem is being or has been resolved.
- In all other cases, the notification of a concern or complaint will trigger a formal investigation. Full investigation will be carried out, and every effort will be made to resolve the problem to the worker's satisfaction.
- A worker may refuse to work where they have reason to believe that they are in danger of being a victim of workplace violence.
- No one shall suffer reprisals as a result of making a legitimate complaint under this policy or supplying information regarding a legitimate complaint. Only in circumstances where it is found that a person has deliberately made a false allegation or harassment or discrimination might action be taken against a complainant.

### **Worker Training and Workplace Risk Assessment**

Every worker will receive an orientation from their direct supervisor covering the Company's Workplace Violence Prevention Policy.

Each year the Nominating/HR Committee will review and update the Company's Workplace Violence Prevention policy and address any new issues and action items identified by workers.

Each year all workers will meet together to complete a violence in the workplace assessment to review: perceived risks by workers, cash risks, health & safety risks, security risks, transportation risks and client safety risks that relate to the violence in the workplace. An action plan will be developed together with the workers to address any new risks identified at this meeting.

Within two weeks after the annual workplace risk assessment meeting, each worker will sign a worker Acknowledgement Form confirming they have read and understand the current workplace violence prevention policy.

## **8. Conflict/Dispute Resolution**

**EFFECTIVE:** May 2005

**REVISED:** August 2010

### **Policy:**

The Company is committed to sustaining a positive work environment in which workers work constructively together. The problem resolution policy and process has been established as a foundation for ensuring that the work environment remains positive while providing the opportunity to resolve a conflict or complaint quickly, fairly and without reprisal. It is understood that conflict resolution may lead to clarification and modification of organizational policies and procedures.

**Procedures:**

- Each year the Board will designate a specific Board member, who sits on the Nominating/Human Resources Committee, to carry out the following functions: attend any performance review if requested, attend performance reviews of Artistic Director and General Manager and serve as the Board contact person for any Human Resources issues that might concern workers.
- It is understood that a worker has no complaint until they have first discussed their complaint with a representative of the Company (e.g. Staff or Board Member) and allowed that person an opportunity to endeavor to settle the complaint. Any worker who feels that the action taken by the representative is unsatisfactory may pursue the complaint.
- All requests for conflict resolution, complaints, and appeals shall be fully investigated and a reply will be given as quickly as possible.
- Penalty or retaliation against a worker who initiates conflict resolution or makes a complaint, or participates in a problem resolution investigation will not be tolerated and will be subject to disciplinary action.
- Informal Conflict Resolution and Complaint Process:
  - Workers who are experiencing a work-related conflict or who have a complaint should first attempt to discuss the matter with their supervisor. In some situations, this may be difficult or inappropriate. In these cases, the worker may request a meeting one or more representatives of the Company (e.g. Staff or Board Members) to discuss the problem.
  - The representatives will analyze the merits of the conflict resolution request or complaint, and within three (3) working days will meet with the worker to inform the worker of the proposed plan of action.
- Any worker may request a designated Board member to attend their conflict resolution meeting.



## 9. Disciplinary Procedures

**EFFECTIVE:** May 2005

**REVISED:**

**Policy:**

Discipline shall be respectful and equitable. Disciplinary measures shall be appropriate to the infraction. Examples of infractions include unsatisfactory work performance, misrepresentation, insubordination, policy contravention, and theft.

Ongoing and/or serious performance problems may be considered a discipline matter and are managed separately from the regular Performance Management system.

**Procedures:**

- The Company uses progressive discipline for all workers whose performance requires improvement. The purpose of the process is to correct, not punish, those workers who have not followed Company rules policies, and procedures. Consistent and fair procedures for progressive discipline give workers ample opportunity to improve; focusing on performance rather than the person.
- Progressive Discipline steps:
  - Verbal warning (in presence of witness and with written documentation).
  - Written warning.
  - 2nd written warning.
  - Termination.

## 4. RECRUITMENT AND STAFFING POLICIES

### 1. Job Descriptions

**EFFECTIVE:** May 2005

**REVISED:**

*CTA Exclusion*

**Policy:**

The Company shall develop and maintain up to date job descriptions for each position of employment.

**Procedures:**

- A job description for each: full time, permanent part time, and full time seasonal position shall be developed using a job analysis approach and shared with applicants for jobs.
- Each job description will be reviewed and updated every two years or as required as part of the Performance Review process by supervisors.
- Revised job descriptions will be shared with incumbents of the position.
- Job descriptions will be subject to the approval of the Artistic Director and General Manager.

### 2. Hiring Process

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

**Policy:**

The success of the Company in achieving its vision depends on having the right staff, properly motivated, applying their skills and talents to all assigned responsibilities outlined in job descriptions. The Company will follow consistent hiring guidelines in order to maximize the chances for success in fulfilling its mission by hiring the most qualified and competent applicants for all employment vacancies.

Carousel Players is an equal opportunity employer and adheres to the Ontario Human Rights Code. Carousel Players is committed to providing a recruitment, selection and hiring process that is fair and consistent. The process is designed to identify the needs of each vacant position and assist in locating the best qualified applicant for the position.

**Procedures:**

- To be eligible for employment with Carousel Players, applicants must:
  - meet the stated requirements for the position being sought;
  - be willing to work in accordance with the Company's vision, philosophy, goals, objectives, policies and procedures; and
  - be legally entitled to work in Canada.

- Recruitment will be overseen by a committee of the Board or of staff, depending on the position.
- All postings will provide a job description, contract information, salary information, and a contact person.
- All interviews for any employment position will involve a minimum of two representatives of the Company.
- Throughout the recruitment, selection and hiring process, applications and applicants' information will remain confidential.

### **3. Vulnerable Sector Check**

**EFFECTIVE:** November 2007

**REVISED:** March 2021

#### **Policy:**

Carousel Players provides programs to children and must take reasonable measures to protect them. Any worker hired by Carousel Players who will be working with children will be required to complete a police record check (referred to as a vulnerable sector check). Vulnerable sector checks may identify individuals who have complaints filed regarding abuse of children on record including allegations of offences where charges were not laid. Screening helps our organization create a safe environment for children, their care-givers and stakeholders.

A vulnerable sector check is coordinated through regional Police Service offices. It consists of two searches: a criminal record information check and vulnerable sector check using the information database of the local police agency where the individual resides (their principal residence) and other databases. A certificate will be issued if there are no records found that relate to the individual.

#### **Procedures:**

- All workers who are contracted by Carousel Players to work with children must complete a vulnerable sector check and provide proof of a valid certificate to Carousel Players by no later than 1 week before beginning work with children.
- Carousel Players will keep a copy of the vulnerable sector check certificate on file.
- The costs of securing a Police Record check will be paid for by Carousel Players upon submission of valid certificate and receipt.
- Should the vulnerable sector check produce criminal record information, the supervisor will obtain the details from the local police agency and determine the relevance of the criminal record to the job duties required.

#### **4. Residence in the Niagara Region**

**EFFECTIVE:** March 2021

**REVISED:**

In recognition of the schedules, community engagement, and intra-Region travel involved in Carousel Players' work, it is expected that local residence is a necessity when working with the company.

**Procedures:**

- Staff are required to live within the Niagara Region.
- Requests by workers to reside outside of the Niagara Region during the engagement period must be made to the General Manager.
- Residency requirements will be waived for workers working fewer than 10 hours per week for the company.

#### **5. Employment Contract/Letter of Agreement**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

**Policy:**

All staff will sign an employment contract or letter of agreement outlining the conditions of employment.

**Procedures:**

- Once a verbal offer of employment has been made and verbal acceptance has been received, a written offer of employment is prepared which includes:
  - position title
  - salary
  - starting date
  - hours of work
  - job description
  - specific conditions which may apply
- Two copies of the offer of employment will be forwarded to the potential worker. The potential worker shall sign and return one copy while retaining the other for personal files, as an indication of acceptance of the terms of employment.
- New workers will receive an orientation from their direct supervisor covering the Employment Policy Manual and sign a form acknowledging they have read the document.

## 6. Work Week/Lieu Time

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

### **Policy:**

Carousel Players expects workers to set & prioritize their goals, manage their workload in a timely manner within their contracted weekly work hours (which do not include meal breaks), and manage their hours and personal schedule. When work demands exceed their weekly work hours, the Company offers lieu time to compensate for additional hours.

### **Procedures:**

- The required weekly work hours for each worker is noted in their employment contract. Some workers' daily work hours will vary to reflect their activities and responsibilities.
- With evening meetings and weekend activities scheduled from time to time, weekly hours of work may vary throughout the year.
- When working hours exceeds the contracted work week hours, lieu time will be banked and scheduled to be used at a time mutually agreed to by the worker and their supervisor.
- Lieu time is to be calculated as follows:
  - Hours in excess of contracted weekly hours up to and including 44 hours are counted at a ratio of 1 hour worked = 1 hour lieu time.
  - Beginning with the 45th hour in a work week, lieu hours are counted at ratio of 1 hour worked = 1.5 hours lieu time
- The Company may require workers to work on statutory holidays. If a worker is required to work on a statutory holiday, they may either
  - record their hours worked on the public holiday as regular time and receive a substitute paid holiday within 12 months
  - record the hours worked and an overtime premium in the amount of the hours worked on the statutory holiday multiplied by 50% (eg 8 hours worked + 4 lieu hours = 12 hours) and not receive a substitute holiday
- Workers are to report on accrued lieu time on a monthly basis using timesheets provided by the company.
- Contract workers are to reduce lieu hours to zero by the end of their contracts. If a contract ends with outstanding lieu hours, those hours will be paid out at the hourly rate of the worker's salary.
- Full-time, year-round workers are to reduce lieu hours to zero by their contract renewal date. If this date is reached with outstanding lieu hours, the worker must use the lieu hours within six months of the start of their next contract year or those hours will be paid out at the hourly rate of the worker's salary.

- Overtime summary sheets, time sheets, and any other documents noting how the worker and supervisor agree to balance the outstanding overtime will be filed in the worker's personnel file.

## **7. Meal and Rest Breaks**

**EFFECTIVE:** March 2021

**REVISED:**

*CTA Exclusion*

Carousel Players recognizes that a safe and healthy workplace is one where workers take regular breaks for rest and meals.

**Procedures:**

- Workers are entitled to 5 minutes break for each hour of continuous work (e.g. a 20 minute break in a four hour shift).
- Workers are encouraged to take a meal break of 30-60 minutes after every four hours worked, and required to take this break after no more than 5 hours continuous work.
- Workers are not to work more than 12 hours in any given work day, and are guaranteed a minimum 11 hour overnight rest period.

## **8. Probationary Period**

**EFFECTIVE:** May 2005

**REVISED:** January 2018

*CTA Exclusion*

**Policy:**

All newly hired workers as well as workers who are internally promoted or transferred to a new job title must serve an initial probationary period of 90 calendar days.

**Procedures:**

- The probationary period is the last step in the recruitment process. The purpose of a probationary period is to:
  - provide workers with the opportunity to become oriented to the new position and environment;
  - provide workers with adequate opportunity to determine whether they are suitable for the new position and wish to continue employment; and
  - provide the Company with adequate opportunity to assess the ability and overall suitability of workers who are new to a position.
- During the initial 90 day probationary period, the Company may terminate employment of new hires without any notice or pay in lieu of notice. Existing workers promoted or transferred to a new job title will be given the opportunity to return to the position they previously held.

- Any leave of absence taken during the probationary period extends completion of the probationary period by a corresponding amount of time.
- A performance review must be completed by the worker's immediate supervisor prior to expiry of the probationary period. Upon completion of the performance review, the supervisor decides (in consultation with the Artistic Director and General Manager) to:
  - change the worker from probationary to regular status,
  - extend the probationary period up to three months beyond the original probationary period, or
  - terminate employment.
- The supervisor advises the worker in writing of the change of status.

## 9. Performance Review Process

**EFFECTIVE:** May 2005

**REVISED:** January 2018

*CTA Exclusion*

### **Policy:**

Carousel Players recognizes that open and ongoing discussions between workers and their employers are vital to a productive and happy work environment. Performance reviews are a key part of this process. The purpose of such review is to give both worker and employer a chance to discuss the working situation, recognize progress, develop mutual understanding, and plan for professional development and future objectives.

Performance reviews are planned and document private discussions and exchanges between a worker and the manager to whom they report. Performance reviews for workers will be conducted by their direct supervisor – either the General Manager or Artistic Director. Both the General Manager and Artistic Director may choose to sit in on performance reviews of production and administrative workers. Any worker may request a designated Board member, the Artistic Director, and/or the General Manager attend their performance review.

The performance review for the Artistic Director and General Manager will be conducted between the worker, the Board President, and one other mutually agreed upon Board member.

Performance reviews are conducted 3 months from the date of assuming a position and annually thereafter. If necessary, they can be scheduled at more frequent intervals when performance is not meeting standards or when required by any party.

### **Procedures:**

- Each year the Board will designate a specific Board member, who sits on the Nominating/HR Committee, to carry out the following functions: attend any performance review if requested, attend performance reviews of Artistic Director & General Manager and serve as the Board contact person for any Human Resources issues that might concern workers.

- Workers are requested to complete performance evaluation questionnaire each year in May/June that enables worker to:
  - evaluate their own performance and set goals for the coming year,
  - identify and resolve conflicts or barriers,
  - propose professional development activities; and
  - give constructive feedback to management
- Performance review of a worker by management will:
  - identify and communicate worker's strengths and weaknesses in their job performance. Good performance examples should be reinforced. Weaknesses should be discussed and an action plan for development agreed upon,
  - review and record shifts in the worker's job description,
  - receive feedback on workplace and worker issues, and
  - provide suggestions about what is working and not working.
- Using the tools noted above, a performance evaluation meeting with the worker will be scheduled and conducted in a formal and private setting with their supervisor using the completed performance evaluation questionnaire as a springboard for discussion. The worker should be given at least one week of advance notice of the review and a copy of the performance review form in order to prepare a self-assessment of their performance.
- Written documentation of the mutually agreed goals and summary of performance evaluation discussion will be documented and signed by both worker and employer including job description changes for consideration. If the worker has a conflict or concern with the review, this should be documented on the review.
- The performance review plus the worker's response to the review are confidential and the information will not be released.

## **10. Voluntary Termination Of Employment**

**EFFECTIVE:** May 2005

**REVISED:**

*CTA Exclusion*

### **Policy:**

The Company has the expectation that workers resigning their position with the Company shall do so in a manner that allows for the smooth operation of the services and supports of the Company.

### **Procedures:**

- A worker resigning from the Company shall advise their supervisor in writing.
- A reasonable period of notice shall be expected, considering the responsibility involved in the position, as follows:
  - 3 months for Artistic Director and General Manager.
  - 4 weeks for Managers.
  - 2 weeks for all other workers.
- All workers who resign will be given the option of an exit interview.



## **11. Involuntary Termination of Employment**

**EFFECTIVE:** May 2005

**REVISED:** January 2018

*CTA Exclusion*

### **Policy:**

In certain circumstances, the employment of a worker may need to be terminated and such action shall be undertaken in accordance with the following procedures.

### **Procedures:**

- Terminations will be treated in a confidential, professional manner by all concerned.
- Full vacation pay entitlement will be paid to the worker. All accrued lieu hours will be paid out at the appropriate rate (weekly salary divided by hours requirement).
- Notice or pay in lieu of notice shall be provided, consistent with the Employment Standards Act of Ontario.
  - When the Company terminates a worker, the Company may choose to provide pay in lieu of notice and maintain worker benefits for the equivalent of the notice period.
  - If the Company chooses to provide notice per the terms set out in the worker's contract, workers will be notified of their termination as per the Employment Standards Act of Ontario.
  - During the 90 day probationary period termination of employment by either the Company or the worker may be made without notice.
- The Company is not required to give notice to the worker if:
  - The worker was hired for a specified term or task that is a prearranged period of time.
  - A worker is only "temporarily laid off" as per the Employment Standards Act of Ontario.
  - The work agreement is impossible or frustrated by a fortuitous or unforeseeable event of circumstances, as in fire or flood, but not insolvency or bankruptcy.
  - A worker has refused reasonable alternative work.
  - A worker is being terminated for just cause.

## **12. Provision of External Employment Reference**

**EFFECTIVE:** May 2005

**REVISED:**

### **Policy:**

The Company may provide employment references for a worker or former worker. In doing so, respecting the worker's confidentiality and therefore implementing discretion and sensitivity.

### **Procedures:**

- Employment references will be supplied only by the individual's supervisor and will be limited to title and dates of employment.
- Opinions and observations about the worker's work performance, behaviour or skills will not be provided by the Company.
- Upon providing a verbal reference, the supervisor will record the date, time, name of person and organization requesting the reference. A copy of this documentation will be retained in the worker's personnel file.
- If a letter of reference is provided a copy will be retained in the worker's personnel file.
- Individuals may provide personal letters of reference, offering personal impressions, at their own discretion.

## 5. WORKPLACE POLICIES

### 1. Health and Safety

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

Carousel Players is committed to ensuring and protecting the health and safety of its most valuable resource: its people. The Company will make every effort to provide its workers, contracted personnel, patrons, and volunteers with a safe and healthy work environment, while continuously striving to eliminate any identified hazard that might result in injury to people or damage to property.

Health and safety is a shared commitment. It is everyone's responsibility to recognize hazards in the workplace, to protect their own safety while they are working in the theatre, and to respect health and safety policies of the Company.

At Carousel Players, the safety of the public, our volunteers, and anyone who works at the Theatre is important. Health and safety will take priority in all areas of the theatre, and there is no task so urgent that it cannot be completed safely. Through continuous, cooperative and joint efforts, a positive climate will be created, and health and safety goals will be achieved.

**Procedures:**

- This commitment will be fulfilled through our Health and Safety policies and procedures, in compliance with all applicable unions, associations, and federal and provincial legislation. These policies and procedures will be reviewed annually to ensure their ongoing effectiveness.
- The Theatre shall ensure that a copy of the Health and Safety Policy is posted and on the first day of work for each worker, they are made aware of this workplace policy and emergency evacuation procedures.

### 2. Accident and Incident Reporting

**EFFECTIVE:** March 2021

**REVISED:**

When individuals or patrons experience a work-related injury, accident, or incident of concern, it is essential that prompt action be taken to remedy the cause in order to prevent further accidents/incidents.

**Procedures:**

For all injury, accident, and incidents of concern, reporting should be as follows:

- Performers report to Stage Management.
- Designers and other members of creative teams report to Associate Production Managers.

- Independent Contractors report to General Manager.
- Staff reports to General Manager.
- Volunteers/unpaid students & all others report to General Manager.

**For Injuries or Accidents:**

- Provide first aid immediately as required.
- Report any injury or the possible onset of a work-related disease/condition to the appropriate manager immediately and complete a Workplace Accident Report form.
- Assist the supervisor in the completion of the Workplace Accident Report form and submit to the Associate Production Managers/General Manager as soon as possible. For worker injuries an additional form (WSIB Form) must be completed and submitted by the Production Manager.
- If health care is required encourage the injured party to attend the closest provider of medical care. When a doubt exists as to the severity of a medical situation, call an ambulance. In emergencies, always dial 911.
- If health care is received for any work-related injury or illness that was not immediately reported, contact the Associate Production Managers with a verbal report as soon as possible.
- Off-the-job injuries resulting in days off must be reported as soon as possible to your supervisor who will then forward a written report in memo form and complete the required forms.

**For Incidents of Concern**

- Resolve situation and/or seek safety as required. In emergencies, always dial 911.
- Report any incident to the appropriate manager as soon as possible and complete a Workplace Incident Report form.
- Assist the supervisor in the completion of the Workplace Incident Report form and submit to the Associate Production Managers and General Manager as soon as possible.
- Follow the steps on the Incident Report form to address and resolve the Incident.

**3. Scent Awareness**

**EFFECTIVE:** September 2015

**REVISED:** March 2021

Some people are sensitive to scented products, including perfumes and hair sprays, which may cause allergic reactions and/or headaches.

**Procedures**

- Individuals are asked be considerate and limit use of these products at work.
- If a product that someone is using affects you, please let them know so they may limit its use.

- If a worker is asked by their supervisor not to use a product such as perfume at work, refusal may lead to discipline.

#### **4. Smoking and Intoxicants**

**EFFECTIVE:** March 2021

**REVISED:**

Carousel Players' aim is to act as a good employer and conduct our activities in a way which will achieve the highest possible standard of health and safety for our workers and members of the public. This is because we recognize that we can contribute to a safe, healthy and productive work environment by preventing smoking and use of intoxicants, by raising awareness, by identifying problems at the earliest stage and by offering support to those who have a problem.

As an organization that works with children, it is important to us that we represent healthy and safe lifestyle choices in all of our work. This includes being responsible in behaviours like smoking and use of intoxicants. For the purposes of this policy, intoxicants are defined as any drug or natural substance that has a noticeable effect on thinking or behaviour and has not be prescribed by a medical practitioner (e.g. alcohol, amphetamine).

Our policy is to ensure that intoxicant problems are dealt with effectively and consistently so that workers are protected and those affected are encouraged to seek help. We expect all of those to whom this applies to support this policy and in doing so comply with the rules below. For the purposes of this policy, intoxicant problems are defined as those which incorporate a variety of behaviours caused by intoxicants which may be problematic to the individual and/or to the organization for which the individual works.

Professional assistance and support can be made available to those to whom this policy applies and we would urge anyone who feels that they may have an intoxicant problem to come forward (with a friend, or colleague) to discuss this confidentially with their supervisor or manager.

##### **Procedures**

- Workers must not partake in cigarette smoking or the consumption of intoxicants on the property of the schools, community venues, and theatres where Carousel Players' public activities take place.
- Workers must obey all requirements regarding locations, times, and waste disposal when smoking at locations where Carousel Players' private activities take place.
- Workers must not be under the influence of intoxicants during working hours.
- Workers must not be in possession of any illegal drugs whilst working on our sites or premises.
- Workers must not under any circumstances be under the influence of drug or alcoholic substances whilst on our sites or premises. Note that, as previously consumed drug or alcoholic substances may affect your performance at work, you may still be considered to be under the influence.

- If a worker's supervisor or manager believes that they are under the influence of an intoxicant during working hours, the worker will be asked to leave, having been advised of the support available to them and their rights in accordance with our disciplinary procedures.

## **5. Computer, Email, and Internet Use**

**EFFECTIVE:** March 2021

**REVISED:**

Carousel Players' workers are advised to use our company's internet connection and company-issued computing equipment for the following reasons:

- To complete their job duties.
- To seek out information that they can use to improve their work.
- To access their social media accounts, while conforming to our social media policy.

Carousel Players does not want to restrict workers' access to websites of their choice, but expects workers to exercise good judgement and remain productive at work while using the internet. Any use of the Theatre's network and connection must follow this policy and the company's privacy policy.

### **Procedures:**

Workers should:

- Keep their passwords secret at all times.
- Log into their corporate accounts only from safe devices.
- Use strong passwords to log into work-related websites and services.

Workers mustn't use our network to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and sensitive information.
- Download or upload movies, music and other copyrighted material and software.
- Visit potentially dangerous websites that can compromise the safety of our network and computers.
- Perform unauthorized or illegal actions, like hacking, fraud, buying/selling illegal goods and more.
- Workers are to be careful when downloading and opening/executing files and software. If they're unsure if a file is safe, they should ask their supervisor.
- The Theatre may install anti-virus and disk encryption software on our company computers. Workers may not deactivate or configure settings and firewalls without managerial approval.

- The Theatre won't assume any responsibility if worker devices are infected by malicious software, or if their personal data are compromised as a result of inappropriate worker use.
- The Theatre expects workers to respect and protect company equipment. "Company equipment" in this policy includes company-issued phones, laptops, tablets and any other electronic equipment, and belongs to our company. Workers are responsible for their equipment whenever they take it out of their offices.
- Workers can use their corporate email accounts for both work-related and personal purposes as long as they don't violate this policy's rules. Workers shouldn't use their corporate email to:
  - Register to illegal, unsafe, disreputable or suspect websites and services.
  - Send obscene, offensive or discriminatory messages and content.
  - Send unauthorized advertisements or solicitation emails.
  - Sign up for a competitor's services unless authorized.
  - Our company has the right to monitor corporate emails. We also have the right to monitor websites workers visit on our computers.

Workers who don't conform to this policy will face disciplinary action. Serious violations will be cause for termination of employment, or legal action when appropriate. Examples of serious violations are:

- Using our internet connection to steal or engage in other illegal activities.
- Causing our computers to be infected by malicious software.
- Sending offensive or inappropriate emails to our customers, colleagues or partners.

## 6. Social Media

**EFFECTIVE:** March 2021

**REVISED:**

Carousel Players recognizes that the use of Facebook, Instagram, Twitter, Snapchat, and other online sharing websites, here called "Social Media," is an essential part of promoting its shows and its artists. The Theatre also recognizes that workers may use Social Media to promote their work with the Theatre, and requires that workers abide by the following procedures when using Social Media.

Procedures:

- Workers shall tag Carousel Players (@carouselplayers) in any posts related to the Theatre.
- Workers shall not use the Theatre's logo, graphics, or information without the Theatre's permission. However, workers may share any items from the Theatre's official social media channels which may contain such logos, graphics and information.

- Given that the Theatre creates works for young audiences, all posts referencing or related to the Theatre and its works shall exclude content and language inappropriate for children.
- Workers shall not publish pictures of child or student audience members.
- Workers shall not publish any confidential details of the Theatre's business.
- Workers' social media posts relating to the Theatre shall remain professional in nature.
- In all posts related to the production, workers must name, in full, the production and the playwright using the information provided by the Theatre.
- When posting images or video of the rehearsal hall or performance space that show elements of the set, costumes, props, lighting, video, and/or sound design, workers shall credit all designers and the director using the information provided by the Theatre.
- Workers shall not post images or videos of other artists or workers of the Theatre without prior permission.
- Workers shall not tag any other artists or workers of the Theatre without prior permission.
- If the Theatre determines that a worker's post is inappropriate, the Theatre reserves the right to require that the worker remove the inappropriate post from social media sites and any other websites.

## **7. Vehicle Use**

**EFFECTIVE:** November 2007

**REVISED:** March 2021

### **Policy:**

The Theatre is committed to safe, accident-free driving. Every worker who drives a vehicle as part of their employment is responsible for its safe operation and condition.

A worker is considered to be at work while driving their personal vehicle if they are carrying out a task authorized by the theatre and recording their mileage or approved expenses for reimbursement.

### **Responsibilities of the Driver**

- Only authorized workers and authorized individuals will use the Company's Vehicle (owned or rented).
- All drivers are responsible for ensuring that they are in possession of a valid drivers license. A copy of the license must be submitted on an annual basis to the supervisor to be registered on the list of valid Theatre drivers.



- Drivers who operate vehicles on company business are representing the Theatre and are personally responsible for driving in a safe and legal manner. All local, provincial, and federal regulations and Theatre procedures must be followed.
- Drivers must practice defensive driving and take every possible precaution to avoid accidents.
- No driver may operate a vehicle while impaired by the influence of alcohol, drugs or medicine, excessive fatigue or extreme stress.
- All drivers are required to perform a pre-start inspection each time they use a vehicle. The pre-start inspection forms will be submitted to the supervisor on a regular basis.
- All drivers must immediately report and document accidents, damage, problems or concerns to the supervisor with 24 hours.
- Each driver must wear a seat belt and shoulder harness while operating a vehicle. The driver is responsible for ensuring that seat belts are worn by all workers who are passengers in the vehicle. No worker shall ride in the back of a truck or in any vehicle that does not have a seat belt.
- Drivers must not exceed the posted speed limit. Speed should be adjusted depending upon adverse road and/or weather conditions and/or load to ensure that control of the vehicle is maintained, and that the vehicle can be safely stopped.
- In case of inclement weather or unsafe conditions, drivers will check road conditions prior to driving. If conditions are unsafe, the trip should be postponed.
- The Driver will ensure that vehicles are shut off during loading and unloading

### **Responsibilities of the Company**

- To ensure that no one is injured because of a mechanical defect, the Company is responsible for ensuring that the Company's vehicles are maintained in a mechanically safe condition and that they meet all legislative requirements at all times.
- The Company will ensure that the vehicle has enough seats and seat belts equal to the number of workers being transported.
- The Company will ensure that materials that are dangerous, such as flammable, radioactive, chemically or biologically toxic materials, are not transported in Theatre vehicles, unless properly packaged, marked, labelled and secured in accordance with the Transportation of Dangerous Goods Act.
- Each supervisor is responsible for the safety performance of persons reporting to them. They will:
  - Explain the Theatre's commitment to safe driving before allowing a worker to drive a company vehicle, or before authorizing a worker to drive a personal vehicle on company business.
  - Explain the Theatre's procedures and ensure that they are being followed. Any worker failing to comply will be subject to disciplinary action.
  - Inspect safety equipment on an annual basis.
  - Ensure that all reported vehicle problems or concerns are corrected.

- Ensure that workers operating company vehicles perform a pre-start inspection.
- Ensure that all the pre-start inspection forms are submitted on a weekly basis.

### **Use of Personal Vehicle for Company Purposes**

- For personal vehicles authorized for company use, the driver is responsible for maintaining their vehicle.
- Drivers operating their own vehicles authorized for company use are responsible for ensuring that they are in possession of insurance appropriate to their vehicle. Proof of insurance must be provided to the Theatre.

### **Fines & Tickets**

- The Company will not be responsible for payment of fines for speeding or traffic violations or parking tickets for workers/designated drivers using company vehicles or using their personal vehicle on company business. Individuals will be responsible for prompt payment of these fines.

### **In Case of Accident**

When an accident occurs, a thorough investigation is necessary to determine the cause and to prevent future accidents.

- Driver Responsibilities
  - At the scene, stop immediately and determine damage. Avoid obstructing traffic, if possible.
  - Turn emergency four way flashers (hazard lights) on. Place reflective warning triangles to warn of a traffic hazard, as necessary.
  - Assist with any injuries, if you are able to, according to your First Aid training, if any.
  - Notify the police and call for an ambulance, if required.
  - Be polite, professional, and cooperative at all times during the investigation. Provide the requested information (name, address, etc.) to the other party, and to the police, if present. Ensure that you receive complete information from the other party.
  - Complete the Theatre accident report form at the scene of the accident. All accidents must be reported immediately to the supervisor.
  - In cases involving police, ask the officer for a report number. Include this report number on the Theatre accident report form, to be submitted to the supervisor.
  - Be available to answer any questions regarding the accident from the Theatre, the police, or the insurance company.
- When an accident occurs with a company owned vehicle; the supervisor will notify the insurance company.
- When an accident occurs with a personal vehicle authorized for company use, the driver will notify the insurance company.

- The accident report and accompanying documents will be reviewed within three days of the accident date by the supervisor for the determination of:
  - Recommendation for training/retraining;
  - Review/revision of current policies and procedures;
  - Disciplinary action, if appropriate; if an accident is classified as preventable (an accident in which the driver failed to exercise every reasonable precaution and evasive maneuver in preventing the accident), based upon charges laid or after review by certified accident investigators, the worker may be subject to disciplinary action.

## 6. COMPENSATION AND BENEFITS POLICIES

### 1. Salary Administration

**EFFECTIVE:** May 2005

**REVISED:**

**Policy:**

The Company shall ensure that its workers receive their pay in a timely and efficient manner.

**Procedures:**

- Cheques are available every Thursday for the same week.
- Pay notices are distributed to the worker on payday.

### 2. T Slips

**EFFECTIVE:** March 2021

**REVISED:**

**Policy:**

The Company is responsible for ensuring that all its workers and contract workers are able to fulfill their tax obligations by providing accurate information as to income earned from the Company's activities.

**Procedures:**

- The Company shall issue T4 slips to all workers
- The Company shall issue T4A slips to all self-employed contractors who do not collect HST and earn more than \$500 in a calendar year.
- The Company will not issue T4A slips to self-employed contractors that have incorporated and collect HST or other forms of tax, but will provide an income summary (exclusive of tax) if requested.

### 3. Benefits

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

**Procedures:**

- Benefits include:
  - For full-time staff, an RRSP contribution of 3% of salary by the Company, matched by the staff member, will be paid by cheque on a monthly basis.
  - Full-time staff that work year-round or on a seasonal contract are eligible for Extended Health Benefits in the form of a defined benefits plan.
  - Full-time staff working on a contract basis are eligible for Extended Health Benefits in the form of a health care savings account.

- RRSP contributions and extended health benefits do not apply to staff members in their initial probationary period.
- The Company will pay for “CAA Plus” for those staff members who already have a CAA membership and require the use of their own vehicle for the completion of a significant portion of their job responsibilities.
- All benefits cease when a staff member is terminated or voluntarily resigns.

#### **4. Complimentary Tickets**

**EFFECTIVE:** November 2007

**REVISED:** January 2018

**Policy:**

Each worker will receive up to two tickets to any public performance of a Carousel Players production where Carousel Players controls the box office.

Complimentary tickets to performances where Carousel Players does not control the box office may be made available depending on the contractual agreement with the presenting venue.

**Procedures:**

- Tickets are available on a first-come, first-served basis.
- Company members must inform Carousel Players staff of their ticket requests in advance. The staff will make the necessary arrangements with the box office.
- Tickets will be available for pick up at the door on the day of the performance.

#### **5. Professional Development**

**EFFECTIVE:** May 2005

**REVISED:**

*CTA Exclusion*

**Policy:**

The Company may provide financial assistance for educational programs and professional development to encourage workers to become more effective in their jobs. This assistance is at the discretion of the Artistic Director and General Manager.

#### **6. Travel and Expense Reimbursement**

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

The Company will reimburse workers and volunteers for authorized travel expenses

**Procedures:**

- Artists may be reimbursed for one round trip for their travel to St. Catharines from their place of origin per the terms of the CTA.

- Pre-determined travel budgets for each worker are created to carry out the activities of the Company. Using these specific resources, workers are compensated for travel in a variety of ways:
  - travel reimbursement for gas purchased upon submission of gas receipts, OR
  - travel reimbursement for parking and travel by bus, train, airfare or other means upon submission of receipts
- Travel expenses will be paid and allocated using the budget resources allocated for the season's activities.
- Travel expenses which require the worker to go over budget must be pre-authorized in advance.
- When attending professional development, touring venues or meetings that require overnight accommodation, every effort must be made to obtain safe, clean and reasonably priced lodging.
- Workers will use pre-determined professional development/touring/meeting budgets for reimbursement of accommodation and meal receipts.
- The Company does not pay for any alcoholic beverages.
- Accommodation & meal expenses which require the worker to go over budget must be pre-authorized in advance.

## 7. HOLIDAYS, VACATIONS, AND LEAVES POLICIES

### 1. Personal Emergency Leave

**EFFECTIVE:** May 2005

**REVISED:** March 2021

**Policy:**

The Company has a personal emergency leave policy based on the Company's fiscal year. The Company ensures that all salaried workers are paid in accordance with this policy for time off caused by illness or non-work related accidents.

A worker who is entitled to personal emergency leave can take up to 10 days of leave each calendar year due to:

- personal illness, injury or medical emergency, OR
- death, illness, injury, medical emergency or urgent matter relating to the following family members:
  - spouse (includes both married and unmarried couples, of the same or different genders)
  - parent, step-parent, foster parent, child, step-child, foster child, grandparent, step-grandparent, grandchild or step-grandchild of the worker or the worker's spouse
  - spouse of the worker's child
  - sibling of the worker
  - relative of the worker who is dependent on the worker for care or assistance

**Procedures:**

- A worker is eligible for 6 paid Personal Emergency Leave days and 4 unpaid Personal Emergency Leave days per year.
- Full-time seasonal and part-time workers are eligible for pro-rated Personal Emergency Leave based on the length of their seasonal employment.
- Accumulated Personal Emergency Leave days that have not been taken may not be added to vacation days or carried over to the next calendar year.

### 2. Jury/Witness Duty

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

**Policy:**

The Company gives time off without pay to a full-time worker called for jury duty or subpoenaed to appear in court as a witness.

**Procedures:**

- If a worker receives a proposed juror questionnaire or is called as a witness in a legal proceeding, they are to notify the Company as soon as possible. If they are called as a

juror during a particularly busy time, the Company may ask the worker to request the court to postpone the jury duty to a more convenient time.

- It is necessary to keep supervisors informed of jury duty or witness status. On days when a worker serves less than a full day at court, they are expected to communicate with their supervisor to determine whether or not to return to work.
- The Company will continue to contribute to the worker's RRSP for the duration of the jury duty leave. Workers will continue to accrue sick and vacation leave while on jury duty leave.

### **3. Leaves Of Absence**

**EFFECTIVE:** May 2005

**REVISED:**

*CTA Exclusion*

**Policy:**

The Company does not normally grant personal leaves of absence to workers. However, under exceptional circumstances, or as negotiated in an employment contract, the Company may grant a leave of absence without pay, benefits or accrual of vacation days; to protect the length of service and benefit rights of a worker whose service might otherwise be terminated.

### **4. Pregnancy Leave**

**EFFECTIVE:** May 2005

**REVISED:**

**Policy:**

A pregnant worker who started employment with the Company at least 13 weeks before the expected birth date is entitled to a leave of absence without pay in accordance with the Employment Standards Act.

**Procedures:**

- Pregnancy leave is for a maximum of 17 weeks.
- To allow the Company sufficient time to arrange replacement staffing, a worker who is planning a pregnancy leave is requested to advise the Company as far in advance as possible.
- At least two weeks prior to the commencement of the leave, a worker is to give written notification of their requested leave with the expected date of return. At this time the worker may be requested to provide the Company with a doctor's certificate verifying pregnancy and expected date of delivery.
- The Company continues to pay its share of the premiums for the worker's subsidized benefits for the duration of the leave, unless the worker elects, in writing, not to continue to pay their contribution. The worker is required to provide payment of their contribution on a monthly basis.
- While on pregnancy leave:



- Seniority continues to accrue for the duration of the leave based on the worker's regular hours of work.
- A worker's anniversary date remains the same.
- No vacation dollars are accrued.
- At least two weeks prior to the end of the originally approved leave, the worker is to provide written notification to the Company reconfirming their intention to return to work.
- Subject to changes in status which would have occurred had the worker not been on parental leave, the worker will be reinstated to comparable duties at the same rate of pay.

## **5. Parental Leave**

**EFFECTIVE:** May 2005

**REVISED:**

### **Policy:**

A worker who has been employed by the Company for at least 13 weeks and who is the parent of a child is entitled to a leave of absence without pay following the birth of the child or the coming of the child into the custody, care, and control of a parent for the first time in accordance with the Employment Standards Act.

### **Procedures:**

- Parent includes a person with whom a child is placed for adoption and a person who is in a relationship of some permanence with a parent of a child and who intends to treat the child as their own.
- If a worker becomes a new parent, they can take a parental leave of:
  - up to 35 weeks if they also took a pregnancy leave; or
  - up to 37 weeks if they did not take a pregnancy leave.
- To allow the Company sufficient time to arrange replacement staffing, a worker who is planning a parental leave is requested to advise the Company as far in advance as possible.
- At least two weeks prior to the commencement of the leave, a worker is to give written notification of their requested leave together with the expected date of return.
- The Company continues to pay its share of the premiums for the worker's subsidized benefits for the duration of the leave, unless the worker elects, in writing, not to continue to pay their contribution. The worker is required to provide payment of their contribution on a monthly basis.
- While on parental leave:
  - Seniority continues to accrue for the duration of the leave based on the worker's regular hours of work.
  - A worker's anniversary date remains the same.
  - No vacation dollars are accrued.

- At least two weeks prior to the end of the originally approved leave, the worker is to provide written notification to the Company reconfirming their intention to return to work.
- Subject to changes in status which would have occurred had the worker not been on parental leave, the worker will be reinstated to comparable duties at the same rate of pay.

## 6. Statutory Holidays

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

### **Policy:**

All salaried workers are entitled to the following statutory holidays, where a statutory holiday falls on a Saturday the holiday will be observed on the preceding Friday. Those falling on a Sunday will be observed on the following Monday.

### **Procedures:**

- Statutory holidays include: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, Thanksgiving, Christmas Day and Boxing Day in accordance with Employment Standards.
- The August Civic holiday is treated as a statutory holiday.
- If a statutory holiday falls on a day when the worker would be normally scheduled to work, it is recorded on the worker's timesheet at a rate of the hours worked in the past 4 weeks divided by 20 (e.g. 160 hours worked = 8 hours).
- If a statutory holiday falls on a day when the worker is not normally scheduled to work, the worker may schedule an alternate holiday or bank lieu hours at a rate of the hours worked in the past 4 weeks divided by 20 (e.g. 120 hours worked = 6 lieu hours) by recording the hours on their timesheet.
- Statutory holidays falling within a scheduled vacation period will normally be added to at the end of that vacation period.

## 7. Vacations

**EFFECTIVE:** May 2005

**REVISED:** March 2021

*CTA Exclusion*

### **Policy:**

The Company has a vacation policy that is based on the fiscal year.

### **Procedures:**

- Permanent workers are entitled to vacation time with pay during each calendar year. Full time seasonal workers are eligible for a pro-rated vacation entitlement based on the length of their seasonal employment.

- In addition, the Company provides a minimum of 3 days paid vacation during the last week of December.
- Vacation is accrued within the fiscal year based on the following:
  - During the 1st year: 4% of hours worked
  - After 1 year of completed service: 2 weeks (10 days)
  - After 5 years of completed service: 3 weeks (15 days)
  - After 10 years of completed service 4 weeks (20 days)
  - Or as negotiated in employment contract.
- Contract workers will receive vacation pay in each pay period as follows:
  - 0 to 4 years                                       4% of gross earnings
- If the worker resigns from Carousel Players before they have earned the amount of vacation days that has been borrowed, the time owing is deducted from their pay.
- Workers may carry vacation time over fiscal year end but must use the vacation days within the first four months of the fiscal year.
- Vacation leave must be arranged with the worker's immediate supervisor and is granted on a seniority basis.