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# TEAM MEMBER HANDBOOK

August 13, 2021

## WELCOME

On behalf of your colleagues, it is my pleasure to welcome you to CIUT and to introduce you to our Team Member Handbook.

We believe that each team member contributes directly to our growth and success, and we hope you will take pride in being a member of our distinguished history, and sense of community.

We are confident that your experience here will be motivating, enjoyable, and rewarding.

Again, welcome!  
Sincerely,

Ken Stowar  
Station Manager

## CIUT'S MISSION

To create and broadcast remarkably diverse and powerfully relevant programming that attracts a growing audience of listeners and donors who passionately support the station and ensure its long-term sustainability.

## CIUT'S VISION

To increase inclusiveness and expand people's knowledge and understanding, by cultivating, connecting, and broadcasting diverse voices from our community

## CIUT'S ORGANIZATIONAL DESCRIPTION, OBJECTIVES & GUIDING PRINCIPLES

University of Toronto Community Radio Inc. is licensed by the Canadian Radio and Television Commission to operate an FM radio broadcasting station in the City of Toronto on a frequency of 89.5 MHz, using the call sign of CIUT-FM 89.5.

CIUT is a listener-supported radio station associated with the University of Toronto. As a non-profit alternative to mainstream media, we provide community access to the airwaves and offer programming that reflects the diversity of the communities we serve.

We draw on the wide-ranging talents and global interests of students, faculty and the community at large, and provide opportunities for volunteers to learn about and participate in radio-related activities. Above all, CIUT exists to serve its listeners.

### Objectives

As a registered charity, our objectives are to apply the funding received from the body of undergraduate students at the University of Toronto, in the form of student fees, and from the community, in the form of charitable donations, in:

1. Providing vocational, technical and professional training to successful volunteer applicants, which include students of the University of Toronto and other non-student volunteers, through experiential "hands on" training and mentoring in radio broadcasting and programming, and in operating and managing the radio station;
2. Providing facilities and resources for the training of student- and other non-student volunteers in radio broadcasting and programming, and in operating and managing a radio station; and
3. Providing opportunities and developing programs for student- and other non-student volunteers to learn about and participate in radio and broadcast-related activities, seminars, workshops and podcasts.

### Guiding Principles

CIUT's Objectives are informed by these fundamental guiding principles:

- We broadcast programs that are different in style and substance from other radio stations.



- We actively participate in and reflect the cultural, social and political life of our listening communities.
- We always endeavor to promote and maintain the highest level of journalistic and broadcasting excellence.
- We broadcast a wide range of views, respecting the listeners' interest in and willingness to consider competing ideas.

## CIUT'S HISTORY

CIUT's roots go back to 1965, when a group of students founded University of Toronto Radio as a voice for the University of Toronto community. Broadcasting was initially limited to closed circuit lines in campus residences and cafeterias, but several years and technical leaps later, the renamed Radio Varsity could also be heard in the wider community on cable, and through selected programming broadcast on CJRT FM and CHUM FM.

Throughout the 1970s and early 1980s the radio station continued to gain momentum, (and change names!), as Input Radio then UTR then CJUT grappled with the quest for the FM license that would dramatically increase the station's range. The first application to the CRTC for FM status was put forward in 1976 but did not win approval. In 1986 a second team of campus and community radio keeners made another application for a spot on the FM dial, pitching the CRTC on the station's unique role in representing news, arts and culture ignored by commercial radio. On January 15, 1987, the collective efforts of two decades' worth of passionate radio fans finally paid off, as CIUT FM hit the airwaves with its alternative message at 15,000 watts of radio power.

The next two decades read at times like a weather chart, with highs (mostly programming) and lows (mostly administrative) reflecting both the vibrancy and chaos of a growing organization fueled as much by passion as by experience. Fortunately for CIUT's listeners, whatever turmoil may have been unfolding behind the scenes at any given time, the station's volunteer show hosts and producers continued to create innovative, high-caliber programming unlike any other on the FM dial.

The advent of web-based broadcasting and the station's position on the Rogers Digital Cable & Bell Fibe channels, plus TuneIn Radio has connected CIUT with an international audience. Yet CIUT remains steadfastly tied to its local roots, promoting an eclectic range of Toronto-based cultural activities. A long period of organizational stability has enabled CIUT to expand beyond our regularly scheduled programming. We've increased our forays into the community, broadcasting live from a diverse array of festivals and cultural events, and recording lectures by renowned thinkers in a variety of fields. On the home front, we play host for many exclusive live performances by local, national and international artists.

In September of 2009 we moved from our beloved house at 91 St. George Street to our new home in Hart House. The first broadcast from the new location was on Tuesday September 29th, 2009 at 10am with the show Democracy Now.

Seven decades have brought a lot of changes, but the basic principles behind University of Toronto Community Radio have remained constant. The station remains a forum for exposing non-commercial music and culture, ground-breaking research and scholarship at the University of Toronto, and the views you don't hear on mainstream media. All of this is brought to the



airwaves by students and community volunteers whose passion echoes that of CIUT's founders over fifty years ago.

CIUT celebrated its 34<sup>th</sup> anniversary of FM broadcasting on January 15th, 2021.

## CIUT- FM'S COMMITMENT TO DIVERSITY AND INCLUSION:

At its core, the University of Toronto Community Radio Inc. values diversity and inclusion. We recognize that diversity within our volunteer body, staff, management team, and board of directors (governing body) contributes greatly to our knowledge and understanding of the University of Toronto's tri-campus student body, along with the communities within our broadcast area. This knowledge enables us to more effectively deliver content and services that will help us attract, grow, and engage our audiences.

We are committed to:

- Welcoming, valuing and promoting diversity among staff, students and with community organizations that serve diverse groups.
- Actively recruiting diverse individuals for internships, co-ops, volunteer positions and professional level experience.
- Cultivating a respectful, inclusive and accessible working and learning environment.
- Striving to ensure that the work place, including our policies, procedures and practices, are free of deliberate or unintentional (systemic) barriers so that no one is disadvantaged.
- Developing a greater capacity to understand issues of power and privilege, and to ensure they are recognized and addressed.
- Working effectively in different cultural contexts to serve the needs of a diverse community and listening audience.
- Continuing to recognize, support, and build upon such initiatives as Pride, Black History Month, National Indigenous Peoples Day, International Francophonie Day, and more.

We will implement strategies, policies and practices inspired by this vision. We will continuously improve, through an ongoing process of evaluation and change, and make every effort to identify and remove barriers to inclusion

### **Definitions:**

The University of Toronto Community Radio Inc. bases all understandings and policies on these commonly accepted definitions:

*Diversity*: the presence of a wide range of human qualities and attributes within an individual, group or organization. Diversity includes such factors as age, sex, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

*Inclusion*: appreciating and using our unique differences in a way that shows respect for the individual and ultimately creates a dynamic, multidimensional organization.

## HOW TO USE THIS HANDBOOK

These guidelines promote fairness and equity and make it easy to understand what we offer our team members, and what we expect from them. That said, it is worth noting that we also expect individuals to exercise their own common sense, since we recognize that these guidelines cannot operate in the absence of good judgment, integrity and ethical decision-making.

The handbook has been created for ease of reference for all CIUT team members (employees and volunteers). Depending on your status, not all sections may apply to you. We invite you to pay particular attention and reach out to the Station Manager with any clarifying questions.

No handbook can anticipate every circumstance or question. In the future, the need may arise, and CIUT reserves the right to revise, add to, or delete any policies, procedures or practices described in the Team Member Handbook at any time, as it deems appropriate in its discretion. In the event of a discrepancy between this handbook and official policy documents, the terms of the official, written policies will prevail. If there are any inconsistencies between any provisions of this handbook and applicable federal, provincial local law including industry specific regulations, such legislative provisions take precedence and will prevail.

All team members are required to read and understand the handbook and then sign and return the acknowledgement form to the Station Manager. A copy of the acknowledgment form will be kept in the personnel file.

Violations may result in disciplinary action, up to and including dismissal or termination of volunteer agreement.

If you have questions regarding what sections apply to you, the interpretation of the contents of this handbook, or have any questions about a specific benefit or procedure, please speak with the Station Manager.





**EMPLOYEES AND VOLUNTEERS  
YOU MAKE A DIFFERENCE!**

## OPEN DOOR POLICY

CIUT encourages open communication between colleagues and leaders and fosters an atmosphere of openness and collaboration. We are committed to administering policies and procedures fairly and we encourage team members to meet with their leader about any problem that affects their work.

If a team member is uncomfortable discussing an issue with their leader and/or the Station Manager, team members are encouraged to speak with the Board President directly [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm).

## PROFESSIONALISM

CIUT expects all team members to present themselves in a professional manner with regards to attire, personal hygiene and appearance. Team members are expected to contribute to a positive impression by demonstrating good judgment, professional taste and appropriateness in work place attire while maintaining safety standards and promoting a team member friendly work place.

## CODE OF CONDUCT

Our Code of Conduct provides a set of principles that support a culture of strong governance, sound business practices and the highest ethical conduct, which is critical to CIUT's success and is defined by our integrity, professionalism, and behaviours.

The key principles underpinning our Code of Conduct are as follows:

- ♪ Our actions must be governed by the highest standards of integrity and fairness
- ♪ Our decisions must be made in accordance with the spirit and letter of the law
- ♪ Our business must be conducted honestly and ethically, using our best skills and judgement
- ♪ Our actions must be for the unambiguous benefit of our organization
- ♪ Our actions should seek to enhance CIUT's reputation and success

While we are all held to the high ethical standards as set out in this Code, leaders have additional responsibilities. Leaders are required to model expected behaviours, ensure team members understand their obligations under this Code and create and sustain a culture where individuals are comfortable raising concerns and potential violations without fear of reprisal.

## COMPETENCE

Team members must maintain competence in carrying out their duties and responsibilities and provide service in an honest and diligent manner. They must ensure their activities are within the limits of their knowledge, experience and skill. When providing services that are outside one's level of competence or scope of responsibility, team members must seek the necessary assistance to avoid compromising CIUT's integrity. It is important for each member of the team to be clear about expectations and be transparent about challenges to effectively support one another in achieving our mission.

## CONFLICT OF INTEREST

Team members must either avoid or disclose to station management any potential conflict of interest that might influence or be perceived to influence personal actions or judgements including relationships and outside employment. Conflicts of interest may affect team members' eligibility for certain roles with the station.

## PROCEDURE FOR THE EXPEDITIOUS CONSIDERATION OF COMPLAINTS

University of Toronto Community Radio Inc. (CIUT-FM) is accountable to our members. In this accountability, we hold ourselves open to complaints from our members that we are not following our constitution or are failing in some other way to manage our affairs properly. Freedom in airing such complaints is necessary to the open and transparent governance of our organization and as such, University of Toronto Community Radio Inc. will not tolerate retaliation against or differential treatment of individuals who make such complaints.

Should a member of University of Toronto Community Radio Inc., as defined in Section III of our by-laws, have reason to make a complaint about the management, operations, or governance of the organization, the member is encouraged to discuss their concern with the Station Manager.

If the complaint is about the Station Manager or is not addressed by the Station Manager to the complainant's satisfaction, the complainant is encouraged to promptly file their grievance in writing with the Complaints Manager. The Complaints Manager is a member of the Board of Directors who is elected at the first meeting of the Board of Directors following the Annual General Meeting, and who has the responsibility of receiving complaints from members and for ensuring they receive their due consideration, as per this procedure.

Complaints may be sent to [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm). If the complaint is about the Complaints Manager, the complaint may be sent to [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm). In such instances as complaints are sent to the Board President rather than the Complaints Manager, the Board President is responsible for fulfilling all responsibilities ascribed to the Complaints Manager in this procedure.

Upon receiving a written complaint, the Complaints Manager will:

1. Confirm receipt of the complaint and investigate further, as required:
  - a. Within one week of its receipt, the Complaints Manager will confirm receipt of the complaint with the complainant. The Complaints Manager will also solicit more details, and offer the complainant anonymity.
  - b. Within two weeks of receiving the complaint, the Complaints Manager will begin to seek additional information from other interested or knowledgeable parties.
  
2. Raise the complaint for consideration by the Board of Directors<sup>1</sup>:

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<sup>1</sup> If the complaint is about a member of the Board or if hearing the complaint would otherwise put any member of the Board into a conflict of interest, that Board member will recuse themselves from all discussions of the complaint.

- a. At the first meeting of the Board of Directors scheduled at least two weeks after the receipt of the complaint, the Complaints Manager will:
    - i. raise the fact of the complaint,
    - ii. share the details collected through investigation,
    - iii. recommend possible remedial actions and facilitate a discussion among the board to explore remedial actions, if necessary, and,
    - iv. by way of a majority vote, secure decisions by the Board necessary to implement any remedial actions deemed necessary to address the situation.
  - b. The discussion and all related decisions are to be well documented in the Board's minutes.
3. Communicate the Board's decisions:
    - a. Within one week of the Board's discussion, The Complaints Manager will communicate the Board's decision and the details of the remediation plan, if applicable, to all parties to whom the decision is applicable.

If the complainant is dissatisfied by the Board's decision and/or the remediation plan, and so instructs the Complaints Manager within two weeks of receiving the Board's decision, the Complaints Manager will explore the availability and suitability of mediation services, as offered by St. Stephen's Community House, in helping to resolve the issue.

### **Appealing the Board's decisions in relation to complaints received**

Complainants may appeal the Board's decisions by outlining, in writing, the nature of the complaint and confirming that the society's complaints resolution process has been exhausted, and by promptly submitting this document to the chair of the University of Toronto's Complaint and Resolutions Council for Student Societies.

University of Toronto Community Radio Inc. commits to abiding by all applicable decisions of the Complaint and Resolutions Council for Student Societies.

## RESPECT IN THE WORK PLACE POLICY

### **A Policy to Address the Prevention of Harassment and Violence in the Work Place and to Affirm CIUT 89.5 FM's Commitment to Anti-Racism**

#### **Policy Statement:**

The Employment Equity Act is legislation intended to eliminate systemic discrimination against designated group members and accommodate their different needs. Employers subject to the Act are required to develop and implement an employment equity program to remove barriers for women, members of visible minorities, Aboriginal persons, and people with disabilities, to achieve a representative workforce. Employers are required to review employment systems, policies, and practices to identify and eliminate barriers against designated groups.

This policy is intended to make the work environment inclusive, safe, and nondiscriminatory by setting out expectations and standards of conduct, and by establishing effective mechanisms for responding to complaints of discrimination, harassment and violence in the work place.

No forms of discrimination, harassment or violence, against any person connected to the work place, including other staff or volunteers, supervisors or management, guests, vendors, listeners, partners, visitors or other members of the public, will be tolerated, condoned or ignored. As outlined in the Canadian Human Rights Act, every person has the right to be free from discrimination based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

All employees are required to treat others with dignity, courtesy and respect. CIUT 89.5 FM is committed to ensuring all complaints are investigated to the extent possible and to dealing quickly and effectively with any substantiated complaint. Those found to be in violation of this policy may be subject to disciplinary action, including termination. This includes any employee who interferes with the resolution of a complaint, retaliates against an individual for filing a complaint, or files an unfounded complaint intended to cause harm.

In all areas of employment and the provision of services, CIUT 89.5 FM commits to acting in accordance and compliance with the Canadian Human Rights Act and the Employment Equity Act to ensure that individuals and groups are not disadvantaged or treated unfairly.

This policy is intended to:

- prevent and respond to any type of discrimination, harassment, or violence in the work place; and
- effectively address any incident that might occur.

#### **Application:**

This policy applies to all workers, including managers, supervisors, temporary employees, students, volunteers and subcontractors at CIUT 89.5 FM who are engaged in work, work-related activities or work-related relationships, regardless of whether the work or work-related activity takes place on company property or not. This policy applies to all incidents of

discrimination, harassment, and violence, including sexual harassment and sexual violence, family violence and third-party violence that take place in relation to the work place.

Managers, supervisors and workers are expected to adhere to this policy and will be held responsible for not following it.

## Definitions

### a) Definition of discrimination

Discrimination is any action, behaviour or decision that results in the unfair or negative treatment of a person or group related to one, or any combination of prohibited grounds, outlined in the Canadian Human Rights Act.

The prohibited grounds of discrimination are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered. Discrimination may be related to one, or any combination, of these prohibited grounds.

Discrimination may be intentional or unintentional. It may involve direct actions that are discriminatory on their face, be subtle in nature or involve rules, practices or procedures that appear neutral but disadvantage certain groups of people. Even if there are many factors affecting an action, conduct or decision, if discrimination is one factor, it is a violation of this policy.

### b) Definition of harassment

[The Canadian Human Rights Act](#) defines harassment broadly as unwelcome conduct or comments that are connected to one of the protected grounds and that are offensive or humiliating, as outlined above, in the definition of discrimination. Harassment generally involves a series of behaviours that persist over time. However, a serious one-time incident can also be considered harassment. Harassment can be direct or indirect, obvious or subtle, physical or psychological. It can occur in many ways, such as through spoken words, text, gestures, and images.

The [Canada Labour Code](#) also protects employees from harassment, including harassment that is not linked to a protected ground, such as domestic violence. The Code defines “harassment and violence” as any action, conduct or comment, including of a sexual nature that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.

Harassment can include, but is not limited to any of the following acts or attempted acts:

- Creating a toxic work environment (e.g. tolerating hostile, insulting or degrading comments or conduct);
- Spreading rumours or gossip about an individual or group;
- Making offensive jokes or remarks;
- Cyber bullying (threatening, spreading rumours or talking negatively about an individual online);

- Threats made over the phone, by email, or through other media to an employee, including from an (ex-)partner or family member;
- Playing unwanted practical jokes;
- Socially excluding or isolating someone;
- Stalking or inappropriately following a person;
- Tampering with someone's work equipment or personal belongings;
- Vandalizing or hiding personal belongings or work equipment;
- Impeding a person's work in any deliberate way;
- Persistently criticizing, undermining, belittling, demeaning or ridiculing a person;
- Intruding on a person's privacy;
- Publicly disciplining a person;
- Unwelcomed physical contact;
- Sexual innuendo or insinuation;
- Unwanted and inappropriate invitations or requests, including of a sexual nature;
- Displaying offensive posters, cartoons, images or other visuals;
- Making aggressive, threatening or rude gestures;
- Misusing authority, including:
  - Constantly changing work guidelines
  - Restricting information
  - Setting impossible deadlines that lead to failure, and/or
  - Blocking applications for leave, training or promoting in an arbitrary manner
- Engaging in any of the actions, conduct and comments outlined above against a person because of that person's race, colour, national or ethnic origin, religion, age, sex, sexual orientation, gender identity or expression, family status, marital status, genetic characteristics, disability, pardoned conviction or any other prohibited grounds that the Canadian Human Rights Act lists.

If a person does not explicitly object to harassing behaviour, or appears to be going along with it, this does not mean that the behaviour is okay. The behaviour could still be considered harassment.

Work place harassment does not include appropriate management action such as performance evaluations, directives and job assignments provided these are done in a fair manner and for legitimate reasons. However, management action made based on a prohibited ground does constitute discrimination and/or harassment.

### c) Definition of sexual harassment

Sexual harassment is a form of harassment that is related to a person's sex or gender, and/or the unwanted behaviours are sexual or gendered in nature. Sexual harassment can take many forms and can target any gender, including men, women, transgender, gender fluid and non-binary individuals.

Examples of sexual harassment can include but are not limited to:

- Unnecessary or unwanted physical contact;
- Persistent questions, insinuations or spreading gossip about a person's private life such as their sexuality, gender identity or expression or sex life;
- Insults or demeaning comments about one's gender or gender role;
- Staring at a person or parts of their body;

- Treating an individual differently because they do not conform to the gender role which one expects, such as a role that has been traditionally occupied by another gender;
- Repeated invitations to go out after prior refusal;
- Sexually explicit comments or gender-based jokes;
- Displaying or circulating offensive graphics, drawings, e-mails, text messages, letters, or comments;
- Making promises or threats in return for sexual favours;
- The creation or perpetuation of a poisoned environment, where employees must tolerate or endure generalized sexual or gendered related ridicule as part of a work place culture;
- Any other behaviour that could reasonably be thought to put sexual conditions on a person's jobs or employment opportunities.

d) Definition of work

For the purposes of this policy, the term "work" includes paid work, work-related activities, work-related relationships and volunteerism. The term "worker" includes managers, supervisors, temporary employees, students, volunteers and subcontractors.

e) Definition of work place violence

Work place violence includes actions, conduct, threat, or gestures that can be reasonably expected to cause harm, injury or illness. Violence can include but is not limited to the following acts or attempted acts:

- Verbal threats or intimidation;
- Verbal abuse, including swearing or shouting offensively at a person;
- Contact of a sexual nature;
- Kicking, spitting, punching, scratching, biting, squeezing, pinching, battering, hitting or wounding a person in any way;
- Attacking or threatening to attack someone with any type of weapon.

**Responsibilities and Obligations:**

***Role of CIUT 89.5 FM***

The role of CIUT 89.5 FM's Management and Board in relation to the prevention of harassment and violence in relation to the work place includes:

- committing to preventing harassment and violence in the work place
- fostering a discrimination-, violence-, and harassment-free work environment and setting an example about appropriate work place behaviour
- ensuring that a work place assessment is conducted, and that the assessment is updated, when necessary
- establishing a process for reporting and responding to incidents of harassment and violence that are related to the work place
- jointly reviewing and, when necessary, updating this policy at least once every three years or following any change to an element of this policy
- communicating the process for investigating and resolving complaints made by workers
- delivering training to all employees and the Designated Recipient on the prevention



- of violence and harassment
- acting immediately on observations or allegations of discrimination, violence or harassment, whether or not a complaint has been made
- deploying the work place emergency procedures whenever an incident, including an incident of family violence or domestic violence, poses an immediate danger to the health and safety of an employee or there is a threat of such an incident
- making available to all employees, information related to support services
- promptly investigating and addressing all complaints or incidents of harassment or violence that are related to the work place, thoroughly and impartially in accordance with the standards set out by Canadian law
- taking appropriate action during an investigation, including
  - separating the parties to a complaint, when appropriate
  - ensuring that the worker who has filed a complaint does not experience retaliation
  - ensuring that situations are dealt with in a sensitive and confidential manner
  - ensuring that the Designated Recipient correctly follows the resolution process that is outlined in the *Work Place Harassment- and Violence-Prevention Regulations*
- complying with all other aspects of the *Work Place Harassment- and Violence-Prevention Regulations* and the *Canada Labour Code* as it relates to harassment and violence

***Role of the Station Manager, the Complaints Manager / Designated Recipient, and the Board President***

Under this policy, complaints may be received by any of the three people filling these roles by way of this contact information:

The Station Manager, Ken Stowar

- [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm)
- 416-978-0909

The Designated Recipient / Complaints Manager, Robert Wood

- [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm)

The President of the Board of Directors, Michael McDougall

- [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm)
- 416-316-6096

***Role of the Designated Recipient***

Under this policy, the [Complaints Manager](#) will act as the Designated Recipient. The role of the Designated Recipient in relation to the prevention of harassment and violence at CIUT 89.5 FM includes:

- responding to all notices of an occurrence within 7 days of receiving the notice
- reviewing every notice of an occurrence with the complainant against the definition of harassment and violence outlined in this policy
- allowing the complainant and responding parties the option of participating in conciliation, if they both agree to participate, and of participating in the selection of the party who will facilitate the conciliation

- providing notice of an investigation to the complainant and responding parties
- ensuring selected investigators have the necessary knowledge, training and experience required by the *Work Place Harassment- and Violence-Prevention Regulations*
- providing investigators all the information that is relevant to their investigation
- providing monthly status updates to the complainant and responding parties on the status of the resolution process

### ***Role of the health and safety representative***

The role of the health and safety representative in relation to the prevention of harassment and violence at CIUT 89.5 FM includes:

- jointly reviewing and, when necessary, updating this policy with CIUT 89.5 FM at least once every three years or following any change to an element of this policy
- jointly reviewing with CIUT 89.5 FM the work place assessment and making recommendations to CIUT 89.5 FM regarding changes that should be made to the work place assessment
- where appropriate, checking in with CIUT 89.5 FM, and ensuring continuous compliance with the *Work Place Harassment- and Violence-Prevention Regulations* and the *Canada Labour Code*

### ***Role of CIUT 89.5 FM's workers***

The role of all workers in relation to the prevention of harassment and violence at CIUT 89.5 FM include:

- refraining from committing harassment and violence
- where appropriate and safe, informing a person committing harassment or violence that their actions are inappropriate and unwelcomed
- reporting all occurrences of harassment and violence to their supervisor or the Designated Recipient when they experience or witness it
- cooperating with an investigator and the investigation process related to allegations of harassment or violence
- refraining from retaliatory behaviour against the complainant, responding party, witnesses and any other individuals who are involved in the resolution process for an occurrence
- respecting the confidentiality of the information shared throughout an investigation and the resolution process of an occurrence of harassment or violence

### ***CIUT 89.5 FM's workers can expect:***

- to be treated with respect in the work place, and that their rights will be respected;
- that reported discrimination, violence or harassment will be dealt with in a timely, confidential and fair manner;
- to be protected from retaliation for filing a complaint, for cooperating with an investigation or for claiming any rights or taking any steps under this policy; and
- that reported behaviour will be dealt with in a timely, confidential, fair, and expeditious manner

### **Factors that Contribute to Work Place Harassment and Violence:**



There are several factors that can contribute to harassment and violence in relation to the work place. The risk factors that are applicable to the CIUT 89.5 FM work place that have been identified in our work place assessment include:

- working alone, in small numbers or in isolated or low-traffic areas
- on occasion working with members of the public i.e. guests whose presence in the studios may or may not be registered with management.
- Firm deadlines associated with the end of broadcast segments which may increase a person's feeling of stress
- Having a mobile work place
- Corporate email accounts that can be vulnerable to unacceptable and inappropriate communications from external and internal sources.

### **Training on the Prevention of Harassment and Violence:**

CIUT 89.5 FM will provide all of its workers with training on the prevention of harassment and violence. All workers will receive this training at least once every three years. The training will cover:

- the elements of this policy;
- obligations in relation to this policy on the prevention of harassment and violence in relation to the work place;
- the relationship between harassment and violence in relation to the work place and the prohibited grounds of discrimination under the *Canadian Human Rights Act*; and
- how to recognize, minimize and prevent harassment and violence in relation to the work place.

CIUT 89.5 FM will provide the Station Manager, the President of the Board, and the Complaints Manager with additional training on:

- how to appropriately handle complaints, including the appropriate and sensitive management of the people involved and the confidential management of their information
- how to handle complaints alleging violence, discrimination or harassment by a member of the board or management
- how to identify vulnerable persons (e.g. new or young employees, or people with low levels of English) and ensure they understand their rights under this policy

### **Outline of the Resolution Process:**

Workers who experience or witness harassment or violence, including sexual harassment, in relation to the workplace are strongly encouraged to report any incidents to:

The Station Manager, Ken Stowar

- [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm)
- 416-978-0909

The Designated Recipient / Complaints Manager, Robert Wood

- [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm)

The President of the Board of Directors, Michael McDougall

- [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm)
- 416-316-6096

Management or the Board will promptly, thoroughly and impartially address all complaints or incidents of harassment or violence in relation to the work place, in accordance with the standards set out by Canadian law.

The resolution process, including the process for reporting harassment and violence in relation to the work place, is found in the CIUT 89.5 FM *Procedure as part of the Respect in the Work Place Policy*.

### **Protection Against Reprisal:**

Parties involved in an occurrence of harassment or violence in relation to the work place are prohibited from seeking retaliation. Examples of retaliation include treating a person with hostility, excluding or isolating them, making negative remarks, assigning demeaning duties, engaging in discriminatory or harassing behaviour, or demoting, disciplining or dismissing a person because they exercised their rights or responsibilities under this policy. Retaliation against an individual for reporting a complaint in good faith or participating in an investigation of a claim of harassment or violence is a serious violation of this policy. If you experience any retaliatory action or threat of retaliatory action from the responding party, witnesses, management, or other people within or outside the organization, please inform the Designated Recipient immediately.

### **Work Place Assessment:**

The purpose of the work place assessment is to identify risks related to discrimination, harassment, and violence so that risks may be addressed proactively, with the intention of preventing occurrences in the first place. In particular, the assessment will consider whether there are patterns or behaviours among management or workers that fail to promote equality, diversity, and respect for human rights.

The work place assessment is completed by the health and safety representative, and will be reviewed and updated at least every three years. The purpose of the review and update of the work place assessment is to:

- determine whether all risk factors have been appropriately identified
- develop new preventive measures, if needed, to mitigate the risk of a repeat occurrence

The work place assessment will also be reviewed and updated if a worker submits a notice of an occurrence of harassment or violence and the resolution process cannot proceed for any of the following reasons:

- the complainant chooses to end the resolution process at any point during the resolution process but the occurrence is not resolved
- the responding party is not a worker or the employer (for example, the responding party is a member of the public, a customer, or a family member)

As part of the work place assessment, CIUT 89.5 FM will identify risks related to harassment and discrimination. The risk assessment will consider:

- Efforts within the organization to promote equality, diversity, and respect for human rights
- Existence or prevalence of complaints or grievances within a particular area, sector or department of the organization
- Indicators of discriminatory attitudes and behaviour towards marginalized groups
- Negative or aggressive behavior toward other staff including body language and tone
- Existence or tolerance of offensive language, hostile behaviour or other signals that harassment is acceptable
- Indicators of inadequate prevention of harassment, violence or aggression.

In compliance with the [Work Place Harassment and Violence Prevention Regulations](#) under the [Canada Labour Code](#), CIUT 89.5 FM will compile all complaints of violence, harassment, and/or discrimination related to the work place, analyze the collection of complaints for patterns and statistics, and report our findings to the federal government at least once per year.

### **Emergency Procedures:**

If an occurrence of harassment or violence poses an immediate danger to the health and safety of a worker, or if there is a threat of such an occurrence, please contact:

- Toronto Police Services: 911
- University of Toronto Campus Police:
  - 416-978-2323 Non-emergency
  - 416-978-2222 Emergency
- Station Manager Ken Stowar, at 647-778-1630
- Hart House Hub: 416-978-2452

### **Privacy Protection:**

CIUT 89.5 FM is committed to protecting the privacy of the persons involved in occurrences of harassment or violence in relation to the work place. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

### **Recourse Avenues:**

In addition to filing a complaint internally in accordance with this policy and the associated *Procedure as part of the Respect in the Work Place Policy*, workers may also be able to pursue recourse externally if they have experienced harassment or violence. This includes:

- pursuing recourse under the *Canadian Human Rights Act* with the Canadian Human Rights Commission, or
- pursuing recourse under the *Criminal Code*.

### **Support Measures:**

Workers are encouraged to contact the Station Manager, the Designated Recipient (the complaints manager) or any member of the [Board of Directors](#) if they need support related to harassment or violence in relation to the work place. Workers can access these or other support services:

For University of Toronto Students:

Student Life

- Services include but are not limited to Health & Wellness, Family Care, Food & Nutritional Consultation

Anti-Racism & Cultural Diversity Office

- 416-978-8030
- [anti-racism@utoronto.ca](mailto:anti-racism@utoronto.ca)

Sexual & Gender Diversity Office

- 416-946-5624
- [sgdo@utoronto.ca](mailto:sgdo@utoronto.ca)

My Student Support Program (My SSP): 24/7 Emergency counseling services

- 1-844-451-9700

Good2Talk Student Helpline: Counseling, information and referrals for mental health, addictions and well-being.

- 1-866-925-5454

For Workers who are not students at the U of T:

Mental Health and Wellness support

Stella's Place: Comprehensive mental health services for young adults, plus wellness and peer support

- 416-461-2345
- [connect@stellaspaces.ca](mailto:connect@stellaspaces.ca)

Healing in Colour: Trained therapists supporting individual and collective healing for BIPoC (Visit website to submit inquiries)

Crisis Services Canada: suicide prevention and support, as well as support for marginalized communities

- Phone: 1-833-456-4566
- Text: 45645

Training and learning resources

Pride at Work: Provides LBGTQ2+ e-learning that focuses on building more inclusive spaces and gain understanding of the distinctions between sexual orientation, gender identity and gender expression.

Racial Equity Tools: Offers tools, research, tips, curricula, and ideas for people who want to increase their own understanding and to help those working for racial justice at every level – in systems, organizations, communities, and the culture at large.

Native Canadian Centre of Toronto: Provides cultural competency training intended to promote change within the individual, work place, organization and community.

### **Complaints Related to Non-Compliance with the *Canada Labour Code* or *Regulations*:**

If you believe that there has been a contravention of the *Canada Labour Code* as it relates to an occurrence of harassment and violence, you may make either a verbal or a written complaint to Ken Stowar, Station Manager. If the person engaging in the work place harassment or violence is the worker's employer, supervisor or reporting contact, the complaint should be submitted to the [Complaints Manager / Designated Recipient](#) or to the [President of the Board of Directors](#).

### **Enquiries:**

Questions about this policy and its related procedure can be asked of:

The Station Manager, Ken Stowar

- [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm)
- 416-978-0909

The Designated Recipient / Complaints Manager, Robert Wood

- [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm)

The President of the Board of Directors, Michael McDougall

- [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm)
- 416-316-6096

### **Review:**

A member of the station's management or Board of Directors will review this policy following the performance of every Work Place Assessment, and update it as appropriate to ensure that it continues to meet the needs of all workers as well as the standards laid out in the [Work Place Harassment and Violence Prevention Regulations](#).

## PROCEDURE AS PART OF THE RESPECT IN THE WORK PLACE POLICY

University of Toronto Community Radio Inc., operating as CIUT 89.5 FM, is committed to providing a work environment in which all workers are treated with respect and dignity. Harassment, violence, and sexual harassment will not be tolerated from any person in the work place including staff or volunteers, supervisors or management, guests, vendors, or other members of the public. Disciplinary measures will be taken against any person who subjects any individual to harassment, violence or sexual harassment in relation to the work place.

The policy for the prevention of harassment and violence in relation to the work place applies to all workers, including managers, supervisors, temporary employees, students and subcontractors.

CIUT 89.5 FM recognizes that individuals who have experienced discrimination, violence or harassment, and in particular, sexual harassment, may be reluctant to come forward. The organization is committed to maintaining a healthy work environment where employees feel as safe as possible in reporting their concerns.

All parties to a complaint may have a support person assist them throughout every stage of the complaint and investigation process, including during any conciliation process.

Those wishing to file a complaint with the [Canadian Human Rights Commission](#) are advised that they must do so within one year of the last incident of discrimination or harassment.

### 1. Definitions

See CIUT's *Respect in the Work Place Policy* for definitions of terms applicable to this Procedure.

### 2. Reporting harassment and violence related to the work place

#### A. How to report harassment and violence related to the work place

Workers can report incidents or complaints of harassment, violence or sexual harassment in relation to the work place verbally or in writing. When submitting a written complaint, please use the *Complaint Form for Reporting Harassment and Violence in the Work Place* (see attached). When reporting verbally, the Designated Recipient, along with the worker reporting the alleged work place harassment, violence or sexual harassment, will fill out the Complaint Form. The report of the incident should include the following information:

- i. Name(s) of the worker who has allegedly experienced harassment or violence in relation to the work place and their contact information
- ii. Name of the alleged harasser(s), position and contact information (if known)
- iii. Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)
- iv. Details of what happened, including date(s), frequency and location(s) of the alleged incident(s), including:
  - a. Any supporting documents the worker who complains of harassment



- may have in their possession that are relevant to the complaint.
- b. List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

Please note that, in order to proceed with the resolution process, it is mandatory to provide the name or identity of the individual who experienced an occurrence of harassment or violence in relation to the work place. If you do not provide the name or identity of the party who was the object of an occurrence of harassment or violence in the work place, the occurrence will not be further reviewed.

### **B. Who to report harassment and violence related to the work place to**

An incident or a complaint of harassment or violence in the work place should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner.

Report an incident or complaint of harassment or violence related to the work place to:

The Station Manager, Ken Stowar

- [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm)
- 416-978-0909

The Designated Recipient / Complaints Manager, Robert Wood

- [complaintsmanager@ciut.fm](mailto:complaintsmanager@ciut.fm)

The President of the Board of Directors, Michael McDougall

- [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm)
- 416-316-6096

Management and/or a Human Resources consultant shall be notified of the incident or complaint of harassment or violence related to the work place so that they can ensure an investigation is conducted that is thorough, impartial, and appropriate in the circumstances. If the incident or complaint involves a member of management or the Board, an external person qualified to conduct such an investigation who has knowledge of the relevant laws will be retained to conduct the investigation.

All incidents or complaints of harassment or violence related to the work place shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.

### **3. Resolution Process**

When an incident of harassment or violence is reported, CIUT 89.5 FM will respond within 7 days to the complainant to confirm receipt of the complaint, to advise them that they may be represented at any time during the resolution process, and to inform them of the next steps in the resolution process.

The first phase of the resolution process after a complaint of harassment or violence in relation to the work place is brought forward, is an initial meeting or conversation with the Designated Recipient or the person appointed to act on behalf of CIUT 89.5 FM management (hereafter

referred to as the Designated Recipient). During this meeting, the reported occurrence of harassment or violence will be discussed in an attempt to determine together whether the occurrence falls under the definition of harassment and violence as outlined at subsection 122(1) of the *Canada Labour Code* and under the CIUT 89.5 FM's *Respect in the Work Place Policy*.

The Designated Recipient will contact the responding party(s) in writing to let them know that the complaint has been filed. The Designated Recipient will provide details of the allegations that have been made against them and will also explain:

- How the policy may be accessed;
- Each step of the resolution process; and
- That the responding party may be represented at any time during the resolution process.

If the notice is provided by a witness who is not anonymous, the Designated Recipient will also contact them within 7 days to confirm receipt.

After a complaint is received, the Designated Recipient will provide monthly updates to the parties on the status of the complaint.

If, as the complainant, you believe that the occurrence falls under the definition of harassment and violence, you have the options of continuing with negotiated resolution, or pursuing conciliation and/or an investigation.

i. Negotiated resolution

Negotiated resolution is an opportunity to resolve a dispute without escalating the situation to a more formal resolution process. It can involve a range of options, such as a meeting among the complainant, the responding party, and an employer representative.

A negotiated or informal resolution of a complaint may not always be appropriate or possible. This will depend on how the complainant and the responding party would like the matter to be handled. It will also depend on the circumstances, including the nature and seriousness of the allegations. For example, if an employee was physically threatened or experienced serious sexual harassment, a negotiated or informal resolution will likely be inappropriate.

CIUT 89.5 FM and the Designated Recipient will work with the complainant and the responding party to determine whether a negotiated resolution process is appropriate. CIUT 89.5 FM recognizes the importance of resolving workplace disputes quickly and will offer early resolution as soon as possible.

ii. Conciliation

If negotiated resolution is not possible or appropriate, or if it does not result in a full resolution of the dispute, the parties may be offered an opportunity to participate in a conciliation. Conciliation is a confidential process where a neutral individual assists the parties to resolve their dispute, without imposing an outcome. Conciliation is voluntary and it takes place only if both parties agree to participate.

Conciliation is not appropriate in every circumstance, particularly where the complaint involves serious or systemic allegations. The facilitator will be an impartial person who is acceptable to the parties. CIUT 89.5 FM recognizes the importance of resolving workplace disputes quickly and will arrange for conciliation as early as possible. However, conciliation will not be pursued if an investigation into the complaint has already begun.

Where a complaint is not resolved through negotiated resolution or conciliation, an investigation must be carried out if the complainant requests it. The complainant may choose to proceed to an investigation at any point in the resolution process.

#### **4. Investigation**

##### **A. Commitment to investigate**

CIUT 89.5 FM will ensure that an investigation appropriate in the circumstances is conducted when the employer, human resources, a manager or supervisor becomes aware of an incident of, or receives a complaint of, harassment or violence related to the work place, and the incident cannot be resolved through negotiated resolution or conciliation.

##### **B. Who will investigate**

CIUT 89.5 FM, the complainant, and the responding party will select an investigator together. Selection should occur as soon as possible but no later than 60 days after the parties receive notice of the investigation. If an investigator cannot be agreed upon, an investigator will be selected from a list of qualified individuals prepared by the [Canadian Centre for Occupational Health and Safety](#).

The investigator will be impartial, trained in investigative techniques, and have relevant experience and knowledge, including but not limited to an understanding of human rights, discrimination, substantive equality, harassment, and workplace violence.

##### **C. Timing of the investigation**

The investigation must be completed in a timely manner and generally within 90 days or less, unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation. CIUT 89.5 FM will ensure that the resolution process is completed within one year of the day on which notice of the occurrence is received.

##### **D. Investigation process**

All investigations conducted under this Policy will be conducted in accordance with principles of procedural fairness, the *Canadian Human Rights Act*, and the *Canada Labour Code*.

The person conducting the investigation, whether internal or external to the work place, will, at minimum, complete the following:

- i. The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.

- ii. The investigator must thoroughly interview the worker who allegedly experienced the harassment and/or violence and the alleged harasser(s), if the alleged harasser is a worker of CIUT 89.5 FM. If the alleged harasser is not a worker, the investigator should make reasonable efforts to interview the alleged harasser.
- iii. The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the worker. In some circumstances, the worker who allegedly experienced the harassment and/or violence should be given a reasonable opportunity to reply.
- iv. The investigator must interview any relevant witnesses employed by the employer who may be identified by either the worker who allegedly experienced the harassment and/or violence, the alleged harasser(s) or as necessary to conduct a thorough investigation. The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the employer, if there are any identified.
- v. The investigator must collect and review any relevant documents.
- vi. The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced harassment and/or violence, the alleged harasser and any witnesses.
- vii. The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the harassment and/or violence, the response from the alleged harasser, the evidence of any witnesses and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether harassment and/or violence was found or not. The report will protect the privacy of the individuals involved in the incident of harassment and/or violence.

#### **E. Termination prior to the completion of the investigation**

The complainant may end the resolution process at any time by informing the Designated Recipient that they choose to not continue with the process.

#### **F. Results of the investigation**

Within 10 days of the investigation being completed, the worker who allegedly experienced the harassment or violence related to the work place and the alleged harasser, if they are a worker of CIUT 89.5 FM, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the employer to address the harassment and/or violence.

#### **G. Confidentiality**

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of harassment and/or violence, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

While the investigation is on-going, the worker who has allegedly experienced harassment and/or violence, the alleged harasser(s) and any witnesses should not discuss the incident or complaint or the investigation with each other or other workers or witnesses, unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose

the incident or complaint-related information only as necessary to conduct the investigation.

All records of the investigation will be kept confidential.

#### **H. Handling complaints**

In the period after a complaint has been received and before its investigation has been completed, the management may take steps to reduce the work place contact between the individuals involved.

Where the investigation finds that harassment and/or violence has indeed taken place, management will discipline the harasser with the requirement of an apology, education, counseling, shift changes, reprimands, suspension, job transfer, or termination, depending on the nature or severity of the behaviour and the circumstances.

Where the investigation either finds that harassment has taken place or identifies a significant gap in the station's work place harassment policy, management may take broader action which may include implementing training for everyone in the work place or in a department on what is unacceptable behaviour in the work place.

#### **I. Unsubstantiated complaints**

Unsubstantiated complaints may not be false, made in bad faith or with the intention to harm. In many instances it may be difficult or impossible to ascertain whether discrimination or harassment took place. If an investigator finds that there is insufficient evidence to support an allegation, the complaint will be considered unsubstantiated and that corrective or remedial action is not required.

If the investigator finds undeniable evidence of malice in the filing of an unsubstantiated complaint, disciplinary measures may apply.

In all cases where a complaint is considered unsubstantiated, the Station Manager will lead efforts to restore the health of the work place.

### **5. Record keeping**

The Station Manager will keep records of the investigation including:

- a. a copy of the complaint or details about the incident;
- b. a record of the investigation including notes;
- c. a copy of the investigation report (if any);
- d. a summary of the results of the investigation that was provided to the worker who allegedly experienced the harassment and/or violence and the alleged harasser, if they are a worker of CIUT 89.5 FM;
- e. a copy of any corrective action taken to address the complaint or incident of work place harassment.

All records of the investigation will be kept confidential. The investigation documents, including this report, should not be disclosed unless necessary to investigate an incident or complaint of harassment and/or violence, take corrective action or otherwise as required by

law. If the investigation report is required by law to be disclosed it will not include any information that could establish the identity of the complainant, the responding party, any witnesses or any other person involved in the occurrence or resolution process.

CIUT 89.5 FM will abide by the requirements set out in the law to provide the Labour Program with an annual report containing specified information about harassment and violence related to the work place, including the number and location of occurrences.

Records will be kept for 10 years.

## WORK PLACE DISCRIMINATION, HARASSMENT, OR VIOLENCE COMPLAINT FORM

*Note: Whether the worker uses this complaint form or not, the employer is still obligated to ensure an investigation appropriate in the circumstances is conducted into an incident of discrimination, harassment, or violence related to the work place that they are made aware of. This form is to be used for reporting all types of discrimination, violence, and harassment, including sexual harassment, that are related to the work place.*

**Name and contact information of worker who is reporting the alleged discrimination, harassment, or violence related to the work place. (your name):**

**Name of worker who has allegedly experienced discrimination, harassment, or violence related to the work place** (if it is different than above and the individual filing the report is a witness to the alleged conduct):

**Name of alleged perpetrator(s) and contact information, if available:**

**Details of the complaint of discrimination, harassment, or violence related to the work place:**

*Please describe in as much detail as possible the discrimination, violence, and/or harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)*

### **Relevant documents/evidence**

*Attach any supporting documents, such as emails, handwritten notes, screen shots or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below.*

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Signature

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Date

## CONFIDENTIALITY AND PRIVACY

Team members must hold in strict confidence all confidential and/or personal information acquired in the course of the performance of their duties, which includes but is not limited to information about CIUT's listeners, donors, team members, partners, finances and business plans. Team members must not divulge confidential and/or personal information unless required by law and/or where serious harm is imminent.

Team members shall observe the practices and safeguards implemented to protect confidential and/or personal information.

Any suspected or actual improper or unauthorized collection, use, disclosure, retention or disposal of listener and/or donor data must be immediately reported to the Station Manager at [privacy@ciut.fm](mailto:privacy@ciut.fm).

## INTELLECTUAL PROPERTY

Any intellectual property, such as trademarks, copyrights and patents, and any work created by a team member in the course of employment or as a volunteer at CIUT shall be the property of CIUT and the team member is deemed to have waived all rights in favour of CIUT. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

## COMPANY PROPERTY

Preserving and safeguarding CIUT's property is the responsibility of every team member. Equipment, materials and supplies that are purchased with CIUT's funds are the property of CIUT. They must be used only in CIUT's interest and they must be protected from theft, misuse or damage.

## DUTY TO REPORT

It is the responsibility of all team members to promptly report suspected violations of this Code of Conduct, work place policies, and all applicable laws and regulations.

Examples of potential violations include but are not limited to:

- ♪ Relationships that create a conflict of interest
- ♪ Questionable financial practices
- ♪ Violation of rules and guidelines
- ♪ Confidentiality and privacy breaches
- ♪ Work place discrimination
- ♪ Work place harassment
- ♪ Work place violence
- ♪ Safety violation
- ♪ Fraud



- ♪ Theft or destruction of property
- ♪ Unethical business practices or operations in general
- ♪ Concealment of any of the above

## NO RETALIATION

It is contrary to the values of CIUT for anyone to retaliate against any team member who in good faith reports a suspected violation of this Code of Conduct. A team member who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of their employment or their volunteer status.

## REPORTING PROCEDURE

Reports of suspected violations shall be brought to the attention of the Station Manager. If a team member is uncomfortable reporting concerns to the Station Manager, team members are encouraged to speak directly with the Board President [boardpresident@ciut.fm](mailto:boardpresident@ciut.fm).

All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

## ATTENDANCE

Your contribution is extremely important to our success. We expect punctual, regular, and consistent attendance from all team members.

Team members are required to contact their leader as soon as possible before their scheduled shift if unable to report to work, or arriving late. If team members are aware that they will need to be absent from work in the future, this time off must be requested in advance, with as much notice as possible. For information, refer to section *On-Air Policies and Procedures – Attendance*.

Each situation of excessive absenteeism or tardiness shall be evaluated and managed on a case-by-case basis. Excessive absenteeism and lateness, including patterned incidents and failure to notify, may result in disciplinary action up to and including dismissal or termination of volunteer agreement.

## HEALTH AND SAFETY CULTURE

At CIUT, we are committed to creating and sustaining a strong health and safety culture by conducting our business in the safest possible manner at all times. Our goal is to provide a work place free from recognized hazards and be in full compliance with the Canada Labour Code, corresponding Canada Occupational Health and Safety Regulations and other applicable occupational health and safety standards.

Our Occupational Health and Safety Policy is signed annually by the Station Manager and forms the core of our organization's commitment to managing health and safety. **(See Appendix B for Occupational Safety and Health Policy) (See Appendix C for COVID-19 Policy)**

## SHARED WORKSPACE

A shared workspace allows for collaboration and generates a sense of work place community. Below are some guidelines and practices to help support a work place that can be productive and enjoyed by all.

- ♪ Smoking is not permitted at any time. CIUT provides a smoke-free and vape-free work place for all team members.
- ♪ Be mindful of others and courteous with respect to noise level.
- ♪ Respect others' privacy and their workspace and treat all team members in a professional manner.
- ♪ Be aware of the scents and smells you bring into the common workspace i.e. perfume, cologne, food. Be aware and mindful of any office allergies.
- ♪ Kitchen areas and other shared spaces should be treated with respect and cleaned and tidied after use. Remember to periodically check the fridge and remove any old food etc. If you have any food in the fridge or cupboard that you don't want others to eat/touch, use a label and marker to mark your name on any items. You're responsible for washing any dish or glassware you dirty, and a cleaning brush/dishwashing soap is available in the kitchen area.
- ♪ No food or drink is allowed in the on-air studio, the production studio, or near any broadcast equipment or station computer at CIUT.
- ♪ Always keep fire escapes, doors, stairwells, aisles, walkways, corridors, and other means of access clear and unobstructed
- ♪ Cleaning supplies are available for you to maintain your environment clean.

## FIT FOR DUTY

CIUT team members must demonstrate reasonable behaviour as it relates to the use of substances that have the potential to change or adversely affect an individual's physiological and/or psychological state, impacting their ability to perform their work duties safely, competently and efficiently.

The following are prohibited while on company business or in the work place:

- ♪ The use, possession, cultivation, manufacture, storage, distribution, offering or sale of alcohol, illicit drugs or drug paraphernalia or the possession, storage or use of prescription medications prescribed for another individual or the possession, storage or use of prescription medications without being able to produce a legally, medically obtained prescription.
- ♪ The distribution, offering or sale of medications and reporting to work or being at work while not fit for duty including the consumption of alcohol or illicit drugs or the consumption of any product containing alcohol while on duty including during meals or breaks unless otherwise permitted.

CIUT is required to err on the side of caution when it comes to impairment and if there is any question, team members will be requested to return home, based on the organization's discretion and direction.

## WORKING ALONE

CIUT recognises that working alone is not ideal when trying to ensure our team members' safety. Where it is necessary, a proper assessment of the risks and action plan should be undertaken to ensure team member safety.

## CLOSURES

CIUT recognizes that conditions such as severe weather and power outages make it difficult for team members to travel to the work place or for CIUT to continue to conduct business.

The Station Manager will be responsible for any closure decisions. Closure information will be communicated by each leader to scheduled team members. Team members will be responsible to contact their leader if they are unsure whether they should report to work.

If a team member will be absent or likely to be significantly late due to weather conditions, they must make every reasonable effort to inform their leader as soon as possible.

Team members may be required, if possible and reasonable under the circumstances, to work from an alternative location, which may include their home.

## FIRE ALARMS

Both the on-air studio and the production studio are equipped with fire alarm strobe lights, which will flash when the fire alarm has been activated. When the alarm is sounded, the scheduled on-air announcer will set a CD or an emergency online playlist on continuous-play mode to ensure that the station doesn't broadcast dead air. The announcer and all others present will then leave the on-air studio.

### **Fire Alarms / Business Hours**

In the event of a fire alarm, it is management's responsibility to clear the station. All individuals must leave the station and Hart House immediately. During normal business hours (Monday to Friday 9:00 am to 6:00 p.m.), a staff member will usually be present to facilitate a quick and orderly exit from the station and building.

### **Fire Alarms / Non-Business Hours**

In the event of a fire alarm during non-business hours, the on-air announcer will follow these steps in the order listed:

- 1) Set CD or online emergency playlist on continuous-play mode.
- 2) Close door to the on-air studio.
- 3) Ensure that no person is present in any office, studio or isolation booth.

- 4) After ensuring that the on-air studio, studio floor and isolation booth clear, check the remaining areas of the station in a quick and orderly fashion to ensure that all individuals present at the time of the alarm have left the station.
- 5) After the station is cleared of all individuals, ensure that the main doors are closed.
- 6) In most cases of a fire alarm, the fire department will attend the Hart House building. Once they have determined the situation, people will be informed as to whether they may return inside. Do not return until advised to do so.

## HOLIDAY, OFF HOURS ACCESS PROCEDURE & MAIN DOORS

It is routine that during the summer, statutory holidays and off-hours the Hart House building will be locked down. CIUT however, broadcasts 24 hours a day, 365 days a year and station team members require access around the clock. Overnight and holiday scheduled individuals may have to use the telephone ahead of arriving procedure: in the event all doors are locked, the next announcer should telephone the on-air studio (416-946-7000) to gain admittance to the building through the Tower Road entrance.

## EMERGENCY PHONE NUMBERS

In case of emergency the following phone numbers can be called:

- ♪ Campus Police – posted in all studios **(416) 978-2222**
- ♪ Staff phone numbers – staff and other phone numbers are posted near or on telephones around the office and studios.

## ACCESSIBILITY

CIUT is committed to meeting the accessibility needs of persons with disabilities in a timely manner, consistent with the principles of dignity, independence, integration and equal opportunity. CIUT will comply with the *Accessible Canada Act* and is committed to removing barriers to accessibility in employment, and to encourage the full inclusion of persons with disabilities.

## SOCIAL MEDIA

CIUT recognizes that the Internet provides unique opportunities to participate in interactive discussion and share information on particular topics using a wide variety of social media. However, team members' use of social media can pose risks to the organization's confidential and proprietary information. It might also damage our reputation and/or jeopardize CIUT's compliance with a variety business regulations and even laws that govern our station.

For those authorized to use CIUT's social media accounts, it's important to use good judgement at all times. If you're not sure whether it's appropriate - ask.

Be thoughtful about what you publish-particularly on external platforms. Social media should never be used in a way that violates any other Company policies or team members' obligations.

To learn more, please contact the Station Manager.

## COMPANY ASSETS

All team members have the responsibility to use CIUT assets in a professional, ethical, and lawful manner. In case of misuse or at CIUT's decision, access to company assets may be withdrawn.

Team members using company assets—for example, laptop computers, cell phones, audiovisual equipment, office supplies etc. — are reminded of their responsibility to ensure security precautions are in place; to properly maintain such equipment; to follow the appropriate procedures for obtaining, using and returning it; and to immediately report any loss or damage.

Team members are provided access to company assets for legitimate business purposes. While occasional and limited personal use is acceptable, if a team member spends excessive time using a company asset – including communication tools such as email, internet access, and telephones – access may be restricted or prohibited and there may be other disciplinary consequences. Please discuss with your leader if you are unsure what constitutes excessive personal use.

The internet is not a secure environment, and negligent or improper use can pose a serious threat to CIUT.

All team members are expected to:

- ♪ Always act in a professional and ethical manner when using the internet and electronic communication;
- ♪ Obtain permission of the copyright owner before copying or downloading documents, software, or any media including music, images, or video files;
- ♪ Obtain permission from their leader and demonstrate any media is legal and for business use only before downloading;
- ♪ Comply with virus scanning practices for any computer files brought into the organization via the internet;
- ♪ Comply with any organizational policies, practices, and relevant instructions, including the Social Media Policy and Respect in the Work Place, Work Place Harassment and Work Place Violence Policy.

A team member should never consider email and other electronic communications to be either private or secure. Team members who use the computer system should have no expectation of privacy with anything created, stored, sent or received; this includes cell phones and other personal computing devices provided, if applicable.

Upon termination of employment or termination of volunteer privileges (voluntary or involuntary), team members will immediately lose the privilege of access to all CIUT networks or computer systems.

## CIUT-FM SPEAKING TO MEDIA POLICY

If a member of the media contacts any volunteer or staff member, please note that you are not to speak with journalists about affairs of the station beyond 1) the content that you broadcast on the air and/or via social media channel(s) and 2) the station's broad mandate of amplifying the

diverse voices and perspectives of communities that are otherwise underrepresented in Toronto's media landscape.

If you receive media inquiries on subjects beyond these two, please follow these steps:

1. Inform the journalist that they should contact the Station Manager: [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm) 416-978-0909 x 201. If you received the inquiry by email, please CC the Station Manager with your reply.
2. If the journalist is insistent, try to obtain as much information about the journalist as possible before calling/emailing the details to the Station Manager. You should ensure you get:
  - Journalist's name
  - Organization
  - Email address
  - Phone number
  - Nature of the enquiry
  - What their deadline is
3. Ensure the journalist understands that you are not the appropriate spokesperson
4. Tell the journalist that the Station Manager or the Board President will get back to them
5. Inform the Station Manager immediately
6. The Station Manager will contact the Board President for counsel.
7. The designated spokesperson will contact the journalist within a business day.



# DEDICATION TO OUR LISTENERS ON-AIR POLICIES & PROCEDURES (Employees and Volunteers)

## ATTENDANCE

Program Hosts are responsible for ensuring that their shows are broadcast over the air at their designated times. If Program Hosts are unable to do their show live, they may pre-record their show in the onsite production studio or under the circumstances, to work from an alternative location, which may include their home. If Program Hosts pre-record their show, they must inform the Program Director so that appropriate measures can be taken to ensure that the show is aired during its designated time slot.

The Program Director has an ongoing list of team members who are properly trained to fill in for absent Program Hosts – if you wish to get your name on this list, contact the Program Director.

The Program Director has final approval for any fill-in. It is recommended that the replacement try to follow the format of the show he/she is filling in for, but if the replacement has insufficient knowledge of the format, he/she is permitted to play any sort of music as long as it meets the station's programming criteria.

## STEPS IN CASE OF ABSENT PROGRAM HOST

It is very important that you follow the steps described below so CIUT can continue broadcasting in a professional manner.

If the host that is scheduled after your show fails to arrive, these are the steps to be taken:

- 1) Attempt to reach the host that should be here. All Program Hosts should collect the cell number of those that precede and/or follow their show. If they are on their way, please wait for them.
- 2) If you cannot get a hold of anyone please phone the Program Director.
- 3) If you are unable to reach anyone above or must leave, put on one of the emergency playlists that can be found on any studio computer.

All CIUT team members are expected to follow these procedures at all times. Consult with the Program Director for further details.

## EXTENDED ABSENCES

Program Hosts must advise the Program Director at least thirty (30) days in advance of any planned extended absence.

## ARRIVAL TIMES

All Program Hosts are required to report a minimum of thirty (30) minutes prior to airtime. This allows for a smooth transfer of responsibilities between hosts, time to finish up preparation for the show, check for messages and to peruse the logs before going on. Arriving hosts should check in with the current host before making any preparations within the on-air studio.



## REGULATORY DOCUMENTS

All on-air Program Hosts are required to complete and submit accurate playlists at the conclusion of their program.

## GUEST SIGN-IN

Program Hosts are permitted to have a maximum of three (3) guests per show during the duration of their time slot. All guests must sign-in upon arrival. The Program Host will be held accountable for the actions of their guest(s).

## TRAINING

All team members must be trained to an acceptable standard before being permitted to participate in any on-air programming. Management, in consultation with the team member, reserves the right to decide when a team member is ready for on-air experience.

## PROGRAM EVALUATION

All shows will be evaluated by the Program Director. Program hosts will also be asked to complete a self-evaluation.

An aggregate review is compiled with the following system:

- ♪ Eighty (80) percent weighted from Program Director review: Use Program Director Programming Assessment.
- ♪ Twenty (20) percent weighted from self-evaluation. Use Program Host Self-Assessment. Self-evaluation will be helpful in identifying needs, strengths and weaknesses. The self-assessment is provided to the Program Director and is taken into consideration when making the final evaluation.

## ADVERTISING ON CIUT

All advertising on CIUT is done through the sales department. Any organization expressing interest in advertising should be directed to the sales administrator at 416-978-0909 ext. 206.

## GIVEAWAY GUIDELINES

Anyone who wishes to conduct a giveaway via any CIUT outlet must contact the Sales Administrator with the details at [Patrick@ciut.fm](mailto:Patrick@ciut.fm).

## PROGRAMMING GUIDELINES

### **Category 2 Popular Music Shows** (<https://crtc.gc.ca/eng/archive/2010/2010-819.htm>)

A Category 2 show is a music-based program that provides a listener with foreground and background information. This adds colour to the music being played but remains brief in duration. Brief is described as not longer than 1 to 2 minutes per talk segment. The content should be well researched and presented in a fashion that reflects the intuition and intelligence of the announcer. Music, however, is the dominant feature in Category 2 programs with a special focus on Canadian Content (40%). For detailed information and criteria on Canadian Content and the MAPL system, see below. The musical styles during a Category 2 may vary or focus on one style and its subgenres, such as Alternative Rock, Hip-Hop, Electronica, Metal, World, and/or a mix of any other sound that falls under Category 2.

Category 2 programming constitutes the greatest number of hours of our broadcast week and should extend the radio station to the largest part of our potential listening audience. Overall the music programs should be constructed to please fans of the various styles of music and should include a mix of known bands, new bands, Canadian bands and local bands. As music Program Hosts, you will need to be informed of many music activities and be willing to devote a good portion of time reviewing and analysing music for radio play.

### **Category 3 Music Shows** (<https://crtc.gc.ca/eng/archive/2010/2010-819.htm>)

Special interest shows focus on a particular style such as jazz, blues, folk, world or classical music. The hosts of these shows are recognised as authorities in their respective genres and have dedicated themselves to educating and entertaining the listener so as to get a better appreciation of the genre. Special Interest shows or Speciality shows are required to program 15% Canadian content.

### **Category 2 & 3 Music Shows**

It is acknowledged that many so-called mosaic or open format music programs may include song selections both from Category 2 & 3. The minimum compulsory Canadian content must mathematically be in place for the show, in other words there must be a minimum of 40% Canadian for category 2 and a minimum of 15% Canadian content for category 3 selections.

### **Multicultural Music Programming**

CIUT is committed to representing languages other than English. For many groups, it is the only way that they can talk in their native language to their community members. Multicultural programs are those that are conducted in languages other than the two (2) official languages or a First Nations language. Multicultural shows are required to program 15% Canadian content.

## CRTC - CANADIAN CONTENT GUIDELINES

### **Music, Artist, Performance and Lyrics (“MAPL”)**

The MAPL system is designed primarily to increase exposure of Canadian musical performers, lyricists and composers to Canadian audiences. It also strives to strengthen the Canadian music industry, including the creative and production components.



To qualify as Canadian content, a musical selection must generally fulfill at least two of the following conditions:

- ♪ M (music): the music is composed entirely by a Canadian
- ♪ A (artist): the music is, or the lyrics are, performed principally by a Canadian
- ♪ P (performance): the musical selection consists of a live performance that is recorded wholly in Canada, or performed wholly in Canada and broadcast live in Canada
- ♪ L (lyrics): the lyrics are written entirely by a Canadian

There are four special cases where a musical selection may also qualify as Canadian content:

- ♪ it was recorded before January 1972 and meets one of the above conditions
- ♪ it is an instrumental performance of a musical composition written or composed by a Canadian
- ♪ it is a performance of a musical composition that a Canadian has composed for instruments only
- ♪ it was performed live or recorded after September 1, 1991 and, in addition to meeting the criterion for either artist or production, a Canadian who has collaborated with a non-Canadian receives at least half of the credit for both music and lyrics – according to the records of a recognized performing rights society, such as SOCAN (Canada) or Broadcast Music Inc. (BMI), American Society of Composers, Authors and Publishers (ASCAP) and SESAC (United States)

For the purposes of the MAPL system, the CRTC's Radio Regulations define a Canadian as being one of the following:

- ♪ a Canadian citizen
- ♪ a permanent resident as defined by the Immigration Act, 1976
- ♪ a person whose ordinary place of residence was Canada for the six months immediately preceding their contribution to a musical composition, performance or concert
- ♪ a licensee, i.e. a person licensed to operate a radio station

## WHAT CAN BE SAID ON-AIR

### Introduction

Despite allusions in the Broadcast Act to freedom of expression, there are many CRTC regulations and laws which restrict what can and cannot be said over the air. Time of day, intent of the announcer, and context are all considerations for the CRTC and thus are considerations for all CIUT team members. The CRTC bases regulation on a case-by-case occurrence. Playing profanity-laden material simply for shock value is unacceptable to CIUT and the CRTC.

### CIUT Policy on Obscene Language / Explicit Material / Time of Day

- 1) Between the hours of 6am and 10pm it is CIUT's policy that we will not play music containing profanity. As a program host, you are responsible to review the material before broadcasting.

- 2) If an occasion arises that material aired may conflict with generally accepted audience values regarding such matters as vulgarity, profanity or sexual behaviour, the material shall only be broadcast if it is in the proper context, is integral to the theme of the program, and has worthwhile educational value. If the material is deemed to satisfy these requirements then it can be aired only if the following warning sequence is followed:
  - a. A warning message must be aired for any program that may contain sexually explicit material. A warning message must be aired at the top of the hour and every hour on the hour during the program.

Program hosts will be informed if a specific complaint has been received concerning material broadcast during a show. If such a complaint is received, the complaint and the material aired will be reviewed by station management and if it is found to contravene CRTC and/or CIUT policies, action will be taken.

Any questions regarding material that could be considered to violate CIUT or CRTC policies should be raised with the Station Manager or Program Director.

### **Blasphemous Libel**

The Broadcast Regulations prohibit the use of "obscene, indecent, or profane language." While the use of swearing in artistic programming can be exempt from such censorship, be aware that the words "obscene" and "indecent" may have very broad interpretations. There still exists a law in the Canadian Criminal Code (Sec. 296), which provides for a penalty of no more than two years imprisonment for the utterance of "blasphemous libel" statements (derogatory remarks about God)! This law excludes any remark made in good faith as an opinion on a religious subject providing it was made in "decent" language.

### **Politics**

The Broadcast Act makes certain guarantees to ensure candidates for public office can get access to the airwaves. However, there are restrictions. Nothing can be said concerning a referendum or election (municipal, provincial, or federal) either on the day of the election, or on the day immediately preceding the election. University Students' Council elections may have additional rules and regulations that should be consulted each year.

### **Anti-government remarks**

It is illegal to broadcast any remark, which advocates or teaches the use of force to change the Government of Canada (Criminal Code, section 59-4). The "seditious libel" law has been rarely used in recent history with the notable exception of 1970 in Quebec, and does not apply for any sort of criticism whatsoever of the existing system of law, courts, constitution, or whatever, as long as violent ("without lawful authority") overthrow is not mentioned.

### **Race, religious, or sexist remarks**

The Broadcast Regulations prohibit "abusive" comments about race, religion, gender and sexual orientation. Be aware that CIUT restricts broadcasting any material that tends to relegate or subject a group, individual or class of individuals to hatred or contempt on the basis of race, religion, gender, national or ethnic origin, age, physical ability, appearance, or sexual orientation. Material of this sort may only be broadcast within the explicit context of discussing

the issue itself and when its use is necessary for the listening public's understanding of the issue. Care should be taken to ensure the material does not violate the CIUT "Time of Day" Policy.

### **Defamation (Libel and Slander)**

Defamation of character is covered both by Ontario provincial statutes and the Criminal Code of Canada. Not only is the person who made a "defamatory remark" liable to be sued for damages, the broadcast outlet can also be named in the legal suit under the Libel and Slander Act of Ontario. If the libel was particularly malicious, criminal charges (with penalties of up to 5 years imprisonment) may be laid.

- ♪ The Criminal Code (section 298) defines libel as an attempt to injure the reputation of an individual by exposure or contempt, hatred or ridicule, or comments designed to insult. Insinuations are just as deadly as allegations (section 298-2) meaning that parodies or satires, which point directly to one person, may be libellous. The presentation of false information in any case will always make things worse.

Program hosts are encouraged when applicable to make personal views or opinions known during their program BUT these views must be "fair" and "accurate".

### **THE ASSOCIATION OF ELECTRONICS JOURNALISTS – CODE OF ETHICS**

The Standard for Canadian Excellence in Electronic Journalism Free speech and an informed public are vital to a democratic society. The members of RTDNA Canada recognize the responsibility of electronic journalists to promote and to protect the freedom to report independently about matters of public interest and to present a wide range of expressions, opinions and ideas.

**Accuracy:** Electronic journalists will inform the public in an accurate, comprehensive and fair manner about events and issues of importance.

**Equality:** Electronic journalists will report factors such as race, national or ethnic origin, colour, religion, sexual orientation, marital status or physical or mental disability only when they are relevant.

**Authenticity:** Electronic journalists will present news and information without distortion. Interviews may be edited provided that the meaning is not changed or misrepresented. Electronic journalists will not present news that is rehearsed or re-enacted without informing the audience. Newsrooms should take steps to ensure the authenticity of all video and audio, including news material acquired from the public, freelancers and other sources before disseminating/broadcasting it. Editorials and commentary will be identified as such.

**Privacy:** Electronic journalists will respect the dignity, privacy and the well-being of everyone with whom they deal, and will make every effort to ensure that newsgathering and reporting does not unreasonably infringe privacy except when necessary in the public interest. Clandestine newsgathering techniques should only be used when necessary to the credibility or accuracy of a story in the public interest.

**Independence:** Independence is a fundamental value and we will resist any attempts at censorship that would erode it. Electronic journalists will resist pressures to change or alter the news. Intrusion into content, real or apparent should be resisted.

**Integrity:** Electronic journalists will not pay subjects or sources that have a vested interest in a story. Commentators or contracted experts are exempted. Electronic journalists will not accept financial compensation from those who seek to influence news coverage thereby compromising journalistic integrity and independence.

**Conflict of Interest:** Electronic journalists will govern themselves on and off the job in such a way as to avoid conflict of interest, real or apparent.

**Corrections:** Errors will be quickly acknowledged and publicly corrected on all platforms.

**Decency and Conduct:** Electronic journalists will treat people who are subjects and sources with decency. They will use special sensitivity when dealing with children. They will strive to conduct themselves in a courteous and considerate manner, newsgathering as unobtrusively as possible. They will strive to prevent their presence from distorting the character or importance of events.

**Fair Trial:** In reporting matters that are or may be before the courts, electronic journalists will ensure that their reporting does not interfere with the rights of an individual to a fair trial.

**Covering Violent Situations:** Reporting on criminal activities such as hostage takings, prison uprisings or terrorist acts will be done in a fashion that does not knowingly endanger lives, offer comfort and support or provide vital information to the perpetrator(s). RTDNA members will contact neither victims nor perpetrators of a criminal activity during the course of the event for the purpose of conducting an interview that would interfere with a peaceful resolution.

**Intellectual Property:** Plagiarism is unacceptable. Electronic journalists will strive to honour the intellectual property of others, including video and audio materials.

**Impediments:** Electronic journalists will seek to remove any impediments to or bans on the gathering or reporting of news in the public interest.

**Sources:** Electronic journalists will make every effort to attribute news on the record. Confidential sources should be used only when it is clearly in the public interest to gather or convey important information or when a person providing information might be harmed.

**Respect and Enforcement:** Members of the RTDNA will respect the provisions of this Code and the RTDNA itself will take all reasonable steps to encourage that all electronic journalists in Canada are aware of and observe the Code, even if they are not themselves members of the RTDNA.

## OCCUPATIONAL HEALTH AND SAFETY POLICY

At CIUT we understand that our team members are our most valuable asset. We are committed to upholding a strong health and safety program and promoting a positive health and safety culture.

In fulfilling this commitment, we will conduct our business in the safest possible manner consistent with occupational health and safety legislation, applicable regulations and good industry practices.

Leaders have a duty and responsibility for developing safe work procedures and ensuring that all team members are trained in and comply with these safe work procedures. Leaders must ensure their team members are familiar with the actual and potential hazards of the job and understand the safety standards and regulations that apply to their work.

Team members have a duty and responsibility to follow safe work procedures and actively participate in making their environment safe and productive. It is the responsibility of every team member to report unsafe conditions and observe all regulations pertaining to their work.

Health and safety training and education will play a key role in informing the leadership team, health and safety representatives, and team members of their health and safety rights and responsibilities so they may be empowered to participate in our health and safety program.

Should questions arise surrounding training, laws, regulations or policies, please contact the Station Manager [ken.stowar@ciut.fm](mailto:ken.stowar@ciut.fm).



**YOU MAKE A DIFFERENCE!**  
**EMPLOYEES**



## COMPENSATION

CIUT seeks to attract and retain qualified employees by ensuring transparent compensation practices in compliance with legal requirements including provisions under equal pay regulations.

Salaries or hourly wages shall be determined by the Station Manager based on budget considerations, and commensurate with both the requirements of the position and the skills and experience of the successful candidate.

CIUT shall pay employees on a bi-weekly basis, less the usual and necessary statutory and other deductions payable in accordance with standard payroll practices. Currently, payday occurs every second Friday and covers the pay period ended the previous Saturday.

No employee, including part-time, casual, contract or seasonal, may be paid less than what is paid to full-time employees who perform the same job. The rule will apply unless there are objective reasons to justify a differential wage rate such as seniority or merit.

## BENEFITS

CIUT offers a number of insurance related programs for eligible employees. These include health, extended medical, dental, and vision care; short-term and long-term disability; accidental death and dismemberment; and life insurance programs.

Each plan has different qualifying provisions, coverages, and associated employee premiums. Eligibility to participate and entitlement under any benefit plans or any issue concerning benefits is subject to the specific provisions of the insurance plans or contracts. Full details of the CIUT group insurance plans are outlined in the group benefit plan booklets, which are provided to each employee.

Eligible employees can join the group Registered Retirement Savings Plan (RRSP) and make voluntary contributions after twelve (12) months of service.

CIUT reserves the right to alter, amend, replace or discontinue the group benefit plan or group RRSP it may make available to its employees at any time, with or without notice.

For questions regarding your benefit plan or group RRSP, please contact your leader or the Station Manager. You may also get benefit details by going to [www.mysunlife.ca](http://www.mysunlife.ca).

## ATTENDANCE AND HOURS OF WORK

Attendance, punctuality and good communication are important to our efficient operation and play an integral part in our organization's success.

CIUT regular office hours are from 9:00 a.m. to 6:00 p.m. Monday through Friday.

If an employee is ill or is dealing with an emergency that prevents him/her from completing work as scheduled, he/she must inform their leader as soon as possible. In some circumstances, supporting documentation may be required to provide reasonable evidence to support absences.

If an employee is absent for three (3) consecutive workdays and does not contact his/her manager, the company may consider that they have abandoned their position, in which case written notice by registered mail will be sent to notify the employee of the appropriate action.

Your work schedule is determined at the time you are hired and may change depending on your department's business needs. Changes to the schedule may be made as necessary, and in accordance with the *Canada Labour Code*.

Your leader should keep you informed of any schedule changes including any overtime needs. The employee may refuse only if they have taken reasonable steps to carry out their family responsibility by other means, so as to enable them to work overtime, and having done so, are still required to carry out that family responsibility during the period of the overtime.

Subject to statutory exceptions, if it seems necessary to work overtime, you must request prior approval from your leader. In such cases, you will be asked to track your hours to ensure compliance with employment standards legislation. Employees will be appropriately compensated for time approved and worked in overtime in accordance with employment standards or may take time off instead of receiving pay for overtime hours worked.

Casual and unauthorized time worked at the employee's discretion is not eligible for overtime compensation; this includes time accumulated by working during lunch hours, coffee breaks or personal choice of early arrivals or late departures.

## FLEXIBLE WORK ARRANGEMENTS

CIUT has a work environment that thrives on collaboration and teamwork.

Employees should discuss their individual flexible work arrangement requests with the Station Manager.

CIUT is committed to providing employees with flexible start and end times as well as the ability to work from home, as approved.

Employees may be provided with the opportunity to work from home on occasion if their position allows, when approved in advance by the employee's leader. When working from home, employees are responsible for maintaining a safe and ergonomically sound home work area, free from distractions. Working from home is not a substitute for primary child care or other personal responsibilities. In these situations, an employee should take a personal or vacation day. As well, if an employee is working from home to attend an appointment, the time that was taken for the appointment should be made up before or after the appointment. If this is not possible, a personal or vacation day should be used.

## REST PERIOD

Employees who work more than five (5) consecutive hours will receive a 30-minute paid eating period free from work.

Employees are entitled to take a longer lunch of one hour if desired, but understand that the additional 30 minutes are unpaid, and must be added on to the day's working hours.

## VACATION

CIUT recognizes that employees need to schedule time away from their normal work duties for rest, rejuvenation and to pursue personal activities. Our vacation entitlement year is in-line with the fiscal year and runs from May 1<sup>st</sup> to April 30<sup>th</sup> each year. Vacation entitlement is outlined in each employee's offer of employment.

All vacation requests must be requested at minimum two (2) weeks in advance of the time being requested. Employees are encouraged to submit requests as early as possible, as requests will be prioritized on first come first serve basis. If you do not request vacation, CIUT reserves the right to schedule your vacation as required to meet minimum requirements and/or operational needs.

Employees will be permitted to carry over one week of vacation time, only paid or unpaid into the next vacation calendar year.

## GENERAL HOLIDAYS

The designated paid statutory holidays are:

- ♪ New Year's Day
- ♪ Family Day
- ♪ Good Friday
- ♪ Easter Monday
- ♪ Victoria Day
- ♪ Canada Day
- ♪ Labour Day
- ♪ Thanksgiving
- ♪ Christmas Day
- ♪ Boxing Day

Employees who are required to work on a general holiday shall be paid, in addition to the holiday pay for that day, at a rate equal to at least one and one-half times their regular rate of wages for the time worked on that day.

Managers and professionals required to work the general holiday receive their normal rate of pay, but must be given a holiday with pay at another time. Part-time employees have the same entitlement to a paid holiday as full-time employees; their holiday pay is proportional to the number of hours they work.

CIUT may substitute any other day of work for a general holiday if the substitution has been approved by the employee in writing, or in the case of a substitution that affects more than one employee, by at least 70% of the affected employees.

## WHEN HOLIDAY FALLS ON NON-WORKING DAY

If New Year's Day, Canada Day, Remembrance Day, Christmas Day, or Boxing Day falls on a Sunday or Saturday that is a non-working day for an employee, the employee is entitled to a

holiday with pay on the working day immediately preceding or following the general holiday. If one of the other general holidays not listed above falls on a non-working day, then a holiday with pay may be added to the employee's annual vacation or granted at another mutually convenient time.

## LEAVES OF ABSENCE

The *Canada Labour Code* provides employees with a number paid and unpaid leaves.

A summary of leaves are highlighted below. Please see the Station Manager for more details including as applicable, supporting documentation to substantiate the absence.

### Unpaid Leaves

- ♪ Leave related to COVID-19
- ♪ medical leave
- ♪ maternity and parental leave
- ♪ compassionate care leave
- ♪ leave related to critical illness
- ♪ leave related to death or disappearance of a child
- ♪ reservist leave,
- ♪ leave for court or jury duty; or
- ♪ leave for traditional Indigenous practices

Employees may be entitled as applicable, to such paid leave through the Employment Insurance benefits under the *Employment Insurance Act*.

### Paid Leaves

#### Bereavement leave

Employees are entitled to five (5) days of bereavement leave in the event of a death of an immediate family member.

If an employee has three (3) consecutive months of continuous employment the first three (3) days of leave are paid.

#### Personal leave

Employees are entitled to up to five (5) days of personal leave per calendar year. If an employee has three (3) consecutive months of continuous employment, the first three (3) days of leave are paid.

Employees will be eligible for personal leave under the following circumstances and shall provide supporting documents as reasonable:

- ♪ treating personal illness or injury;
- ♪ carrying out responsibilities related to the health or care of any of their family members;

- ♪ carrying out responsibilities related to the education of any of their family members who are under 18 years of age;
- ♪ addressing any urgent matter concerning themselves or their family members;
- ♪ attending their citizenship ceremony under the Citizenship Act; and
- ♪ any other reason prescribed by regulation.

## LEAVE FOR VICTIMS OF FAMILY VIOLENCE

Employees are entitled to up to five (5) days of paid leave each calendar year, after three (3) months of continuous employment.

## APPENDIX A: CIUT-FM SHARED OFFICE & BROADCAST STUDIO COVID-19 MEASURES

### Feeling Ill? Stay Home

- The best defense is for anyone who feels unwell or is demonstrating respiratory symptoms to work and/or pre-record a show from home.
- At this time, people with compromised immune systems and other vulnerable people will not be allowed in the office or broadcast studio space.
- For those who have recovered from COVID-19 we ask that they provide the Station Manager with a doctor's note (or equivalent) indicating that they are no longer infectious.

### Use of Masks

We ask that anyone using the office or broadcast studio space to use a face mask.

### Entry Cleaning Station

Anyone entering the office or broadcast studios will be required to disinfect their hands prior to entry. At the entry point (Tower Road) the following will be made available:

- Hand sanitizer of at least 70% alcohol
- Disinfectant Wipes
- Disposable face masks.

### Physical Distancing

In order to ensure physical distancing we will be introducing the following limitations:

- Enclosed Offices: Each office will be restricted to the number of people who can be within the space with 2-metres of space. For our purposes we will be limited to 1 person and the larger offices and broadcast studios to 2 people.

### Cleaning

- Each day all common spaces will be cleaned with disinfectant with at least 70% alcohol with particular focus on common touch surfaces.
- Handwashing poster will be put up in the washroom area with an appropriate soap provided.
- All dishes used should be thoroughly cleaned. The kettle and common touched items should be wiped down with a disinfectant wipe after each use.
- There will be a supply of approved hard-surface disinfectants.
- A cleaning policy which outlines responsibilities for cleaning, and procuring supplies will be in place.

### STUDIO AND OFFICE COVID-19 PROTOCOL

Effective August 1, 2020 CIUT-FM Board of Directors has agreed to open the CIUT-FM studio and office space for staff members. Volunteers will once again be allowed when the relaxation of restrictions by the relevant governmental agencies and the University of Toronto are issued.

This action will once again make our facility available to staff and regularly scheduled station volunteers in order to allow them to work and to produce their program on a regular basis.

In order to maintain a high quality of safety for our staff and volunteers, the reinstatement of access to the studio and office is subject to the conditions outlined in the following statements. Please take the time to read and understand this document prior to returning to the station.

### **1. Symptoms of Sickness**

- a) In accordance with Work Place Health and Safety <https://www.ontario.ca/page/covid-19-coronavirus-and-workplace-health-and-safety> the Board of Directors has deemed it mandatory for staff and volunteers to refrain from coming to the office or studio as per the following guidelines:

If a staff or volunteer team member is experiencing symptoms of illness, or have been diagnosed with a contagious illness, whether or not the illness has been confirmed as COVID-19, they are not permitted at the office or in the studios of CIUT-FM.

- If a volunteer has recently returned from international travel, they must avoid coming to the studio or the offices of CIUT-FM for at least 14 days subsequent to their return home.
  - If a staff or volunteer team member resides with an individual experiencing symptoms of illness, or an individual that has been diagnosed with COVID-19, they are not permitted at the studio or offices of CIUT-FM.
  - If a staff or volunteer team member resides with an individual who has been exposed to COVID-19, they are not permitted at the studio or offices of CIUT-FM.
- b) In addition to seeking medical attention at their own discretion, any staff or volunteer team member who finds they are experiencing symptoms of this nature, and have attended the station in the previous 14 days, must contact the Station Manager to report their symptoms. This will allow the Station Manager to attempt to notify any staff and volunteer team members who may potentially be at risk as a result of exposure to the same environment.

### **2. Hand Washing**

Upon entering the station premises, each volunteer should immediately wash their hands thoroughly with soap for at least 30 seconds. Use the rest room facilities at the north end of the 3<sup>rd</sup> floor, only.

Prior to exiting the station premises, each volunteer should wash their hands thoroughly with soap for at least 30 seconds.

### **3. Number of Volunteer Programmers at the Studio**

In order to provide as much inherent protection as possible, CIUT-FM is not permitting volunteers in the studio or office at this time. When clearance is given it will be to one (1) person (see b).

- a) Under this protocol, the Board will only permit those volunteers with current programs as deemed by the Station Manager to attend the CIUT-FM studios.
- b) All programs with more than one regular participant (board tech) must request in writing to the Station Manager in order to waive this condition. Should the Station Manager approve

the request, all participants would then be required to wear face masks and maintain a distance of 6 feet during studio session.



## ACKNOWLEDGEMENT

I, \_\_\_\_\_, a team member of CIUT, do hereby acknowledge that I have read and reviewed the Handbook and understand its contents. I understand that I am required to comply with the applicable provisions and any further amendments or modifications thereto.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Date