



POLICY NUMBER	CMT 001		
TITLE OF POLICY	Operating Guidelines		
APPROVED BY	Board of Clarkson Music Theatre Inc		
DATE OF APPROVAL	April 23, 2019		
REVISION LEVEL	6	REVISION DATE:	April 23, 2019

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Purpose: This Operating Guidelines Policy defines the values, conduct and behaviours expected of **all volunteers, contracted employees and all others engaged in activities and / or acting on behalf of Clarkson Music Theatre Inc** (herein defined as CMT related persons). These Operating Guidelines set out herein are offered in support of (and is not intended to supplant) CMT's By-Laws dated 2018.

Organization: Since 1945, Clarkson Music Theatre Inc has established a rich tradition of Music and Theatre in Mississauga, having produced over 100 award-winning Musicals and Cabarets. CMT is a community-based theatre group with charitable status (BN 89071 3548 RR0001) that proudly fosters both newcomers and established talent in music, drama and theatrical design while supporting local charities. Indeed, Clarkson embodies all that is community theatre.

Policy: As a community focused organization, we hereby commit to maintain the highest standard of conduct, act in good faith, with fairness, integrity and dignity and in a manner not detrimental to the interest of all CMT related persons, as well as our funders and other stakeholders and the public.

We do this by exercising our powers and discharging our duties by:

- a) Acting honestly and in good faith with the best interests of *Clarkson Music Theatre*
- b) Exercising our responsibilities with the care, diligence and skill that a reasonably prudent person would exercise in comparable circumstances.
- c) Achieving full compliance with all applicable laws, rules and regulations, and
- d) Maintaining open and respectful communications in our dealings with all CMT related persons, stakeholders and the public at large.

We take our responsibilities seriously and are accountable to resolve conflicts in favour of public interest.

Ethical Framework

Definition Ethics - moral beliefs and rules about right and wrong

CMT's formal Ethics Framework outlines the agency's responsibility to all CMT related persons to be considerate and fair.

The ethical standards include respect for individual rights, accuracy of records (including communication material, financial records, board minutes and associated Corporation records), use of confidential information, conflicts of interest, gifts and gratuities, CMT property and technology.

CMT's ethical standards include, but are not limited to:

1. Compliance with Legal and Ethical Standards:

CMT requires that we act ethically with high standards of integrity and abide by the principles of lawful conduct in all our business dealings. No one in the organization is permitted to commit or condone any illegal or unethical act or instruct other CMT related persons to do so. Any doubt as to the legality of any course of action should be discussed with the President and / or Board of Directors.

2. Responsibilities to all CMT related persons

a) Discrimination or Harassment

At CMT, everyone is always treated with dignity, respect and fairness. CMT is committed to high standards of ethics in all relations with and among all related persons. Unlawful discrimination, harassment or violence towards any CMT related person in the workplace will not be tolerated. Specifically, CMT will not tolerate discrimination or harassment prohibited by applicable legislation including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, age, record of offences, marital status, family status, disability, sex/pregnancy, gender identity, gender expression, and sexual orientation.

In addition to all forms of harassment prohibited by legislation, CMT will not tolerate any form of personal harassment (such as threatening behaviour, bullying, taunting or ostracizing etc.) which may occur as a result of a person's position in the organization or because of an association with a group outside the organization, or perhaps because someone simply dislikes the individual. Personal harassment may also arise out of someone abusing his/her position of authority or power.

b) Health and safety guidelines

CMT is committed to keeping its workplaces free from hazards. We are all responsible for following government approved health and safety guidelines, for maintaining a safe environment and to immediately report any accident, injury, unsafe practice and condition to the President or his/her delegate.

3. Appropriation of Organization Assets

All persons subject to these Operating Guidelines have a responsibility to protect CMT assets entrusted to them from loss, damage, misuse or theft. CMT assets such as funds, products, electronic devices and services, including, but not limited to, computers, computer-related equipment, products and services, may only be used for CMT business purposes and other purposes approved by management. CMT's name, logo, brand, property (including intellectual) and goodwill must not be used for personal advantage.

4. Proper Maintenance of Records

CMT requires honest and accurate recording and reporting of information in order to make informed and responsible business decisions. CMT's books and records should accurately reflect all business transactions. Undisclosed or unrecorded revenues, expenses, assets or liabilities are prohibited. For example, if you have responsibility for accounting or record-keeping, you must be diligent in enforcing proper accounting and Organization established practices. You may not alter, conceal or falsify any document or record.

5. Information Disclosure

All CMT related persons are required to protect CMT's confidential and proprietary information from unauthorized disclosure and use. This applies to information about contracted employees as well as confidential and proprietary information about Clarkson's own affairs.

Proprietary information includes any information that is not generally known to the public and is helpful to CMT or would be helpful to competitors. CMT related persons may not use confidential information gained by virtue of their association with CMT or for personal gain or for any purpose other than specific job-related duties.

CMT related persons will safeguard all proprietary information by marking it "confidential", keeping it secure, and limiting access to those who have a need to know such information in order to do their jobs.

When leaving or terminating their association with CMT for any reason, confidential and proprietary information remains with and is the exclusive property of CMT and is not to be used nor disclosed in any way by the departing person.

6. Conflicts of Interest

All business decisions and actions must be based on the best interest of CMT and must not be motivated by personal considerations or relationships. The general rule is that CMT related persons must avoid any activity that compromise, or could reasonably be seen to compromise, their judgment, cause them to show undue favoritism to any party or cause them to receive a benefit of some kind.

When in doubt it is best to disclose a potential conflict of interest.

General guidelines for a better understanding of the most common examples of situations that may cause a conflict of interest are listed below:

- a) **Receiving gifts or fees:** Acceptance of a modest gratuity or hospitality offered as a general courtesy, or gifts, of modest distributed value is permitted. However, such acceptance **must be free and clear** of a) any obligation on the part of the organization, b) offering personal advantage to individuals, friends or business associates, for doing agency work, or c) giving the appearance of influence, over subsequent business decisions or opportunities.
 - i. Individuals may not engage in conduct that could be interpreted as directly or indirectly seeking, receiving or providing a bribe or kickback.
 - ii. Gifts, benefits, gratuities, hospitality or special consideration offered to CMT related persons to influence or give the appearance of influence must be refused outright.
- b) **Hiring of Relatives/Close Associates:** The Board of Directors and managers / directors must not use their position to influence the selection of family members, close associates or themselves for remunerated employment at the exclusion of other qualified parties. This is not intended to disqualify such close parties if they are deemed qualified and cost competitive. Any such parties selected to provide remunerated services must be disclosed to the Board and approved via motion in meeting records.
- c) **Using CMT resources:** CMT related persons may not use any CMT resources (such as equipment, supplies, property) for activities not approved by the organization and connected to their duties for CMT.
- d) **Political and/or Community initiatives:** CMT related persons may not directly or indirectly support or oppose any political party/ candidate for public office and /or community initiative that may negatively impact the agency, when representing CMT.

7.Communicating with External Resources

CMT aims to achieve complete, accurate, consistent and timely communications with all its stakeholders and the public. In order to maintain CMT's reputation and to protect the Organization and all related persons, the following requests will be directed as identified below:

Financial information requests – directed to the President or Delegate for response.

Media Requests - directed to the President or Delegate for response.

Government Agencies/Regulators/ Funders - directed to the President or Delegate for response.

Failure to comply with this policy may result in disciplinary action and depending on the severity of the violation, legal action may be taken.

Clarkson Music Theatre and Social Media

Anyone posting on social media on behalf of CMT must keep the group's mission and core values in mind. Social media includes, but is not limited to, Facebook, Twitter, Instagram and SnapChat.

a) Social Media Strategy

The primary purpose of social media marketing efforts is to create and raise awareness of CMT in the city of Mississauga and surrounding communities, to build a loyal community and to increase ticket sales for the Encore Series production.

b) Clarkson Music Theatre's Social Media Accounts

The Board of Directors may determine who has access to CMT's social media accounts and who has authority to post on behalf of the group. At least one individual who has access to the social media accounts shall be designated to monitor online conversations and respond to comments or questions.

The Board of Directors may establish general guidelines for sharing content on CMT's social media accounts. Generally, any content posted should reflect the mission and core values of CMT and further the goals mentioned in the Social Media Strategy. In accordance with CMT's Privacy Policy, signed waivers shall be obtained from cast members granting CMT permission to use photos on social media channels.

c) Facebook Groups

Separate Facebook groups may be set up for each CMT production. The show's Producer(s) and any other person they designate shall act as the group Administrator. The privacy setting for the Facebook group shall be set as "Secret" so that members are the only ones who can see the posts. Membership in the group shall generally be restricted to the production team, Board Members, cast and crew. Each Facebook group is a place for cast and crew to post information, questions, and comments regarding rehearsals or the production. Any information posted that does not relate to the production may be deleted by the Administrator.

d) Use of Social Media by Cast Members

Cast members and anyone else involved in the production are required to abide by any limitations established by the show's Producer(s) regarding posts on social media relating to the show.

Procedures:

Operating Guidelines:

All Members of CMT are required to review and comply with the Operating Guidelines and Policies. The Board ensures that such information is available to members.

All Board Members are expected to sign the Operating Guidelines and Policies on commencement of appointment / election to the Board.

Resolution of Complaints:

Where any CMT related person persists in activities that may adversely impact the organization, the President or his/her Delegate must be informed. Concerns can be expressed on a confidential or anonymous basis to the President, his/delegate, or to any Board member. The President and/or his /her Delegate will address such actions and resolve these activities to the best of his / her ability.

In dealing with complaints, the President and his / her Delegate will forward such negative issues, complaints and actions to the Board of Directors for further discussion and resolution of such complaints if he / she deems it necessary.

Retaliation against any CMT related person who honestly reports a concern to CMT about an existing or possible code violation will not be tolerated.

It is unacceptable to report a concern knowing it is false.

Scope: This policy applies to all CMT related persons.

Updates to Policy

This Policy shall be reviewed at least annually, or by schedule of review, and may be updated from time to time, as appropriate.

Appendix A CMT Membership Profile and Registration Form

Date of issue: April 23, 2019

Reviewed by Rita Ferguson (President)
Christine McMahon (VP)
Nick Forrow (Administration)
Mike Giguere (Consultant)

The signatures of the Clarkson Music Theatre Board of Directors, as affixed below, do hereby attest to the Board's compliance with these Organizational Guidelines:

Title	Name	Signature
PRESIDENT	RITA FERGUSON	
VICE PRESIDENT / DIRECTOR OF PRODUCTION	CHRISTINE MCMAHON	
SECRETARY	CHRIS FILIPPELLI	
DIRECTOR OF ADMINISTRATION	NICK FORROW	
DIRECTOR OF FINANCE	SUSAN WRAY TOOGOOD	
DIRECTOR OF MEMBERSHIP	KEVIN ROOSE	
DIRECTOR OF MARKETING	JOHN GALBRAITH	
RESIDENT MUSIC DIRECTOR	JENNIFER PEACE	
TREASURER	DANA BRYANT GIGUERE	
BUSINESS MANAGER	MARGO TIMMONS	
MEMBER AT LARGE: SOCIAL MEDIA	LAURA CARNEY	

Dated _____

Appendix A:



CMT Member Profile And Registration



First Name: _____ Surname: _____

Address: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

E-Mail: _____

Birthday: _____ Occupation: _____
Day/Month/Year

Performing Member: Yes ____ No ____ Member of Equity /ACTRA: YES ___ NO ___

If yes, vocal range (SATB): _____

Year Joined CMT: _____ First: Show: _____

Subsequent Shows: _____

I agree to have my photo and name used for the marketing and promotion of CMT including but not limited to Clarkson’s website; websites affiliated with Clarkson such as MTM and Meadowvale Theatre; in the program; for marketing and press release purposes; front of house display. I hereby allow CMT’s future use of my photograph and name. I agree to comply with CMT’s Operating Guidelines, Code of Conduct and Policies available at CMT’s website. (www.clarksonmusictheatre.com)

_____ (Signature / Date)

This information is gathered for the exclusive use of CMT and will not be shared with other parties without individual consent. The signer agrees to be contacted by CMT for purposes associated with CMT and may unsubscribe at any time. _____ (signature)