
Code of Conduct Policy

Purpose

The Midland Cultural Centre (“MCC”) expects adherence to a certain standard of conduct in order to foster an environment that is positive, productive, and motivating for everyone. Employees, volunteers, and members of the Board of Directors are expected to conduct themselves in such a manner as to inspire public confidence through fair and honourable activities, as it relates to the business of the MCC. Employees, volunteers, and members of the Board of Directors are expected to use common courtesy and good judgment regarding appropriate conduct when engaged with the MCC and conduct themselves with integrity and professionalism at all times.

Scope

The Code of Conduct applies to all individuals acting in their capacity as employees, volunteers, and members of the Board of Directors of the MCC and carries the expectation that all individuals will avoid any inappropriate conduct or acts which could negatively reflect on the MCC.

Responsibilities

As an employee, volunteer, or member of the Board of Directors, it is your responsibility to know and comply with the provisions of the Organization’s Code of Conduct. If you are unsure of the proper course of action to take in a particular situation, you should speak to your manager. If you are unsure as to whether your actions may cause embarrassment or compromise the image and integrity of the MCC, you should not proceed before seeking further guidance.

The following are examples of inappropriate conduct, (but not limited to):

- Falsification or destruction of records or documents;
- Acts of dishonesty or fraud (including falsification of expense claims);
- Unauthorized disclosure of information;
- Misuse of property, services, or resources;
- Abuse or misuse of MCC expense cards (e.g., using cards for non-business-related purposes);
- Intentional damage or unauthorized use of MCC property;

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- Inappropriate use of information technology networks and resources, including but not limited to viewing or downloading inappropriate content, downloading software without approval, or attempting to access another individual's information;
- Negligence resulting in actual or potential harm to the MCC or its stakeholders;
- Impropriety or the appearance of impropriety;
- Breach of trust;
- Frustration of contract;
- Misuse of position/abuse of power;
- Criminal conduct;
- Unauthorized or excessive absence;
- Excessive tardiness;
- Failure to abide with any MCC policy, procedure, guideline or standard resulting in actual or potential harm to the MCC or its stakeholders;
- Unauthorized possession or use of alcohol and/or drugs on the MCC's premises or while on MCC business;
- The possession of dangerous, deadly, or illegal weapons while on the MCC's premises or while conducting MCC business;
- Unauthorized monitoring, recording, or accessing of conversations or other communications (including the recording and dissemination of live performances);
- Insubordination;
- Fighting, abusive language, threats, or threatening conduct;
- Failing to cooperate with, or providing false, misleading, or incomplete statements to, auditors, examiners, or other investigators regarding any matter relating to the MCC; and
- Other activities not in the best interest of the MCC or its stakeholders.

All violations of this policy will be investigated to the best of the MCC's ability and in a manner that ensures due process. This policy applies to violations that occur in the following locations:

- On MCC property; or
- Off MCC property if
- the violation was in connection with an MCC-sponsored or authorized activity; or
- the violation may have the effect of harming the reputation of the MCC.

Violations of this policy may require immediate action or investigation and could result in discipline, including dismissal.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Questions

If you have questions about this policy, you should approach the following individuals:

- Employees: should approach the **Executive Director**
- Volunteers: should approach the **House Manager** or **Operations Coordinator**
- Members of the Board of Directors: should approach the **Chair of the Board**

References

Other policies, documents, or legislation that support the interpretation of this policy:

- Workplace Discrimination, Harassment, and Violence Policy
- Internal Complaints Policy
- Attendance Policy (role applicable)
- Substance Use Policy

Effective Date

June 1, 2023

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Discrimination, Harassment, and Violence in the Workplace Policy

Purpose

The Midland Cultural Centre (“MCC”) is committed to a work environment free of discrimination, harassment and violence. This is a recognized Human Resources and Health and Safety issue and the MCC will take all reasonable measures to prevent discrimination, harassment or violence in the workplace. The MCC is committed to providing such a workplace and its values of acting respectfully and inclusively underpin this goal.

Policy

This policy applies to all individuals acting in their capacity as employees, volunteers, and members of the Board of Directors at the MCC, and covers all forms of communication, including but not limited to, in person, audio, video, video conferencing, email or other messaging.

Zero Tolerance

The health and safety of MCC’s employees and the workplace are of primary importance and it is expected wherever work is conducted, it will be free of discrimination, harassment, or violence. The MCC will not tolerate incidents of discrimination, harassment or violence by any employee, vendor, contractor, volunteer, visitor, member of the Board of Directors, or any other person in the MCC workplace or involved with MCC business.

The MCC will take immediate action and may, where appropriate, remove a person from a workplace by security or police, or suspend or remove any company-issued communications credentials. The MCC will discipline any employee violating this policy, up to and including dismissal. If required, the MCC will report conduct to the Executive Director, Board Chair or police.

Dealing with Unacceptable Behaviour

An employee, volunteer, or Board member who feels subjected to unacceptable workplace behaviour – whether this is discrimination, harassment or being subject to violence or the

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threat of violence – should first ask the offending individual(s) to stop or modify the behaviour in question if they feel safe to do so. If the behaviour is not stopped or modified, then the offended individual(s) should consult their immediate supervisor or the Executive Director. If the offending colleague is the Executive Director, the concern should be registered with the Chair of the Board. Any record or evidence of the behaviour should be brought forward to corroborate the allegation.

Investigations into unacceptable workplace behaviour will be conducted in the manner described in the Internal Complaints Policy. If a person is found to have engaged in unacceptable workplace behaviour, disciplinary measures will be taken. Such measures may include suspension or dismissal and/or reporting the matter to the appropriate civil or criminal authorities.

The Midland Cultural Centre will take whatever steps are reasonable to mitigate and manage workplace violence from all sources, including having employees, vendors, volunteers, members of the Board of Directors, or other people removed from the workplace by security or police, or suspending or removing any company-issued communications access.

Definitions

Discrimination per Human Rights legislation

A course of vexatious comment or action that is known, or ought to be known to be unwelcome based on any Protected Grounds, including age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, single status, genetic characteristics, gender identify, gender expression, record of offences, and sexual orientation. The prohibition against discriminatory/harassing behaviour includes but is not limited to:

- behaviours directed by one party against another,
- behaviours instigated by one party against another and carried out by a third party, and
- behaviours that impact a third person because of that person's association with a person against whom discriminatory behaviour is directed.

Harassment

May include comments or actions which are intimidating, offensive, inappropriate, annoying, hostile, hurtful or malicious and which are known or which reasonably ought to have been known to be unwelcome.

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Violence

The use of, attempted use of or threatened use of physical force, or an attempt to exercise physical force, by a person against an employee in a workplace that causes or could cause physical injury to the employee. Violence includes but is not limited to hitting, punching, kicking and intimidation. Violence includes domestic violence that may find its way into the workplace.

Workplace

Includes without limitation, the facilities and offices of the Midland Cultural Centre and any location where employee, volunteers, and/or members of the Board of Directors are required to be together because of work demands, such as Midland Cultural Centre (MCC) functions and travel circumstances related to MCC business. In addition, unacceptable behaviour that occurs outside the workplace but has repercussions in the work environment adversely affecting working relationships or sense of safety and security, may also be defined as unacceptable workplace behaviour.

Responsibility

Leadership- Responsible Officials

The Executive Director, Operations Coordinator, and Chair of the Board (individually “Responsible Official” and collectively the “Responsible Officials”) are expected to support, educate and promote a workplace free of discrimination, harassment, and violence.

- Have the responsibility to serve in a neutral, unbiased capacity in receiving the report of an incident, and assisting in an informal resolution of the complaint where this is appropriate. If the responsible official considers that he or she is unable to act in this capacity, the incident will be referred to another Responsible Official who is able and willing to assist.
- Have the responsibility to investigate all situations that come to their attention in a manner that is impartial and respects, to the extent possible, the confidentiality of all parties.
- If informal resolution of the complaint is not appropriate, and the complainant decides to pursue a formal complaint, the Responsible Official shall provide a copy of the complaint to the Chair of the Board and the Chair of the HR Committee.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Employees, Supervisors, and Volunteers

- Have a responsibility to act in a manner that maintains a safe and mutually respectful work environment. In addition, individuals have a responsibility to advise management should they be subject to, or witness to, conduct that violates these principles.
- Are required to review the Workplace Discrimination, Harassment and Violence Policy.

Executive Director and Board of Directors

- Has the responsibility to determine appropriate disciplinary action and/or sanctions in the event of unlawful conduct, or in the event that it is determined the complaint was frivolous or malicious.
- Keep a record of any incidents and provide resources with the goal of eliminating discrimination, harassment and violence from the workplace.
- Formal complaints at the discretion of the Board of Directors may determine that the complaint should be dealt with by means of a hearing. The Board will appoint members to serve on a Panel to review the complaint.

Questions

If an employee or volunteer is unsure how to handle a situation, they should speak to their supervisor, the Operations Coordinator, or the Executive Director for guidance.

References

Reference any other policies, documents, or legislation that support the interpretation of this policy.

- Internal Complaints Policy
- Internal Complaints Procedures
- Code of Conduct Policy

Effective Date

June 1, 2023

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Internal Complaints Policy

Purpose

The Midland Cultural Centre (“MCC”) recognizes that conflict situations may arise within or among stakeholders, including; between employees, between volunteers, and between employees and volunteers. All such conflicts brought to the attention of the MCC management will be reviewed and investigated while maintaining the privacy of information and the dignity of all individuals involved. Every attempt will also be made to resolve the conflict without resorting to disciplinary action.

Notwithstanding this hope, conflicts that relate to allegations of Discrimination, Harassment, or acts of Violence may result in discipline, up to the point of termination for cause or dismissal of one or more parties.

This policy aims to provide awareness of the process to resolve internal complaints aligned with the associated policies at the MCC.

Policy

The following principles guide its Internal Complaints Policy.

Responsive: The MCC will respond to a complaint in a timely manner to ensure issues are resolved. This is particularly important for a complaint which may affect employee safety and well-being. In the event there is an immediate safety threat, MCC will take steps to remove employees and/or volunteers from harm, which may include requiring employees and/or volunteers to leave the workplace.

Fair: Both the complainant and the respondent have the opportunity to present their version of the events. The individual investigating the complaint will be impartial.

Confidential: Complaints are confidential and only shared with employees and/or volunteers who need to be aware or are required to participate in an investigation. Employees and volunteers are expected to keep details of an investigation confidential and not provide details to others during or after an investigation is active.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

No reprisal: There is no reprisal (e.g. punishment or revenge) to a complainant making a complaint.

Definitions

Complaint: An issue or disagreement with a policy or management direction, or a perceived breach of any HR policy.

Complainant: The person(s) who originates the complaint.

Respondent: The person(s) being complained about.

Investigator: The person assigned to review the complainant's information, gather information from other employees and/or volunteers and the respondent, and present a final report.

Responsibilities

Executive Director

- The Executive Director is ultimately responsible for the conduct and safety of employees and volunteers at the MCC.
- Provides support for any complaint or investigation as needed.
- Keeps a record of the number of incidents and the resolution rate.

Operations Coordinator & Supervisors

- Supervisors are responsible for ensuring a safe and collaborative workplace.
- Supervisors should express their support for the HR Employment policies and participate in investigations as required.
- Where conflicts arise, the Operations Coordinator should provide guidance to mitigate future issues.

Employees & Volunteers

- Have an obligation to the Code of Conduct, and HR policies including by not limited to Workplace Discrimination, Harassment, and Violence.

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- Are expected to effectively collaborate with colleagues and, while there may be disagreement, they will do all they can to avoid escalation leading to harassment or violence in the workplace.
- Any employee or volunteer who wish to submit a complaint on the action of another employee or volunteer, a communication from the MCC, a safety hazard, or any other issue at work, should speak with their supervisor or the Operations Coordinator.

Joint Health and Safety Committee

- The Joint Health and Safety Committee (JHSC) participates, as appropriate, in investigations related to physical safety and building issues, as well as any other matter impacting employee health or safety (including employee mental health).
- The JHSC keeps the Executive informed on any pending issues, mitigation plans, visits from the Ministry of Labour, or other health and safety issues.

Leadership- Responsible Officials

The Executive Director, Operations Coordinator, and Chair of the Board (individually “Responsible Official” and collectively the “Responsible Officials”) are expected to support, educate and promote a workplace free of discrimination, harassment, and violence.

- Have the responsibility to serve in a neutral, unbiased capacity in receiving the report of an incident, and assisting in an informal resolution of the complaint where this is appropriate. If the responsible official considers that he or she is unable to act in this capacity, the incident will be referred to another Responsible Official who is able and willing to assist.
- Have the responsibility to investigate all situations that come to their attention in a manner that is impartial and respects, to the extent possible, the confidentiality of all parties.
- If informal resolution of the complaint is not appropriate, and the complainant decides to pursue a formal complaint, the Responsible Official shall provide a copy of the complaint to the Chair of the Board and the Chair of the HR Committee.

Questions

If an employee or volunteer is unsure how to handle a situation, they should speak to their supervisor, the Operations Coordinator, or the Executive Director for guidance.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

References

Other policies, documents, or legislation that support the interpretation of this policy

- Code of Conduct Policy
- Workplace Discrimination, Harassment, and Violence Policy
- Internal Complaints Process
- Attendance Policy (role applicable)
- Substance Use Policy

Effective Date

June 1, 2023

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Substance Use Policy

Purpose

The Midland Cultural Centre (“MCC”) provides a safe and engaging environment to all employees and volunteers. This includes managing situations in which an individual may be impaired and affect the safety of themselves and others. The purpose of this policy is to communicate to employees and volunteers, the expectations and guidelines on the use of drugs and alcohol while on MCC property, or while conducting MCC-sponsored or authorized business.

Policy

This policy applies to all individuals acting in their capacity as employees and volunteers and covers the expectations on these individuals to be fit for duty and perform safely while at the MCC, or in another location representing or working for the MCC, including while working or performing duties from home.

The use of illegal drugs and alcohol while performing your duties as an employee or volunteer at the MCC, is prohibited. Furthermore, performing your duties while under the influence of a recreational drug, alcohol, or other non-prescription substance is prohibited.

Smoking, including medically approved cannabis, must be done within the rules of the location in which the employee or volunteer is performing their duties. This includes but is not limited to, refraining from smoking inside the building and keeping a proper distance from building entrances.

Definitions

Impairment

When there is an observed impact on an individual’s judgment, perception, motor coordination, alertness, or emotional state, an individual may be considered impaired or not fit for duty. This may include the observation of an odor of alcohol, unsteady gait, glassy or red eyes, slurring of speech, and poor coordination.

Fit for Duty (also Fit for Work)

Free from the effects of any illicit drugs or alcohol which may affect job performance and safety in the workplace.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Drug

Any substance which can change or adversely affect the way a person acts, thinks or feels, whether obtained legally or illegally. This could include recreational cannabis (in any form), cocaine, opiates, and amphetamines.

Alcohol

Any beverage containing any quantity of alcohol, including, beer, wine, and distilled spirits.

Medication

Includes a drug obtained legally, either over the counter or through a prescription issued by an authorized medical practitioner. For this policy, medications of concern are those that inhibit an individual's ability to perform their duties safely and productively.

Responsibilities

Leadership- Responsible Officials (Executive Director, Operations Coordinator, and Chair of the Board)

- Support the adherence to the Substance Use Policy and emphasizes the importance of safety in the workplace
- Own the duty to Accommodate in collaboration with supervisors to ensure that accommodations for medical restrictions or disabilities related to substance use are reviewed, and documented and protect the individual's privacy and confidentiality.
- Has the responsibility to determine appropriate disciplinary action in the event of policy violation.

Supervisors

- Responsible for safety in the workplace and acting to manage and mitigate any unsafe situations in keeping with the Workplace Health and Safety Policy.
- Are expected to be open to employees or volunteers requiring workplace accommodation, by maintaining confidentiality of medical issues, and any investigations.
- Promote a healthy work environment at all times.

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Employees and Volunteers

- If another employee or volunteer is observed as impaired this should be immediately reported to the supervisor or responsible official. Employees and volunteers are not required to confront or to risk personal or another individual's safety when dealing with an impaired individual.
- If an employee or volunteer is medically prescribed medication which may impair or affect performance of duties, it is the responsibility of the employee or volunteer to make their supervisor aware of any restrictions.
- Employees and volunteers are forbidden to bring illegal drugs on MCC site or site on which they are working and representing the MCC.

Questions

If an employee or volunteer is unsure how to handle a situation, they should speak to their supervisor, the Operations Coordinator, or the Executive Director for guidance.

References

Reference any other policies, documents, or legislation that support the interpretation of this policy.

- Workplace Health and Safety Policy
- Internal Complaints Policy
- Code of Conduct Policy

Effective Date

June 1, 2023

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.

Workplace Health & Safety Policy

Purpose

The Midland Cultural Centre (“MCC”) is committed to preventing and reducing the risk of injury or occupational illness to our employees and volunteers, along with the accidental loss of any of its resources and physical assets.

In fulfilling this commitment, to protect both workers and property, management will provide and maintain a safe and healthy work environment, in accordance with industry standards and in compliance with the Occupational Health and Safety Act (OHSA).

The purpose of this policy is to communicate the expectations and guidelines around workplace health and safety and create awareness of the role and contribution individuals have in making our workplace safe for everyone.

Policy

This policy applies to the “Worker” which includes all individuals acting in their capacity as employees and volunteers, along with subcontractors and tenants of the MCC. Our philosophy is that the well-being of our organization and patrons is dependent on the health and safety of our people.

Management and supervisors are committed to making our workplaces safe for everyone. Your attitude as an employee or volunteer and cooperation in the promotion of accident prevention will assist in achieving our goal to make the MCC a better place to work. It is in the best interest of all parties to consider health and safety in every activity. No activity is to be regarded so urgent that time cannot be taken to do it in a safe manner.

Workers’ Rights

Workers have the following basic rights in the workplace:

- Right to participate- be part of the process of identifying and resolving workplace health and safety concerns
- Right to know- about any potential hazard to which they may be exposed
- Right to refuse unsafe work- where there is reason to believe that a situation, condition, or equipment may put them in danger

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Definitions

Hazard

An occupational hazard is a thing or situation with the potential to harm a Worker. A safety hazard causes accidents that physically injure Workers. A health hazard results in the development of disease.

Health and Safety Representative

A non-management individual chosen by Workers in a workplace that has less than 20 but greater than 5 employees, who is responsible for inspecting the workplace at least once per month to identify situations that may be a source of danger or hazard to Workers.

Workplace

Includes without limitation, the facilities and offices of the Midland Cultural Centre and any location where employees, volunteers, and/or members of the Board of Directors are required to be together because of work demands, such as Midland Cultural Centre (MCC) functions and travel circumstances related to MCC business. In addition, unacceptable behaviour that occurs outside the workplace but has repercussions in the work environment adversely affecting working relationships or a sense of safety and security, may also be defined as unacceptable workplace behaviour.

Competent person

A person who is: 1) qualified because of knowledge, training, and experience to organize the work and its performance, 2) is familiar with the Occupational Health and Safety Act (OHSA) and the regulations that apply to the work, and 3) has knowledge about any potential or actual danger to health and safety in the workplace.

Responsibility

Executive Director

- Instruct, inform and supervise workers to protect their health and safety
- Appoint competent persons as supervisors
- Ensuring that equipment, materials, and protective equipment are maintained and in good condition
- Take every precaution reasonable in the circumstances for the protection of a worker

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Operations Coordinator and Supervisors

- Ensure that a worker complies with the OHSA and regulations
- Ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker
- Advise a worker of any potential or actual health or safety dangers known
- Take every precaution reasonable in the circumstances for the protection of workers

It is also a supervisor's responsibility to ensure that workers receive proper job-specific training in the workplace with regard to equipment operation, hazard awareness and personal protective equipment.

Employees and Volunteers

- Work in compliance with the job specific training that has been provided
- Use or wear any equipment, protective devices or clothing required by the employer
- Report to the employer or supervisor any known missing or defective equipment or protective device that may be dangerous
- Report any known workplace hazard to the employer or supervisor

Questions

If an employee, volunteer, subcontractor or tenant is unsure how to handle a situation, they should speak to their supervisor, the Operations Coordinator, or the Executive Director for guidance.

References

Reference any other policies, documents, or legislation that support the interpretation of this policy:

- Workplace Discrimination, Violence and Harassment Policy
- Workplace Safety and Insurance Act
- Occupational Health and Safety Act
- Fire Protection and Prevention Act

Effective Date

June 1, 2023

This policy is reviewed annually by the Executive Director and the Chair of the Human Resources Committee in consultation with the Midland Cultural Centre Board of Directors, Staff, and Volunteers and has been approved by the Executive Director and the Chair of the Board of the MCC.