



# Ottawa Little Theatre Policies

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# **POLICY ON BURSARIES FOR THEATRE ARTS TRAINING**

*Approved by the Board of Directors on May 28, 2003, amended November 26, 2003 and November 8, 2010.*

## **1. Objectives**

The objectives of this policy are:

- a) to award bursaries each year to qualified adult volunteers involved in theatrical activities at the Ottawa Little Theatre to assist them in pursuing training in the field of theatre arts; and
- b) to award bursaries each year to qualified children to assist them in attending theatre education programs offered at the Ottawa Little Theatre.

## **2. Source of Funds**

- a) Adult bursaries are to be funded from general operating revenues as determined in the OLT's annual budgeting process.
- b) Children's bursaries are to be funded from the Children's Bursary Account. This account is to be maintained in the OLT statement of accounts for funds donated for children's bursaries, including \$4,725.00 donated to the Ottawa Little Theatre by Lakeside Theatre Productions in 2003 and subsequent contributions set aside by the OLT.

## **3. Eligibility**

- a) Adult bursaries may be awarded to OLT volunteers who are at least 18 years of age and meet any one or more of the following three criteria within the previous two years:
  1. they have successfully completed a Learning@OLT workshop or course and demonstrate exceptional potential in, and commitment to, theatre; or
  2. they have acted in or directed an OLT production and demonstrate considerable ability or potential in acting/directing, reliability, discipline and commitment to continued involvement in the OLT; or
  3. they have worked on the technical crew of an OLT production and have experience in the area in which they propose to study, be interested in improving their skills and demonstrate commitment to continued involvement in the OLT and willingness to take on responsibility .
- b) Children's bursaries may be awarded to children from 9 to 17 years of age who meet all three of the following criteria:
  1. they are referred to the OLT by a recognized social work, educational, or community organization;
  2. they have a genuine interest in theatre; and
  3. they would for financial reasons be otherwise unable to attend a theatre education program at the OLT.

## **4. Applications**

- a) Applications for an adult bursary are to be submitted to the OLT in a form approved by the Executive Director and must include all of the following:
  1. a résumé of relevant theatre experience;
  2. a description of the training program that the bursary would be used for, including the cost of the program;

3. letters of reference or the names of persons who would discuss the applicants suitability for a bursary; and
4. any other available information or demonstrations of ability or merit relevant to the criteria on which the bursaries would be awarded

b) Applications for a children's bursary are to be submitted to the OLT in a form approved by the Executive Director and must include information about the referring organization, the number of people in child's household, household income and why the child would like to attend the drama camp.

c) Children's bursary and application information are to be provided to potential referring organizations, particularly any such organizations in the vicinity of the OLT and a list of potential referring organizations and contact information is to be maintained.

d) Potential children's bursary recipients who contact the OLT directly are to be given application information and an application form and are to be directed to referring organizations.

## **5. Publicity**

a) Information about adult bursaries is to be published on OLT notice boards.

b) Information about children's bursaries is to be distributed to potential referral organizations, particularly those in the vicinity of the OLT .

## **6. Awards Decisions**

The Board of the OLT will consider applications for bursaries and decide, with advice from OLT staff, whether to award them.

## **7. Amount of Bursaries**

- a) The Board will determine the total amount of all bursaries awarded in a given year as part of its annual budgeting process.
- b) The Board will determine the amount and terms of payment of each adult bursary awarded. The maximum amount of any bursary will be \$1,000.
- c) The Executive Director will determine the amount each children's bursary awarded. The maximum amount will be no more than the fee for the OLT theatre education program for which it is awarded.

# **OLT Policy on Play Festival Honoraria**

Approved 2012-10-25

## **Purpose**

1. The purpose of this policy is to provide direction on budgeting and paying honoraria for play festivals such as the Eastern Ontario Drama League One-Act Play Festival, EODL Spring Play Festival and the Theatre Ontario Festival.

## **Honoraria for Travel and Accommodation Expenses**

2. The following will be paid as honoraria to defray the expenses of OLT volunteers who participate in drama festivals as part of an OLT production with the approval of the Board:
  - a) if the festival takes place within 175 km of the theatre, the cost of tickets to the festival awards event;
  - b) if the festival takes place more than 175 km, but less than 400 km from the theatre, \$100;
  - c) if the festival takes place more than 400 km from the theatre, \$120.
3. The Season Planning Committee will take into account the honoraria to be paid under this Policy when recommending a play to the Board to be approved as an OLT entry in a drama festival so as to ensure that the total of the honoraria to be paid does not exceed \$1,500.

# **OLT Policy on Directors and Actors who are Members of Professional Performing Arts Associations**

Approved by the OLT Board 2012-10-25

## **Purpose**

1. (1) The purpose of this policy is to clarify the terms on which members of Actors Equity and other professional performing arts associations may participate in OLT productions as directors or cast-members.  
(2) This policy recognizes that the OLT is a volunteer-based theatre whose mission is to create the best in popular, entertaining, community theatre for enjoyment, participation and learning and, in particular, to provide a wide range of opportunities for volunteers to be involved in theatrical productions of the highest quality.

## **Participation of members of professional arts associations**

2. Members of professional arts associations are welcome to participate in OLT productions as directors or cast-members on a volunteer basis, but the OLT will not pay them professional fees for doing so.

## **Application**

3. This Policy applies in relation to all director-selection and casting decisions made in relation to productions in the 2013-14 Season or later.

# **OLT Policy on Activities Involving Children**

Approved May 15, 2007; amended August 27, 2009 and November 8, 2010

## **Definitions**

1. In this policy

“care-giver” means a person who has custody of a child or is legally authorized to care for the child;

“child” means a person under the age of 16 years;

“OLT” means the Ottawa Little Theatre;

“young adult” means a person who is at least 16 years of age, but under 19 years of age.

## **Application**

2. (1) This Policy applies to all activities on the premises of the OLT or carried on under its direction.

(2) All OLT employees, agents and volunteers are required to comply with this policy as a condition of their employment or participation in OLT activities.

## **Purpose**

3. The purpose of this policy is to ensure that all reasonable precautions are taken for the safety of children and young adults when they are participating in OLT activities.

## **Screening Employees and Volunteers**

4. (1) The Executive Director is responsible for screening employees, agents and volunteers to determine whether it is appropriate for them to supervise children.

(2) An employee, agent or volunteer who supervises children in an OLT activity must complete and sign a registration form that includes the following information:

d) their name and address;

e) their date of birth;

f) a criminal records check issued by a police service within the previous 10 weeks;

g) at least two references.

## **Registration of Children for Activities**

5. For a child to participate in an OLT activity, including a stage production, the child's care-giver must complete and sign the appropriate registration form, which must include the following information:
  - a) name, address and age of child;
  - b) name and address of the care-giver;
  - c) information about any allergy or medical condition that could endanger the child while they engage in the activity;
  - d) name of any other person authorized to pick up the child when the activity is over or permission for the child to leave the theatre unaccompanied.
6. For a child to participate in a stage production, there must be present a person whom the child's care-giver has authorized in writing to supervise the child. The person must also be approved by the Executive Director and the authorization must be provided to the Executive Director.

## **Duties of employees and volunteers**

### ***Children***

7. All activities involving children are to be conducted in rooms or spaces either without doors (for example, lobby spaces or the stage) or in rooms with doors containing glass panels or kept open such that the activities are always observable from outside the space or room.
8. Every effort must be made to ensure that at least two adults are present together with children at all times from the time they arrive for an OLT activity until they are picked up or leave.
9. A positive approach to discipline is to be practised. Clear, consistent and age-appropriate limits are to be established for the children.
10. Children must be able to take care of their own bathroom and other personal needs unless they are disabled; if assistance is required, two adults must be present to render the assistance.
11. Children who are not authorized to leave the theatre unaccompanied are to be picked up by their care-giver or by another person that the care-giver authorizes in writing.
12. A person who supervises a child or children in an OLT activity must take reasonable care to ensure that the child or children are not neglected or subjected to any form of abuse, including physical, emotional or sexual abuse.
13. (1) A person who becomes aware of any neglect or abuse involving a child during an OLT activity must report the matter as soon as possible to the Executive Director, the Technical Director or an Executive member of the Board of Directors.  
  
(2) The OLT Employee Privacy Policy applies to information contained in or related to the report. Such information is confidential and may only be disclosed as necessary for dealing with the matter it concerns and in accordance with the law.

### ***Young Adults***

14. Young adults are permitted to participate in stage productions, theatre classes and other activities at the OLT without parental consent. However, those who are directing or supervising them must take reasonable care to ensure that the young adults do not engage in illegal or improper activities such as consuming alcohol or prohibited substances.



## Reporting Duties

15. A person who supervises a child or young adult under the age of 18 at the OLT must be aware of the duty under section 72 of the *Child and Family Services Act* to report to a Children's Aid Society if the child or young adult is in need of protection (see Appendix).



**FIRE PREVENTION**

DEC 03 2007

File No. \_\_\_\_\_  
To: H. Lewis

Post

Ottawa Fire Services  
This Fire Safety Plan is Approved

Date: Dec 3/07  
Reviewed By: [Signature]  
Supervisor: [Signature]

**FIRE SAFETY PLAN FOR ASSEMBLY OCCUPANIES**

**THE OTTAWA LITTLE THEATRE INC.**

**400 KING EDWARD AVE. OTTAWA, ONTARIO K1N-7M7**

**Ph.# 613-233-8948**

(Revised plan – Prepared ) **November 21, 2007**

**Administrative Review: May 7, 2014**

Submitted for review and approval to **Ms. Gwen Lewis - Fire Prevention Officer**

**City of Ottawa  
Community and Protective Services  
Fire Prevention Division  
1445 Carling Avenue, Ottawa, Ontario, K1Z 7L9**

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All records of inspections of Fire Safety equipment are kept in: **Production Office**

Copy of Fire Safety Plan and record of all fire drills are kept in: **Production Office**

### 1.0 Emergency Phone Numbers

1.	<b>Ottawa Fire Services</b>		9-1-1
2.	<b>The Ottawa Little Theatre Inc.</b> (Owner of Building)		613-233-8948
3.	<b>Tom Pigeon T.D.</b> (Fire Safety Supervisor)	office:	613-233-8948 X 226
		mobile:	613-791-2630
4.	<b>Jim Hogan S.M.</b> (Assistant Fire Safety Supervisor – Evenings)		613-730-9293



- |           |  |                |
|-----------|--|----------------|
| <b>5.</b> | <b>Douglas Fire Curtain Safety Systems</b>   | 613-733-5348   |
|           | (Firm Maintaining Fire Protection Equipment) |                |
| <b>6.</b> | <b>Tyco Monitoring</b>                       | 1-800-289-2647 |
|           | (Firm Monitoring Fire Protection)            | Code # 020454  |



## 2.0 In Case Of Fire

### 2.1 Responsibilities of the Fire Safety Supervisor

- 2.1.1 Alert all occupants and activate the Fire Alarm System (Where so equipped)
- 2.1.2 Notify the Fire Department (9-1-1) from an area of safety
- 2.1.3 Supervise the evacuation of occupants, ensuring that persons requiring assistance are being escorted to safety.
- 2.1.4 Meet the Fire Department outside, as the front of the building. Provide them with any necessary keys to the building and a copy of the Fire Safety Plan.
- 2.1.5 Inform the firefighters of the location of any persons unable to evacuate and provide any details as to the nature of the emergency.

Note: The Fire Alarm System is not to be silenced until the Fire Department has arrived and investigated the cause.

### 2.2 Responsibilities of all other supervisory staff

- 2.2.1 Alert all occupants in your area and activate the Fire Alarm System (Where so equipped)
- 2.2.2 Assist any patrons in your area who may require help to evacuate

Note: If for any reason, a person in your area is unable to evacuate, the Fire Safety Supervisor (located at the "Enunciator panel" in Coat Check) is to be notified immediately.

- 2.2.3 Verify that the Fire Department has been called.
- 2.2.4 Do not allow anyone to re-enter the building until it is declared safe to do so by the Fire Department.





# Ottawa Little Theatre

## 3.0 FIRE EVACUATION PROCEDURES

If at any time during the run of a show a Fire Alarm or any other emergency requiring the building to be evacuated occurs, it is the duty of the employees and volunteers of the Ottawa Little Theatre to assist patrons with information and firm direction regarding evacuation of the theatre environs. In such a situation it is imperative that the volunteers and employees of the Ottawa Little Theatre remain calm and competent in handling any situation. It is important that patrons easily identify volunteers and employees of the Ottawa Little Theatre. The following fire evacuation procedure is designed to move people out of the building as quickly and safely as possible.

If you see fire or smell smoke notify FOH Manager and call 911. Notify Stage Manager that Fire Department has been called and location of fire.

### PROCEDURES TO BE FOLLOWED UP TO THE LAST INTERMISSION

1. Upon hearing an alarm, the Front of House Staff and Volunteers will immediately proceed to their assigned stations. If there is any other threat, the Stage Manager will inform the Front of House and technical staff of the nature of the emergency, so that they may take their positions.

The Stage Manager/House Technician will make (or delegate the Sound Operator to make) the following announcement:

- ❑ *Your attention please. All patrons are asked to calmly leave the building by the nearest exit. Staff and Volunteers are standing by to assist you.*
- ❑ Repeat Announcement.
- Stage Manager drops the Fire Safety Curtain, ensures stage area has been cleared then goes directly to Besserer St. (Stage Door) exit; ensures that the Besserer St. doors are chained in an open position; ensures that the Handicap washroom is vacant, and assists patrons to make a swift and orderly exit; once clear, unchains and closes doors then proceeds externally to "Enunciator panel" to relieve Coat Check and meet fire department. The Stage Manager will assist fire department in locating area affected.

**Note:** Both the Fire Department and the Fire Monitoring Service are automatically notified when a Fire Alarm is activated.





2.

- Volunteers in the technical booth must exit via the North or South roof exits leading to adjacent Hotel Parking Level.
- **Front of House Manager (and FOH Volunteers/staff if available)** opens all upper lobby's doors; stands by at the top of Main Stairs to assist patrons to make a swift and orderly exit; ensures Auditorium is empty before exiting; proceeds to "Enunciator panel" to report All Clear.
- **Bartender** will ensure that cash is secured and then will proceed directly to Janigan (NE) fire exit to assist patrons to make a swift and orderly exit; ensures Auditorium is empty before exiting; proceeds to "Enunciator panel" to report All Clear
- **Coat Check** must check Men's and Ladies foyer washrooms to inform Patrons regarding the situation; having performed this duty staff will go to "Enunciator panel" to wait for Stage Manager/Fire Department
- The **A/D's (or designate in Green Room)** for the show onstage and the show currently in rehearsal are responsible for ensuring that their people are cleared from the basement area (this includes Green Room, Workshop, Dressing Rooms and Production Office). A/D's will instruct their people to use either the King Edward St or Besserer St exits.; ensures rooms are empty before exiting; proceeds to "Enunciator panel" to report All Clear
- **Box Office personnel** will secure the Box Office before exiting.

**Note: After 7:30 pm Box Office personnel are no longer available to assist in Evacuation duties.**

As each volunteer or staff person leaves an area that has been evacuated, all doors are to be closed behind them, to slow down the spread of fire and/or smoke and minimize danger and damages.

3. From these positions Ottawa Little Theatre staff can calm patrons and provide assistance as well as building security, after the last patron has left the building staff and volunteers will stand by their exits, and ensure that the fire department is not hindered. Staff and Volunteers will stand by ready to assist patrons in returning to their seats.
4. The Stage Manager (Coat Check) may only silence the alarm when informed to do so by the Fire Department. .
5. All clear:  
Stage Manager will advise all volunteers and staff that it is safe for the audience to re-enter the auditorium. All volunteers and staff will assist patrons to their seats. FOH Manager will inform the Stage Manager when patrons are seated.



6. The Stage Manager is responsible for choosing where the play will begin and the show will continue at the Stage Manager's direction.



### DAY-TIME FIRE EVACUATION PROCEDURES

1. Upon hearing an alarm, all staff members will immediately proceed to the nearest exit, taking any visitors with them and closing any doors behind them as they go.
2. Proceed immediately to the south west corner of Besserer Street and King Edward Ave (low rise apartment building) This is our “MEETING AREA”. Remain at this “meeting area” until the Fire Department gives permission to return in the building
3. Fire Safety Supervisor to remain outside the King Edward Ave. front main entrance doors to await the arrival of the Fire Department and assist in location area affected.

Updated May 2014



## 4.0 General Duties

### 4.1 The Fire Safety Supervisor Shall:

- 4.1.1 Post, maintain and be in complete charge of the approved Fire Safety Plan and the specific responsibilities of the personnel.
- 4.1.2 Designate and train sufficient assistants to act in this position during any absence of the supervisor from the building
- 4.1.3 Determine the location and number of exits and ensure that they are inspected daily, and that no exit is blocked or obstructed.
- 4.1.4 Assign exit routes from all rooms. These routes should be as short as possible, consistent with full use of exit facilities available.
- 4.1.5 Ensure that approved fire procedure signs are posted throughout the building.
- 4.1.6 Explain the evacuation procedures to each staff member, pointing out exit routes from each room to the outside.
- 4.1.7 Where a group or class meets regularly in a specific area of the building, brief such groups on the evacuation procedure at the commencement of the first meeting or activity.
- 4.1.8 Conduct a fire drill annually.
- 4.1.9 Be responsible for ensuring that the fire protection equipment is maintained in accordance with the schedules listed in Section 6.0 of this plan.
- 4.1.10 Provide and maintain a complete record (logbook) of this maintenance, and have it available on site for examination by the Fire Department.
- 4.1.11 Establish alternate procedures for the protection of the building occupants if the fire alarm or any Fire Safety Device is out of service for any reason. Notify the Fire Department at 613-232-1551 or any shutdown of Fire Protection Equipment.
- 4.1.12 Have Schematic Diagrams showing location of the building Fire Emergency Systems and exits available in the Fire Safety Plan for Fire Department use in an emergency (see pages 11 to 15).



- 4.1.13 Know the location of, and how to operate all building fire protection equipment, including how to reset the fire alarm (where so equipped).
- 4.1.14 Ensure that all locked rooms and rooms containing service equipment (eg. heating, electrical etc.) are labelled by means of a sign on the door.
- 4.1.15 Ensure Fire Department access to the building at all times. (Consult the Fire Prevention Bureau regarding specific procedures for guaranteeing access when the building is closed).

## **4.2 All other staff members shall:**

- 4.2.1 Be familiar with the Fire Safety Plan and specific Evacuation Procedures for their area.
- 4.2.2 Be familiar with all Fire Protection Equipment (Fire Alarm System, Extinguishers, etc. )
- 4.2.3 Report to the Fire Safety Supervisor any potential fire hazards such as:
  - 1) Any doors obstructed, blocked open or not closing properly.
  - 2) Any exit lights not operating.
  - 3) Firefighting equipment inoperative or obstructed, or
  - 4) Obvious fire hazards such as the accumulation of combustibles, defective or temporary wiring, or the improper storage of oily rags, etc.



## 5.0 Training of Staff

- 5.1 The Fire Safety Supervisor shall educate and train all personnel in the location and use of the existing Fire Safety Equipment and devices, including how to reset Fire Alarm System (where so equipped)
- 5.2 The Fire Safety Supervisor shall educate and train all personnel in the actions to be taken under the approved Fire Safety Plan.
- 5.3 The Fire Safety Supervisor shall provide all staff members with a copy of the approved Fire Safety Plan.
- 5.4 The Fire Safety Supervisor shall perform the above with each new staff member prior to his/her commencement of work.

### **Fire Extinguishment, Control and Confinement**

In the event that a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard to the operator, the door to the area should be closed to confine and contain the fire. Leave the fire area, alert the occupants, activate the fire alarm (if so equipped) and carry out your duties under the evacuation plan. Ensure the Fire Department has been notified and wait for them to arrive.



## 6.0 Maintenance Schedules For Fire Protection Equipment

Frequency	Requirement	Responsibility of
Daily	<p>Check Fire Alarm to ensure Power Light is on.</p> <p>Check Fire Alarm Trouble Light for Trouble indication</p>	Fire Safety Supervisor
Weekly	<p>Inspect valves which control water supplies exclusively for Fire Protection Systems to ensure that they are wide open and are sealed or locked in that position</p>	Fire Safety Supervisor
Monthly	<p>Inspect all portable fire extinguishers.</p> <p>Inspect all doors in fire separations.</p> <p>Test and inspect Emergency Lighting Equipment</p> <p>Test Fire Alarm System</p>	<p>Health and Safety Designated Worker - report to F.S.S. as required</p> <p>Fire Safety Supervisor</p>
Every Six Months	<p>Inspect and service the fire extinguishing system(s) installed to protect commercial cooking equipment</p>	Qualified Service Personnel
Annually	<p>Subject all portable fire extinguishers to maintenance.</p> <p>Test complete Fire Alarm System.</p> <p>Inspect and test emergency Lighting equipment</p> <p>Inspect all fire dampers and Fire Stop Flaps</p> <p>Inspect standpipe hose valves to ensure tightness and to ensure no water leakage</p> <p>Remove and re-stack standpipe hose and replace any worn gaskets.</p> <p>Remove plugs or caps on outside Fire Department connections and inspect for wear, rust or obstructions.</p> <p>Conduct a Fire Drill</p>	<p>Qualified Fire Alarm Maintenance Personnel</p> <p>Fire Safety Supervisor as per 4.1.8 of the general duties Pg. 6</p>

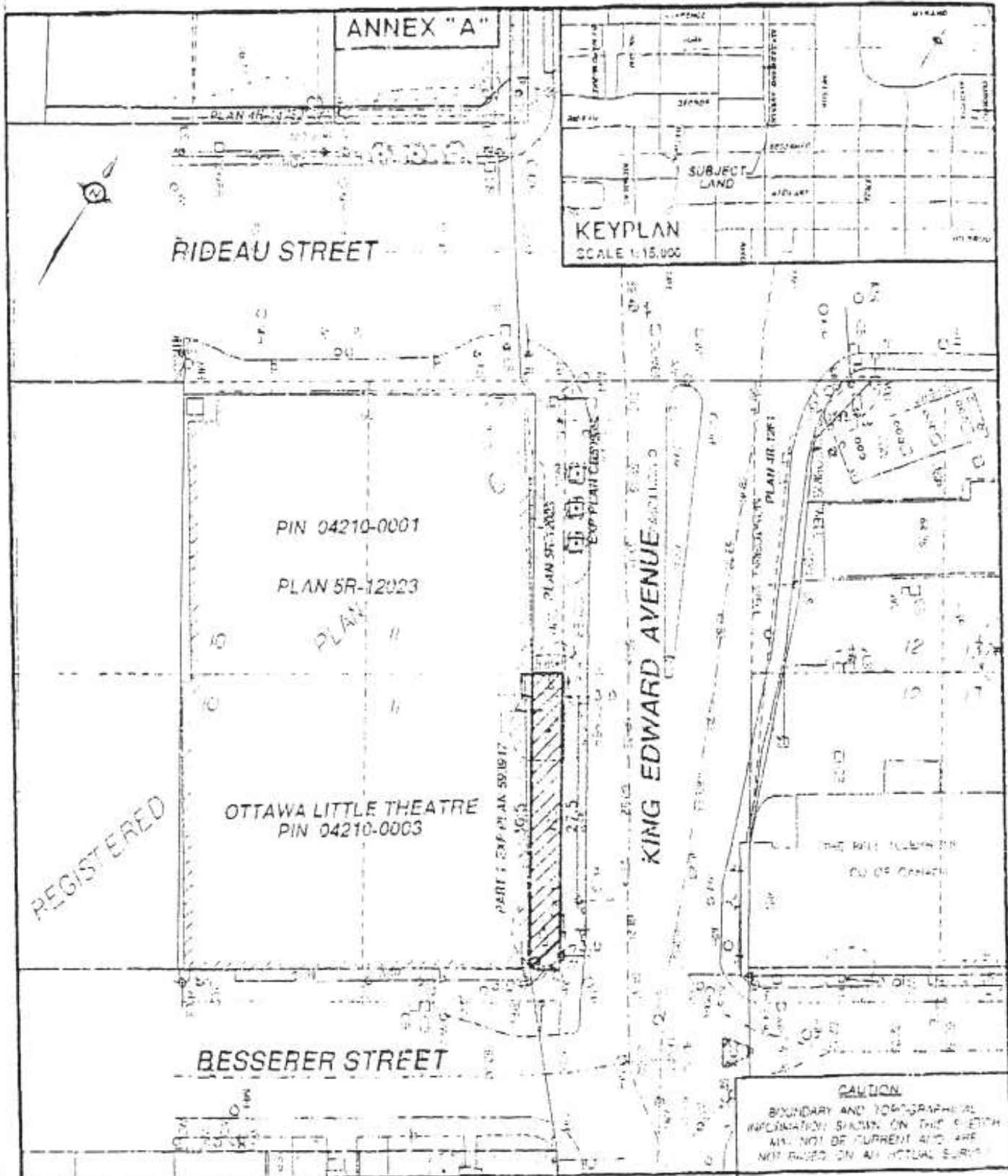


As required	<p>Check doors in fire separations to ensure they remain closed.</p> <p>Maintain exit signs clearly, visible and illuminated at all times.</p> <p>Maintain fire procedures signs in a clean and legible condition.</p> <p>Recharge fire extinguishers after use or as indicated by an inspection or when performing maintenance.</p> <p>Follow maintenance for dust collection system unit and maintain a maintenance log.</p>	Fire Safety Supervisor
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## **7.0 Schematic Diagrams**



### KING EDWARD AT BESSERER

OWNER

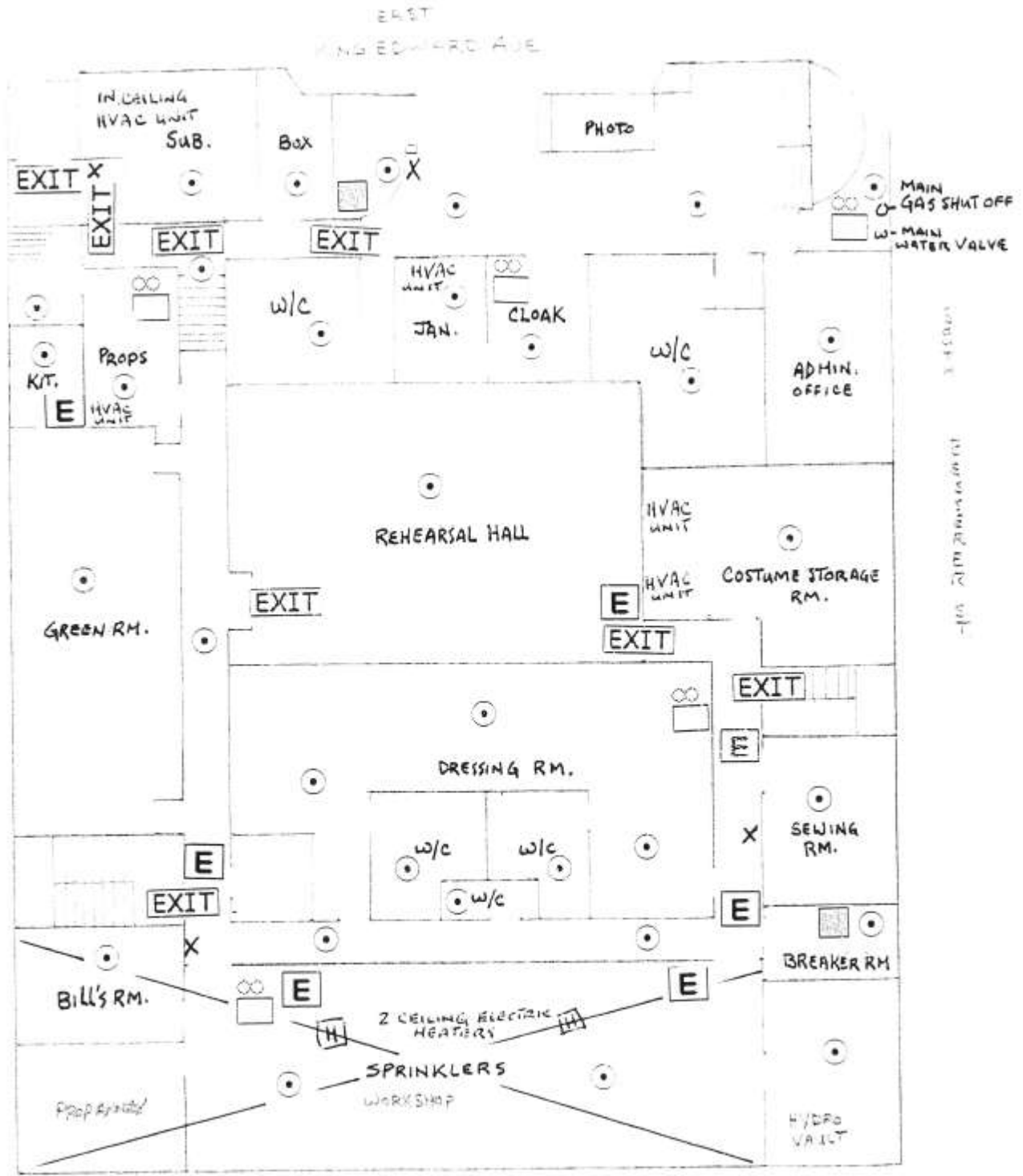
CITY OF OTTAWA

CARRIE M.P. GALLAGHER

CHECKED BY S.A. TISCHART



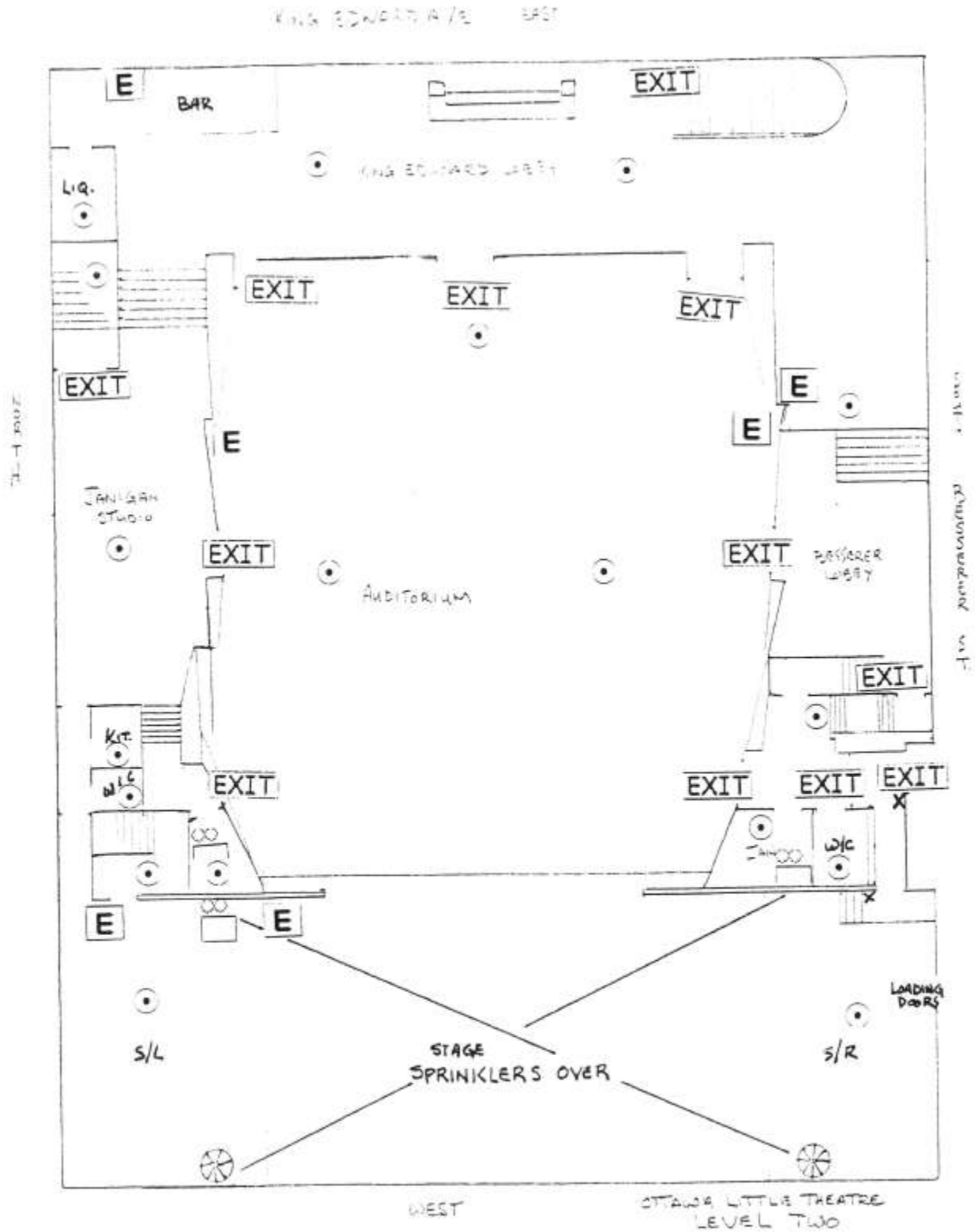
CORPORATE SERVICES  
DEPARTMENT  
SURVEYS AND MAPPING



- E** - Portable Fire Extinguishers
- Smoke or heat detectors
- EXIT** Exit signs
- Fire Alarm Control Panel
- X** Fire Alarm Pull Stations
- Emergency Lighting Unit





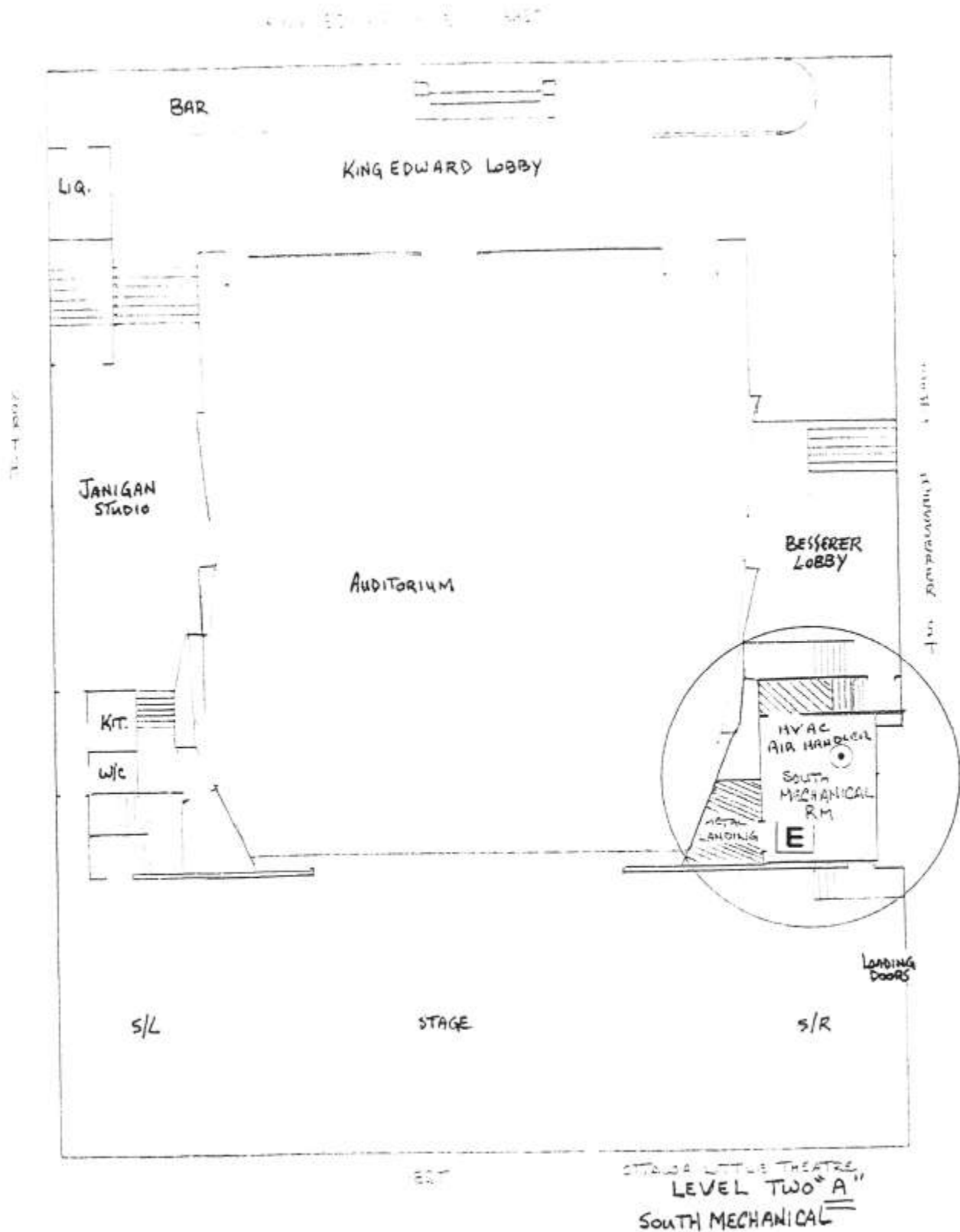


- |  |                                   |
|--|-----------------------------------|
| <b>E</b> - Portable Fire Extinguishers | <b>X</b> Fire Alarm Pull Stations |
| • Smoke or heat detectors              | ○○ Emergency Lighting Unit        |
| <b>EXIT</b> Exit signs                 | □ Fire Alarm Control Panel        |





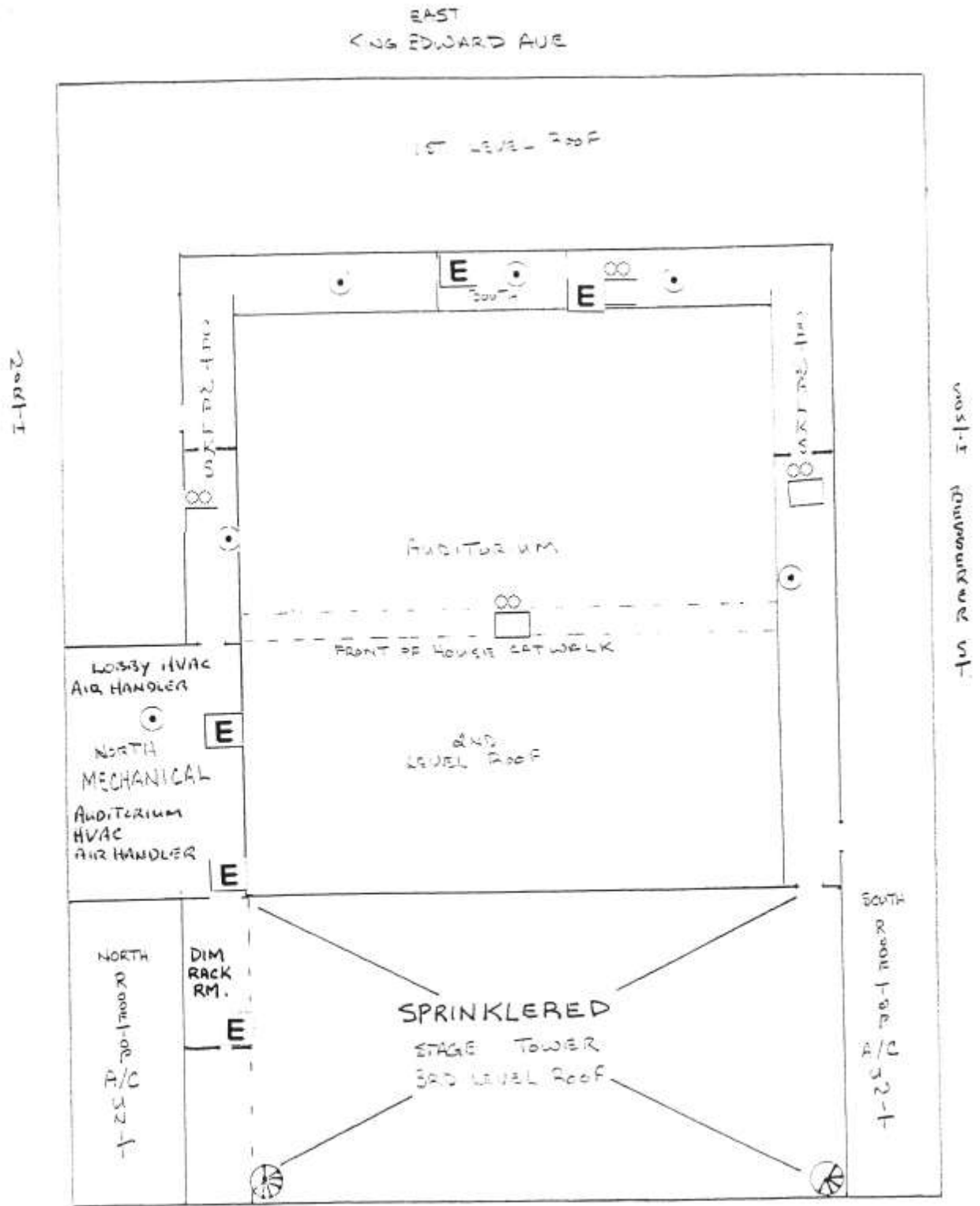




- E** - Portable Fire Extinguishers
- X** - Fire Alarm Pull Stations
- - Smoke or heat detectors
- ∞** - Emergency Lighting Unit
- EXIT** - Exit signs
- - Fire Alarm Control Panel







- E** - Portable Fire Extinguishers
- X** Fire Alarm Pull Stations
- Smoke or heat detectors
- EXIT** Exit signs
- Fire Alarm Control Panel
- Emergency Lighting Unit





## OTTAWA LITTLE THEATRE PRIVACY POLICY

*Approved April 21, 2004 by the Board of Directors.*

*Revised and Approved January 31st, 2009*

### ***Our Privacy Policy***

(1) Ottawa Little Theatre (OLT) is committed to respecting the personal information of its patrons, members, donors, volunteers, staff, Board members, web-users and other stakeholders. In order to protect their privacy, the OLT adopts this Privacy Policy.

(2) This Policy is based on the requirements of federal and provincial laws, specifically, the *Personal Information Protection and Electronic Documents Act* (PIPEDA). These laws are to be regularly reviewed and the policy updated to reflect changes.

(3) The Executive Director is to review this policy annually and present it to the Board for review.

(4) All Board members, staff, volunteers and agents of OLT are to be bound by agreement to comply with this Policy both during and after their employment or term with OLT is concluded. They are also encouraged to identify situations or procedures that may cause personal information to be at risk of unauthorized disclosure.

(5) The Executive Director may vary the application of this policy so as to limit or refuse the disclosure the information. Other variations in the application of the Policy require the approval of the Operations Committee.

### ***Information Officer***

The designated person responsible for ensuring compliance with PIPEDA is the Executive Director. The Executive Director is also responsible for the communication of the Policy to staff, patrons, members, volunteers and agents of the OLT.

### ***Defining Personal Information***

(1) Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. While certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information, they should be treated as such by the OLT to ensure that privacy is not compromised.

(2) Personal information does not include

- a. information about organizations or the name, title or business address or telephone number of an employee of an organization;
- b. information that does not identify individual persons, such as web traffic, surveys and demographics.

### ***Collection of Personal Information***

(1) The OLT collects personal information (such contact, address, e-mail, credit card or ticket history) only from ticket-buyers, members, donors, volunteers and others who have actively shown or are likely to show at interest in the organization. This may be done by electronic media (e-mail, web access, etc), telephone, paper-based form and in person.



(2) Individuals are to be informed about the purposes for which their information will be used. This is to be accomplished through subscriber or volunteer communications and by the publication of this policy in public and back-stage spaces and on the OLT website. Copies of the policy are to be available on the OLT website and in-person at the office.

### ***Storage of Personal Information***

- (1) Personal information is stored in our ticket system, volunteer and other databases and in hard copy files. Only authorized OLT personnel may have access to this information. Every effort must be made to protect this information from unauthorized physical and electronic access:
  - a. passwords must be maintained and meet industry standard complexity;
  - b. physical data (paper, computers, etc) must be secured by practical means, such as storage in the safe or locked cabinets, from theft or other unauthorized disclosure;
  - c. any remote back-up or external system must employ industry-standard encryption and must contain, but be limited to, data and functions that are critical to theatre operations;
  - d. personal information must not leave the building (including electronically) without the Executive Director's knowledge and consent.
- (2) Personal information that is no longer required to fulfill the stated purpose must be destroyed or made anonymous as follows:
  - e. physical media must be shredded or destroyed;
  - f. electronic media must be destroyed or irrevocably electronically wiped (this includes any drives, memory device or media that may have been installed on systems used to access personal data);
  - g. financial and sensitive information shall be destroyed no more than two years after it is collected unless it is specifically still being used at the OLT or required to be preserved by law.
- (2) Archives of financial and ticketing information may be kept beyond this limit if it is stored in a secure format or location such as safety deposit box.

### ***Use of Personal Information***

- (1) The OLT uses personal information to better serve its patrons and to expand its volunteer community. Primarily, this includes mailings (by mail or electronic) and phone calls to:
  - h. provide information about tickets, memberships and donations at OLT;
  - i. thank supporters and issue tax receipts;
  - j. invite members and supporters to special events at OLT or other arts events and causes;
  - k. sell subscriptions, tickets and solicit donations for OLT or other arts events;
  - l. inform volunteers of ongoing events and news about OLT and the arts community and opportunities to work on OLT shows in an area they may be of interest to them (acting, crew, etc).



(2) The OLT is committed to using personal information in a respectful and useful way. Patrons, members and supporters will receive information that the OLT believes will be in their interest. The OLT will also make sure patrons, members and donors do not receive more than a reasonable number of letters or phone calls.

(3) If an individual requests that their personal information not be used for one of these purposes as noted above, or for any other purpose, that request will be honoured. The individual's account will be updated accordingly as soon as possible. This may limit the information this individual receives about future events at the OLT.

### ***Disclosure of Personal Information***

(1) The OLT never sells or rents personal information to any third party. As a part of the arts community in Ottawa, the OLT may provide personal information to other organizations for the specific purpose of informing subscribers, donors, members or volunteers about:

- m. theatrical events in the national capital region that may be of interest to them (e.g. Magnetic North, festivals, etc);
- n. volunteer or arts community opportunities they fall within their area of interest.

(2) Before this information is provided to another organization, it must agree in writing to protect the information in accordance with this Policy. The organisation must also assume responsibility for any injury if they do not follow this policy. This responsibility is to supersede their internal policies and usage of information.

(3) The OLT will retain ownership of the information and it is to be used exclusively for a specific event or campaign, after which it must be destroyed.

(4) The Executive Director is responsible for all requests for information from other organizations and is to ensure that agreements are in place before any information is provided. A record is to be kept of shared information for a period of three years.

(5) Financial details about an individual or an individual's level of financial support may only be published with their consent and must never be provided to any external partner.

(6) If information is received from external organization, it must be treated with the same respect as information about OLT subscribers, donors, members and volunteers.

(7) OLT may, from time to time, collect information about patrons on behalf of third parties, such as when OLT acts as box office agent for the third party or rental. Any data collected should be treated in a similar manner to OLT patron data unless explicitly detailed by the contract between the two organisations in which case OLT shall be an agent of that third party.

### ***Verification of Personal Information***

An individual may request to know what information is stored about them. The request must be made in writing and every effort must be made to verify that the person requesting this information is authorised to do so. The response is to be made in writing to the address of the person. Financial or credit card information must not be provided, but can only be confirmed.

### ***Questions and Comments***

The OLT welcomes questions and comments regarding this policy. These may be directed to:





**OLT Policies and Codes of Practice 2013-14**

*Updated 24-May-13*

Lynn McGuigan, Executive Director

400 King Edward Ave,

Ottawa, Ontario K1N 7M7

Office: (613) 233-8948

Email: [lynn@ottawalittletheatre.com](mailto:lynn@ottawalittletheatre.com)



## OTTAWA LITTLE THEATRE PRIVACY POLICY

*Approved April 21, 2004 by the Board of Directors.*

*Revised and Approved January 31st, 2009*

### ***Our Privacy Policy***

(1) Ottawa Little Theatre (OLT) is committed to respecting the personal information of its patrons, members, donors, volunteers, staff, Board members, web-users and other stakeholders. In order to protect their privacy, the OLT adopts this Privacy Policy.

(2) This Policy is based on the requirements of federal and provincial laws, specifically, the *Personal Information Protection and Electronic Documents Act* (PIPEDA). These laws are to be regularly reviewed and the policy updated to reflect changes.

(3) The Executive Director is to review this policy annually and present it to the Board for review.

(4) All Board members, staff, volunteers and agents of OLT are to be bound by agreement to comply with this Policy both during and after their employment or term with OLT is concluded. They are also encouraged to identify situations or procedures that may cause personal information to be at risk of unauthorized disclosure.

(5) The Executive Director may vary the application of this policy so as to limit or refuse the disclosure the information. Other variations in the application of the Policy require the approval of the Operations Committee.

### ***Information Officer***

The designated person responsible for ensuring compliance with PIPEDA is the Executive Director. The Executive Director is also responsible for the communication of the Policy to staff, patrons, members, volunteers and agents of the OLT.

### ***Defining Personal Information***

(1) Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. While certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories, are not considered personal information, they should be treated as such by the OLT to ensure that privacy is not compromised.

(2) Personal information does not include

- o. information about organizations or the name, title or business address or telephone number of an employee of an organization;
- p. information that does not identify individual persons, such as web traffic, surveys and demographics.

### ***Collection of Personal Information***

(1) The OLT collects personal information (such contact, address, e-mail, credit card or ticket history) only from ticket-buyers, members, donors, volunteers and others who have actively shown or are likely to show at interest in the organization. This may be done by electronic media (e-mail, web access, etc), telephone, paper-based form and in person.



(2) Individuals are to be informed about the purposes for which their information will be used. This is to be accomplished through subscriber or volunteer communications and by the publication of this policy in public and back-stage spaces and on the OLT website. Copies of the policy are to be available on the OLT website and in-person at the office.

### ***Storage of Personal Information***

(3) Personal information is stored in our ticket system, volunteer and other databases and in hard copy files. Only authorized OLT personnel may have access to this information. Every effort must be made to protect this information from unauthorized physical and electronic access:

- q. passwords must be maintained and meet industry standard complexity;
- r. physical data (paper, computers, etc) must be secured by practical means, such as storage in the safe or locked cabinets, from theft or other unauthorized disclosure;
- s. any remote back-up or external system must employ industry-standard encryption and must contain, but be limited to, data and functions that are critical to theatre operations;
- t. personal information must not leave the building (including electronically) without the Executive Director's knowledge and consent.

(2) Personal information that is no longer required to fulfill the stated purpose must be destroyed or made anonymous as follows:

- a. physical media must be shredded or destroyed;
- b. electronic media must be destroyed or irrevocably electronically wiped (this includes any drives, memory device or media that may have been installed on systems used to access personal data);
- c. financial and sensitive information shall be destroyed no more than two years after it is collected unless it is specifically still being used at the OLT or required to be preserved by law.

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(2) The OLT is committed to using personal information in a respectful and useful way. Patrons, members and supporters will receive information that the OLT believes will be in their interest. The



OLT will also make sure patrons, members and donors do not receive more than a reasonable number of letters or phone calls.

(3) If an individual requests that their personal information not be used for one of these purposes as noted above, or for any other purpose, that request will be honoured. The individual's account will be updated accordingly as soon as possible. This may limit the information this individual receives about future events at the OLT.

### ***Disclosure of Personal Information***

(1) The OLT never sells or rents personal information to any third party. As a part of the arts community in Ottawa, the OLT may provide personal information to other organizations for the specific purpose of informing subscribers, donors, members or volunteers about:

- a. theatrical events in the national capital region that may be of interest to them (e.g. Magnetic North, festivals, etc);
- b. volunteer or arts community opportunities they fall within their area of interest.

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### ***Verification of Personal Information***

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### ***Questions and Comments***

The OLT welcomes questions and comments regarding this policy. These may be directed to:

Lynn McGuigan, Executive Director

400 King Edward Ave,

Ottawa, Ontario K1N 7M7

Office: (613) 233-8948

Email: [lynn@ottawalittletheatre.com](mailto:lynn@ottawalittletheatre.com)



## OLT HEALTH AND SAFETY POLICY

Approved March 19, 2009 and replaces any previously approved policy.

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

1. The operations of the Ottawa Little Theatre are to be conducted in a manner that protects the health and safety of its employees, volunteers, patrons and others who come on its premises.
2. Every effort must be made to ensure compliance with all laws relating to the safety of its operations and the health of those involved in them.
3. The OLT shall put in place a Joint Occupational Health & Safety Committee. The Technical Director will Chair this committee and at least one other manager will be appointed to it annually. There will be a minimum of two representatives from staff on the committee – one from the administrative/FOH staff and one from the technical staff. The committee will meet at least four times a year.
4. The Joint Occupational Health & Safety committee has authority to set standard procedures for the theatre. Tools which may be used to assist the committee in setting such procedures include best practice guidelines such as:
  - a. **Safety Guidelines for Live Performance in Ontario**, Ministry of Labour, 2005
  - b. **To Act in Safety**, Theatre Ontario
  - c. **Safety & Health In Arts Production & Entertainment (SHAPE)**
  - d. **Safe Stages (Best Practises)**, Theatre Alberta
  - e. **Entertainment Technician Certification Program** - Entertainment Services & Technology Association
5. (1) The Executive Director has authority to ensure the application of this policy and to issue directives and assign responsibility for various aspects of its compliance.  
(2) The Executive Director has authority to enforce compliance with the directives through disciplinary action.
6. The Executive Director must report to the Board at least once per each year on the application of this policy and the Theatre's compliance with the relevant laws and practices.

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



## OTTAWA LITTLE THEATRE CODE OF CONDUCT

July 24, 2005, revised August 27, 2009

*Revised 2010-06-23*

**The Ottawa Little Theatre (OLT) has a long legacy of providing a caring and supporting environment for its employees and volunteers, together with outstanding service and quality theatrical entertainment for its patrons. The Board of Directors is fully committed to maintaining and enhancing that legacy.**

**It is the primary objective for all associated with our theatre to ensure that the working environment – for employees, volunteers and patrons – ensures a positive theatre experience.**

### **1. Purpose**

This Code is intended to promote a harmonious and respectful working environment for all OLT employees and volunteers and to ensure that the OLT complies with the requirements of the Ontario *Workplace Health and Safety Act* (the “OWHSA”) relating to workplace violence and harassment. It aims to set the highest standards of service integrity, to minimize discord and to promote the resolution of conflicts among or between employees, volunteers and the public.

### **2. Application**

The code applies at all times when employees and volunteers are engaged in activities at, or are representing, the OLT.

### **3. General Expectations**

Employees and volunteers are expected at all times to:

- treat one another and the public with dignity, respect and hospitality;
- act with honesty, integrity and professionalism;
- observe high standards of appearance and conduct;
- avoid conflicts of interest;
- conduct themselves in a manner that is in the best traditions of the OLT, reflects positively on our public image, and fully supports our mission and mandate.

### **4. Unacceptable Conduct**

Conduct considered unacceptable is what most of us reasonably understand as unbecoming or inappropriate in a workplace serving the public. It includes violence. It also includes harassment of one person by another, or others, on any basis, including: race, colour, religion, sex, sexual orientation, marital status, national origin, disability or any other prohibited ground of discrimination recognized under the *Human Rights Act* of Ontario.

The *OWHSA* defines “workplace violence” as

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



(b) an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,

(c) a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

It defines “workplace harassment” as

engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome;

Harassment is often based on the perceptions of people - having something said or done to them that causes distress or discomfort. It can be culturally based - what is accepted in one culture may be inappropriate in another. However, one’s culture or ethnic background is not a legitimate excuse for inappropriate or unwanted behaviour or actions. Awareness and understanding of conditions causing harassment is crucial to maintaining good relationships among employees, volunteers and the public. Harassment can include, but is not limited to, slurs, epithets, teasing, threats, verbal or physical abuse, derogatory comments or jokes, and the display or distribution of derogatory pictures or material. Sexual harassment may include, but is not limited to, the following sorts of unwelcome conduct: comments or jokes of a sexual nature, the display or distribution of pornographic pictures or material, inappropriate or uninvited touch or contact, sexual advances, requests for sexual favours, verbal or physical conduct of a sexual nature, or, sexual assault,.

**Unacceptable conduct must be discouraged at all times.**

## **5. Complaints and Reports about Unacceptable Conduct**

### **Violence**

If violence occurs or is likely to occur, those involved or witnessing it must inform as soon as possible their supervisor or a senior staff member.

### **Other forms of Unacceptable Conduct**

If any other form of unacceptable conduct occurs, those involved in or witnessing it should make a reasonable effort to resolve the situation immediately.

If that approach proves unsuccessful, or the behaviour continues or increases, the conduct should be reported as soon as possible to their supervisor or a senior staff member.

### **Complaints**

Any person who perceives that they have been subjected to unacceptable conduct and that the matter has not been satisfactorily resolved, may, without delay, make a complaint in writing to the Executive Director.

The Executive Director of the OLT will provide an initial response within 14 working days of receiving notice of a complaint, take such action as s/he considers appropriate and report back to the complainant and respondent on the process taken to address the issue.

## **6. Conflict of Interest**

A conflict of interest occurs when, in the course of an employee’s or volunteer’s activities at the OLT, they are called upon to deal with a matter in which they have a direct or indirect personal and/or financial interest.

A direct interest can occur when an individual may derive, or be seen to derive, some financial or personal benefit or avoid financial or personal loss. An indirect interest may arise when the potential benefit or loss would be experienced by another person having a relationship with the employee or





volunteer. These benefits, losses, interests and relationships are generally financial in nature but may be of some other personal nature. In other words, a conflict arises when an employee participates in activities, which could advance a personal interest at the expense of the OLT's interests. Any behaviour that is, or could be perceived as, a conflict is prohibited.

Some Examples of conflicts of interest are:

- giving preferential treatment to relatives, friends or associates, or to organizations or businesses of which they or their relatives, friends or associates have an interest in, financial or otherwise;
- deriving financial gain from the use of confidential information acquired in the course of their activities at the OLT;
  - using OLT equipment or resources for personal purposes unrelated to the OLT,
- accepting any personal gift, service or favour from any person, business or organization in recognition of their activities at the OLT, other than in the course of OLT employee or volunteer recognition events or programs or the normal exchange of hospitality.

Conflicts of interest for employees of the OLT may also arise from employment or business activities outside the OLT. Subject to their employment contracts employees may engage in these activities if they do not interfere with the performance of their duties as employees of OLT and are not otherwise incompatible with their employment.

### **Conflict of Interest Disclosure**

Employees or volunteers who believe they are in, or about to enter into a conflict of interest, whether actual or perceived, are to report the matter to their supervisor (if they are employees) or the Executive Director.

#### **Confidentiality**

The OLT Employee Privacy Policy applies to information contained in, or related to, reports and complaints under this policy. Such information is confidential and may only be disclosed as necessary for dealing with the matter it concerns and in accordance with the law.

#### **Feedback and Input**

The Board of Directors and management of the Ottawa Little Theatre are dedicated to ensuring the highest quality working and production environment. Comments or questions on this policy are welcome.



## Ottawa Little Theatre Code of Conduct Program

APPROVED – 2010-09-11

### **Introduction**

This program provides guidance and procedures for implementing the OLT Code of Conduct in accordance with the provisions of the Ontario *Workplace Health and Safety Act* dealing with workplace violence and harassment. Part 1 of this program provides a basic set of procedures for dealing with violence. The Part 2 provides the same for other forms of unacceptable conduct, including harassment. Parts 3 and 4 supplement these basic procedures. They provide detailed procedures for dealing with patrons, intruders and robbery. Finally, Part 5 describes the roles and responsibilities of those at the OLT who are responsible for the application of the Code of Conduct and this program.

### **Part 1 – Violence**

#### **Risk Control**

Measures and procedures to control the risks identified by your assessment as likely to expose a worker to physical injury

#### **Summoning Assistance**

Call the police and identify to those involved that you have done so. If you feel comfortable enough to step in to defuse the situation without resorting to violence yourself, have someone else call the police. One fact that must be made clear is that you can be found liable and subject to the applicable laws if you use violence to deter violence. The police are trained to deal with these situations. If there is a crowd, have them removed to an alternative area and get statements from witnesses.

#### **Reporting**

Anyone witnessing violence in the Theatre should report it as soon as possible to their supervisor (directors, assistant directors and heads of departments) or a senior staff member (Technical Director, Executive Director) or an executive member of the Board (President, Vice-president, Treasurer or Secretary). Whenever possible, reports should be in writing. It is important to remain objective and report the facts without interpretation. Interpretations that do not help to relay the facts are statements of bias or conclusions such as, “well, you know how they can get” or “I assume they were drinking” or “I didn’t see it happen but I know that so and so likes to cause trouble”.

Keep to the facts such as time and date, a quick background as to the situation just before the altercation, how the incident started, how it was dealt with (if dealt with at all) and what was the outcome. These facts will help supervisors, staff and/or Board members in assessing the situation and dealing with it properly. They may ask for your interpretations in an interview such as your knowledge of the individual(s) involved and any other situations that may have aided in making the situation worse but statements of this type should be requested so that you are not seen as biased in your report.

#### **Investigation**

All reports of violence are to be sent to the Executive Director for investigation and copied to the President.



The Executive Director will provide an initial response within 14 working days of receiving a report of violence, take such action as s/he considers appropriate and report back to the complainant and respondent on the process taken to address the issue.

### **Follow-up**

Any act of violence will be dealt with in accordance with the law. Most acts of violence involve either assaults or destruction of property. Both are punishable under the *Criminal Code*. The police may be contacted and if charges are warranted they will be laid. If the situation does not require the intervention of external authorities then the matter will be addressed by the OLT in accordance with its Code of Conduct. Potential responses include apologies, anger-management training, demotion, restricted access to OLT and/or dismissal (whether volunteer or staff) from OLT.

## ***Part 2 – Other Unacceptable Conduct (including Harassment)***

### **Resolution Efforts**

If harassment or any other form of unacceptable conduct occurs, those involved should make a reasonable effort to resolve the situation immediately.

### **Reporting**

If that approach proves unsuccessful, or the behaviour continues or increases, those involved or witnessing the conduct should report it as soon as possible to their supervisor (directors, assistant directors and heads of departments) or a senior staff member (Executive Director, Technical Director or Marketing Director) to see if it can be resolved.

Any person who perceives that they have been subjected to unacceptable conduct and that the matter has not been satisfactorily resolved, may, without delay, make a complaint in writing to the Executive Director.

### **Investigation**

The Executive Director of the OLT will provide an initial response within 14 working days of receiving notice of a complaint, take such action as s/he considers appropriate and report back to the complainant and respondent on the process taken to address the issue.

### **Follow-up**

Potential responses include apologies, anger-management training, demotion, restricted access to OLT and/or dismissal (whether volunteer or staff) from OLT.

## ***Part 3 – Response Scenario for Disruptive Patrons***

When a staff member or volunteer encounters a patron who is being disruptive or engaging in any other unacceptable behaviour, then the following steps should be followed.

**STEP 1.** Identify yourself by the position you are filling (usher, backstage crew, member of the cast, director etc.) and point out the behaviour of the individual(s) is unacceptable and request that they refrain or they will be asked to leave.



**If a patron is intoxicated**, also inform them that it is illegal to sell alcohol to someone who is intoxicated and for them to be intoxicated in a public place and offer to call them a cab to get them home.

**STEP 2.** If the patron does not comply with the request, get the FOH manager, explain the situation to them. The FOH manager should then go to the patron/ and repeat the request to refrain from the unacceptable behaviour.

**STEP 3.** If the unacceptable behaviour persists, repeat step 2 with a senior staff member or one or two large volunteers as a show of conviction that they will comply or be escorted from the premises. Inform the patron that this is the last warning.

**STEP 4.** Call the police. Inform them of the situation and the steps taken. They will handle it from there.

At no point should any member of OLT actually touch the patron or make any threat, verbally or otherwise, as this often escalates the situation beyond your control and is potentially libelous.

### ***Part 4 – Response Scenario for Intruders***

When a staff member or volunteer finds an intruder/stranger, then the following steps should be followed.

**STEP 1.** Identify yourself by the position you are filling (usher, backstage crew, member of the cast, director etc.) and show you are working on and ask them who they are.

**STEP 2.** If they are not able/willing to introduce themselves and identify the show they are working on, point out that they are in a restricted area (backstage or in the house without a ticket for example) and ask them to leave.

**If the intruder is intoxicated**, also inform them that it is illegal to be intoxicated in a public place and offer to call them a cab to get them home.

**STEP 3.** If the intruder does not comply with the request get the FOH manager (if the intruder is in the FOH) or the Stage Manager (if the intruder is backstage, including green room, rehearsal hall and shop) and explain the situation to them. The manager should go to the intruder and repeat the request for them to leave and that the authorities will be called if they fail to comply.

**STEP 4.** If the intruder fails to comply, repeat step 2 with a senior staff member or one or two large volunteers as a show of conviction that they will comply or be escorted from the premises. Inform the intruder that this is the last warning.

**STEP 5.** Call the police. Inform them of the situation and the steps taken. They will handle it from there.

At no point should any member of OLT actually touch the intruder or make any threat, verbally or otherwise, as this often escalates the situation beyond your control and is potentially libelous.

### ***Part 5 – Robbery Prevention***

If an armed assailant (or even one who claims to be armed) enters the box office and demands money, the following steps should be followed.

**STEP 1.** Surrender all money in the drawer. Be as compliant as possible with the assailant and do nothing to offer them an opportunity to escalate the situation.

**STEP 2.** Do not leave the booth unless you think that your life is in danger.

**STEP 3.** Take note of all distinguishing characteristics of the assailant such as height, weight, body type, race, clothing, etc. in order to identify them to police. Prevent the area involved from being disturbed pending an investigation



- STEP 4.** Once the assailant has left, lock the doors and call 911 for the police.
- STEP 5.** Write down all distinguishing characteristics while you wait for the police.
- STEP 6.** Contact your supervisor and/or the senior staff member on site and inform them of the situation. If no one else is on site contact the Customer Service Coordinator using the emergency phone number provided. If s/he is not available contact the Marketing Director, Technical Director or Executive Director using the emergency phone numbers provided.
- STEP 7.** Take a moment and breathe.

## ***Part 6 – Roles and Responsibilities***

Here is a clarification of what positions are here to support the implementation of the Code of Conduct and this program.

**Supervisors-** Directors, assistant directors and heads of departments are supervisors. It is their responsibility to ensure that the show is doing well and that everything is on time. These people can be contacted for the basic concerns such as questions about where items should go, what order to do tasks in, clarification of duties and anything else specifically show related. When in conflict with a fellow volunteer it is always best to allow a supervisor to mediate any confusion or dispute. If not handled carefully these confrontations can escalate quite quickly.

**Managerial Staff-** The Stage Manager in most cases is your first contact if you are working on a show. The FOH manager is also on site during shows, especially if the conflict is with unhappy patrons or intruders. The Assistant Technical Director, Technical Director, Director of Marketing, and Education Director are also members of OLT staff who are qualified to deal with conflicts. If a matter is not dealt with in a prompt fashion or if a dispute is with a supervisor, then contact one of these individuals for assistance. While the Executive Director is also a staff member, it is her responsibility to receive and deal with reports and complaints and should a situation fail to be resolved or the situation requires official or legal response. However the Executive Director may be contacted directly if the issue is with a member of staff. The Executive Director is also responsible for briefing the Board on all reports, complaints and calls to the police or other outside authorities.

**Members of the Board-** For those who are not aware of who is on the Board (FYI most OLT productions will have a board member involved as director, designer, actor etc., get to know them they are great people!), they are listed on all show programs and their pictures are posted in our foyer under the stairs to the lobby. In most cases it is the Executive Director who will bring matters to their attention but if all else fails or your problem is with the Executive Director then contact an Executive Member of the Board.

