

Haliburton County Radio Association
Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Confidentiality of Information	Policy Number: 1

Policy Statement: All Canoe FM volunteer/employees have an obligation to maintain the confidentiality of the organization and its volunteer/employees. All volunteer/employees must sign a Confidentiality Agreement.

Purpose: To recognize and protect every person’s right to privacy.

President - Board of
Directors/Station
Manager

The President of the Board and Station Manager are the designated spokespersons/media contacts for Canoe FM. Either of these persons may designate a representative in their place.

Station Manager

Ensures all volunteer/employees receive information on the need for confidentiality and understand that compliance is a condition of their continued participation in the organization.

Ensures all volunteer/employees sign a confidentiality agreement.

Receives written consent before releasing identifiable information about a volunteer/employee.

Defines who has access to confidential information.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection: 2
Policy Title: Conflict of Interest	Policy Number: 2

Policy Statement: All volunteer/employees shall act in the best interest of Canoe FM without the intent, or appearance, of obtaining direct or indirect benefit that might advance their own personal interest.

Purpose: To clarify conflict of interest.

To prevent actual, potential, or perceived conflict of interest.

To protect Canoe FM from the legal and financial risks associated with conflicts of interest.

Definition: A “conflict of interest” is any situation where:

- a) a Member of the Board, Station Manager or a volunteer/employee’s personal interests, or
- b) the interests of a close friend, family member, business associate, corporation or partnership in which they hold a significant interest, or a person to whom they owe an obligation

could influence their decision and impair their ability to act in Canoe FM’s best interest, or to represent Canoe FM fairly, impartially and without bias.

Board of Directors

When a declaration of a conflict of interest or potential conflict is disclosed by a Board Member, a decision can be made whether the Member:

- a) should recuse themselves from any further participation on the issue, or
- b) may participate in discussion, and
- c) whether the Member may vote in respect to the issue.

The decision can be made by the Board as a group, either together with the Member who disclosed the potential conflict, or by the rest of the Board in the absence of the Member. Regardless, a Member may recuse themselves on an issue where they have a potential conflict of interest. The decision made shall be recorded in the minutes of the proceeding.

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When a discussion during a Board meeting, In-Camera session of the Board, or Board Committee meeting involves a person closely related to a Member, that in itself constitutes a conflict of interest.

Person – as defined by the Ontario Human Rights Code to include a spouse, child or parent.

Station Manager

Advise the Board of any personal Conflict of Interest

Ensures volunteer/employees are made aware of the Conflict of Interest Policy.

Assesses the situation and takes appropriate disciplinary action if appropriate when a volunteer/employee contravenes this Policy. Discipline will be governed by “Discipline Policy”

Reports Conflict of Interest situations involving a volunteer/employee, and any action taken, to the Board.

Volunteers/Employees

Advise the Station Manager of any personal actual, potential, or perceived conflicts of interest in regards to Canoe FM

Advise the Station Manager any outside employment, business, commercial or financial interest, where such interest might be seen as being in actual or potential conflict with their Canoe FM related duties.

Report to the Station Manager forthwith any criminal act of which the volunteer/employee becomes aware of in regards to Canoe FM.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: On-Air Conduct	Policy Number: 3

Policy Statement: Canoe FM is a federally licensed broadcast station governed by the Canadian Radio, Television and Telecommunications Commission. We are obligated to follow guidelines as set out by the industry organizations. Canoe FM strives to maintain a high level of professionalism and decorum both on air and while representing the radio station in an official capacity off air

Purpose: To provide for consistent on-air behavior by volunteers/employees representing Canoe FM. Announcers represent Canoe FM and are expected to perform their duties in a manner of utmost professionalism.

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| Board of Directors | Gives support to the volunteers/employees, and ensures that the Station Manager provides orientation, direction, and training to volunteers/employees. |
| Station Manager | Ensures that volunteers/employees receive orientation, direction, and training. |
| Volunteer/Employees | <p>All on-air material is to be factual and delivered in a manner to the best of the individual’s ability according to Canoe FM policies and training.</p> <p>On air material is <u>not</u> to include:</p> <ul style="list-style-type: none"> • abusive, obscene or offensive language • discriminatory comments based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status or physical or mental handicap • negative comments about individuals, that are based on personal opinion and/or are false and could be construed as slanderous • sexist language • negative comments regarding businesses, whether a current sponsor or not. <p>1. Announcers are not to knowingly give free promotion to businesses or services. Specifically this pertains to giving an endorsement with the intent of encouraging listeners to</p> |

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patronize the establishment. Conversely, a simple or casual mention of a business name or location, provided it is important to the on air material, may not be a violation.

2. Discussion of controversial subjects must be based on fact and balanced and present both sides of an issue. Generally the announcer should not conclude with a personal opinion one way. Controversial subjects should first be discussed with the Station Manager. *Note: when an announcer is also the Station Manager or a member of the Board of Directors, prior approval will be sought from the Programming Committee and/or the President.*
3. The radio station is not to be used as a “soapbox” for personal beliefs, likes, dislikes, opinions, editorializing or “venting” of anger.
4. There are to be no unauthorized on-air guests or interviews. This includes other announcers. Unless approved by the Station Manager, or indicated on the on-air schedule, announcers are to perform their duties without on-air accompaniment. *Note: when an announcer is also the Station Manager or a member of the Board of Directors, prior approval will be sought from the Programming Committee and/or the President*
5. Live phone bits should be pre-approved by management, if possible. All persons who are interviewed, or used in a phone bit, must be informed (off air) that the contents of the conversation will be broadcast. Should the person object, the material is not to be used.
6. Generally, all references to alcohol should be avoided, with the exception of awareness messages about drinking and driving, responsible drinking, etc.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Dress Code and Conduct	Policy Number: 4

Policy Statement: Canoe FM Board Members, the Station Manager and volunteers/employees are expected to appear professional, well groomed and dressed in a manner appropriate to their work, and conducive to presenting a positive image as representatives of Canoe FM.

Purpose: To project a positive image for the organization.

Station Manager Ensures that all volunteers/employees are aware of the dress code specific to the event/service being provided.

Volunteer/Employee Appear professional, well groomed and dressed in a manner appropriate to their work, and conducive to presenting a positive image as representatives of Canoe FM. When in doubt, clarify with the Station Manager.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Alcohol and Drugs	Policy Number: 5

Policy Statements: Volunteer/employees are prohibited from selling, possessing or using alcohol, marijuana, or illegal drugs on Canoe FM premises, or while acting on behalf of Canoe FM.
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Purpose: To ensure the safety of volunteer/employees and to protect Canoe FM’s premises and equipment.

Station Manager Upon becoming aware of a volunteer/employee reporting for work apparently under the influence of drugs and/or alcohol, ensures that the volunteer/employee receives medical care if necessary, arranges for the volunteer/employee to be transported rather than operate their own vehicle, and promptly reports the incident to the Board of Directors.

Pending an investigation, suspends a volunteer/employee who reports for work under the influence of drugs and/or alcohol, or who is suspected of selling, possessing or using illegal drugs.

Ensures an investigation takes place. The volunteer/employee may be dismissed subject to appeal to the Board of Directors. Any discipline will be governed by “Discipline Policy”
Ensures any disciplinary action is appropriate to the circumstances and severity of the specific event.

Volunteer/Employee Report any breaches of this policy to the Station Manager, or a member of the Board of Directors.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Smoking	Policy Number: 6

Policy Statement: Smoking is not permitted on Canoe FM premises.

Purpose: To prevent adverse health effects for visitors, volunteers/employees and to be consistent with non-smoking legislation. This policy promotes a healthy environment to ensure no person is exposed involuntarily to second hand smoke while inside the station building, or while entering and exiting the building.

There shall be no smoking:

- 1) inside any of the buildings, or under any of the covered entrances owned, leased or otherwise occupied by Canoe FM, or
- 2) within a 5-meter radius of any entrance of a Canoe FM building.

Contravention of this policy may result in charges under the Smoke-Free Ontario Act and/or discipline.

Station Manager Ensures all volunteer/employees are aware of the smoking policy, and understands that compliance is a condition of their continued participation in the organization

Takes action when a contravention is brought to his/her attention

Applies discipline, when appropriate

Volunteer/Employee Brings any contraventions to the attention of the Station Manager or a member of the Board of Directors.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Human Rights	Policy Number: 7

Policy Statement: Canoe FM will demonstrate values and sensitivity to all persons consistent with the Ontario and Canadian Human Rights Code.

Purpose: Canoe FM will strive to ensure that no person is discriminated against based on race, ancestry, place or ethnic origin, citizenship, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Board of Directors	Ensures that communications present a positive and balanced portrayal towards all groups and persons. Ensures that services seek to eliminate barriers to full participation at Canoe FM, and promotes positive relations.
Station Manager	Ensures all volunteers/employees are aware of the human rights policy, and understands that compliance is a condition of their continued participation in the organization. Ensures an investigation takes place when a contravention is brought to his/her attention. Applies discipline, when appropriate, consistent with “Discipline Policy”. Advises the Board of any incidents brought to his/her attention and the action taken.
Volunteer/Employee	Brings any contraventions to the attention of the Station Manager or a member of the Board of Directors.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Volunteer/Employee Programs	Subsection Number:2
Policy Title: Harassment & Violence Prevention Policy	Policy Number: 8

Policy Statement: Canoe FM is committed to a healthy and violence free workplace environment for all employees and volunteers.

Purpose:

This policy is intended to:

- prevent and respond to workplace harassment and violence of any type, and
- effectively address any incident that might occur

This policy applies to all employees, volunteers and contractors at Canoe FM who are engaged in work, work-related activities or work-related relationships. It applies to employees, volunteers and contractors both on station property and outside of station property. This policy applies to all incidents of workplace harassment and violence, including but not limited to, sexual harassment and sexual violence, family violence and third- party violence. Canoe FM complies with all other aspects of the Occupational Health and Safety Code and the Human Rights Code as it relates to Harassment and Violence.

Role of Canoe FM

The role of Canoe FM in relation to harassment and violence prevention includes:

- a commitment to preventing harassment and violence in the workplace
- jointly reviewing and, when necessary, updating this policy with the Health and Safety representative at least once every 3 years or following any change to an element of this policy
- jointly conducting an initial workplace assessment with the Health and Safety representative
- jointly monitoring, reviewing and, when necessary, updating the workplace assessment with the Health and Safety representative when there is:
 - i. a change to the risk factors identified, or
 - ii. a change in the effectiveness of the preventive measures that have been developed and implemented

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- iii. in situations where the complainant chooses to end the resolution process, but the occurrence is not resolved,
 - iv. in situations where the responding party is not an employee or the employer
- jointly developing, reviewing and updating emergency procedures with the Health and Safety Representative
 - deploying the workplace emergency procedures whenever an incident, including an incident of family violence or domestic violence, poses an immediate danger to the health and safety of an employee or there is a threat of such an incident
 - making available to all employees' information related to support services
 - jointly developing or identifying harassment and violence prevention training with the Health and Safety Representative
 - delivering harassment and violence training to all employees and the designated recipient
 - jointly reviewing and, when necessary, updating the training with the Health and Safety Representative at least once every 3 years and following any change to an element of the training
 - ensuring that the designated recipient correctly follows the resolution process that is outlined in the Workplace Harassment and Violence Prevention Regulations (the Regulations)
 - for investigations into an occurrence of harassment and violence, providing a copy of the investigator's report to the complainant, responding party, and workplace committee
 - jointly determining with the Team which recommendations from the investigator's report should be implemented and implementing the recommendations
 - ensuring the resolution process is completed within 1 year after the day on which a notice of an occurrence is received
 - reporting to the Labour Program employee deaths resulting from occurrences of harassment and violence, within 24 hours of becoming aware of the death
 - complying with all other aspects of the Regulations and the Code as it relates to harassment and violence

Board

Ensures that:

1. There is a Harassment and Violence prevention policy in place.
2. The Harassment and Violence Policy is reviewed once every 3 years or following any changes made to the policy.
3. A Board member is designated as the Health and Safety Representative
4. All instances of harassment and violence will be responded to in a timely manner.
5. In cases where an external investigation is conducted, any report will not reveal, directly or indirectly the identity of the persons who were involved in the occurrence or the resolution process for the occurrence,

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**Station
Manager**

Ensures that:

1. All volunteers/employees are aware that Harassment and Workplace Violence is prohibited
2. Harassment and Violence Prevention training is provided to employees/volunteers within 3 months after the day on which their employment or service begins.
3. Volunteers and Staff know that they should bring any incidents of Harassment and Violence to his/her attention as soon as possible.
4. The Station Manager will conduct a review of any incidents and ensure that the Health and Safety Representative is made aware as well.
5. All occurrences will be responded to within seven days of receiving such a complaint.
6. The Board is informed of any incidents brought to their attention and made aware of any actions taken.
7. Information related to support services in our community is made available to all employees and volunteers.

**Employees and
Volunteers:**

1. Will refrain from committing Harassment & Violence in the workplace
2. Will inform a person committing Harassment and Violence that their actions are inappropriate and unwelcome. This is only to be done when appropriate and safe.
3. When appropriate, make every effort to resolve an occurrence through negotiated resolution
4. Any incidents that have been witnessed should be reported to the Station Manager or the Health and Safety Representative.
5. When necessary, cooperate with an external investigator and the investigation process related to an occurrence.
6. Refrain from retaliatory behavior against the complainant, witnesses and any other individuals who are involved in the resolution process for an occurrence.
7. Respect the confidentiality of the information shared throughout the resolution process.

**Health & Safety
Representative**

Ensures that:

1. The Workplace Violence and Harassment Assessment document is reviewed and updated
2. Harassment & Violence prevention training is reviewed and updated at least once every 3 years and following any changes to an element of training.
3. All notices of occurrences are responded to within 7 days of

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receiving a notice.

4. The employee/volunteer fills out a form indicating the name of the complainant and the responding party (if known), the date of the occurrence and a detailed description of the occurrence.
5. Negotiation Resolutions have been initiated with the complainant within 45 days after the day on which the notice has been received.
6. Every reasonable effort to resolve an occurrence for which a notice has been provided will be made.
7. When necessary, they will select an investigator with the necessary knowledge, training and experience required by the Regulations. (The investigator is chosen by the Canoe FM Board and the Health and Safety Representative).
8. Jointly determining with the Station Manager which of the investigator's recommendations will be adopted and implemented

External Investigator:

If an external investigator is necessary, they will investigate the occurrence and provide Canoe FM with a report outlining – a description of the occurrence, their conclusion and their recommendation to eliminate the risk of a similar occurrence.

Training

Canoe FM will provide all of its employees/volunteers with a harassment and violence training course. This course will cover:

- elements of the workplace harassment and violence prevention policy
- the relationship between workplace harassment and violence and the prohibited grounds of discrimination under the Canadian Human Rights Act
- how to recognize, minimize and prevent workplace harassment and violence

All new employees/volunteers will receive training within 3 months after the day on which their employment begins. Further, all employees will receive this training again at least once every 3 years.

The following groups will receive training on their obligations in relation to harassment and violence at least once every 3 years:

- Managers
- Health and Safety Representative

Definition of harassment and violence

The Canada Labour Code defines harassment and violence at subsection 122(1) as “any action, conduct or comment, including of a sexual nature that can reasonably be expected

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to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.”

Harassment

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

- spreading malicious rumours or gossip about an individual or group
- cyber bullying (threatening, spreading malicious rumours or talking negatively about an individual online)
- threats made over the phone, by email, or through other medium to an employee, including from an (ex) partner or family member
- socially excluding or isolating someone
- making offensive jokes or remarks
- playing unwanted practical jokes
- stalking or inappropriately following a person
- persistently criticizing, undermining, belittling, demeaning or ridiculing a person
- unwelcomed physical contact
- sexual innuendo or insinuation
- unwanted and inappropriate invitations or requests, including of a sexual nature
- displaying offensive posters, cartoons, images or other visuals
- making aggressive, threatening or rude gestures
- misusing authority, including constantly changing work guidelines
- restricting information setting impossible deadlines that lead to failure, and/or
- blocking applications for leave, training or promoting in an arbitrary manner
- engaging in any of the actions, conduct and comments outlined above against a person because of that person's:
 - i. race
 - ii. national or ethnic origin
 - iii. colour
 - iv. religion
 - v. age
 - vi. sex
 - vii. sexual orientation
 - viii. gender identity or expression
 - ix. disability, or
 - x. any of the other prohibited grounds that the Canadian Human Rights Act lists

Harassment is NOT any of the following:

- consensual workplace banter and interactions (unless it includes hurtful remarks about others, especially if they pertain to any of the prohibited grounds listed above)
- every workplace disagreement, although if a conflict is poorly handled or left unresolved, it can lead to harassment

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- reasonable management action carried out in a fair way, such as day-to-day actions by a supervisor or manager related to:
 - performance
 - absenteeism
 - assignments
 - discipline, and
 - even dismissal (unless it is abusive or discriminatory)

Violence can include but is not limited to the following acts or attempted acts:

- verbal threats or intimidation
- verbal abuse, including swearing or shouting offensively at a person
- contact of a sexual nature
- attack with any type of weapon

COMPLAINT AND RESOLUTION PROCESS

Role of the Harassment and Violence Prevention Team (HVPT)

Under this policy, the Harassment and Violence Prevention team is the Station Manager and board designated Health and Safety Representative. The role of the Team in relation to harassment and violence prevention at Canoe FM includes:

- responding to all notices of an occurrence within 7 days of receiving the notice
- initiating negotiated resolution with the complainant within 45 days after the day on which the notice of an occurrence is received
- reviewing every notice of an occurrence with the complainant against the definition of harassment and violence outlined subsection 122(1) of the Code
- making every reasonable effort to resolve an occurrence for which a notice has been provided
- allowing the complainant and responding parties the option of participating in conciliation if they both agree to participate and on who will facilitate the conciliation
- providing notice of an investigation to the complainant and responding parties if the complainant requests an investigation
- in the case of an investigation, selecting a person to act as an investigator from the list of investigators developed jointly by Canoe FM and the Health and Safety Representative
- ensuring selected investigators have the necessary knowledge, training and experience required by the Regulations
- ensuring investigators provide a written statement indicating they are not in a conflict of interest with respect to the occurrence
- providing investigators all the information that is relevant to their investigation
- providing monthly status updates to the complainant and responding parties

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Please note in any instance where the complaint is made against the Station Manager, the Board designated Health and Safety Representative would take the lead in investigating and resolving the complaint. If the instance where the complaint was made against the Health and Safety Representative, the Station Manager would take the lead in investigating and resolving the complaint. If the unlikely circumstance that both the Station Manager and the board designated Health and Safety Representative were named in the complaint, the Board Chair would take the lead in investigating and resolving the complaint.

Notice of an occurrence

You are encouraged to notify the Station Manager or the Health and Safety Representative if:

- you are an employee/volunteer who experience harassment and violence in the workplace, or
- you are an individual (employee/volunteer or non-employees) who witnessed an occurrence of harassment and violence in the workplace
- Notify the Health and Safety Representative by telephone at 705-457-1009 ex 24, or by email at: manager@canoefm.com.
- The Team Member will ask the employee or individual to fill out a form, in which they provide the following information:
 - the name of the complainant and the responding party (if known)
 - the date of the occurrence
 - a detailed description of the occurrence

If an employee/volunteer or individual is not able to provide this information in written form, they may provide this information to the Team orally. The Team will then transcribe the information for them on the form.

Please note that, in order to proceed with the resolution process, it is mandatory to provide the name or identity of the complainant who was involved in the occurrence. If you do not provide the name or identity of the complainant, the occurrence will not be further reviewed.

Canoe FM cannot reveal the identities of the parties involved in an occurrence without the consent of both parties. However, the identities of the parties may be revealed to each other as part of the resolution process.

Once a complaint is made:

The Team will conduct a review. The purpose of the review is to:

- determine what happened, taking into account the circumstances of the occurrence
- determine whether all risk factors have been appropriately

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- identified
- develop new preventive measures, if needed, to mitigate the risk of a similar occurrence
- Recommend actions necessary to reach resolution of the complaint

Negotiated resolution

Negotiated resolution is a form of informal resolution where the complainant meets with the employer or designated recipient to:

- discuss the occurrence
- clarify what was submitted in the notice of occurrence, and
- attempt to reach resolution

During negotiated resolution, the Team will ask the complainant to meet, either in person, by e-meeting or by phone, with a member from the Team. This meeting is for an initial discussion regarding the occurrence. During this discussion, the member of the Team and the complainant will review the notice of occurrence that they received against the definition of harassment and violence in the Code. Together, they will try to determine whether the occurrence meets the definition. If both the member of the Team and the complainant agree that the occurrence does not meet the definition, then they will deem the occurrence as resolved. If the member of the Team and the complainant do not agree as to whether the occurrence meets the definition, and the complainant wishes to continue with the resolution process, then the complainant has the option of either:

- i. continuing with negotiated resolution, or
- ii. pursuing conciliation and/or an investigation

If the complainant wishes to continue with negotiated resolution, they must inform the Team of this decision. The Team will schedule a series of meetings with the complainant. At the meetings, where applicable, the responding party will discuss the occurrence and attempt to achieve resolution. The responding party does not have to be informed of the complainant's notice of occurrence or be involved at this stage of the resolution process. This is only if the complainant does not wish for them to be notified or involved. The Team can arrange for any of the following meetings:

- meetings with only the complainant and a member from Team
- meetings with the complainant, responding party and a member from the Team
- meetings between the complainant and a member from the Team with concurrent but separate meetings between the responding party and a member from the Team.

Conciliation

A complainant and responding party may engage in conciliation at any time during the resolution process. However, conciliation can only proceed if both the complainant and the responding party agree to engage in conciliation. They must also agree on the person who will facilitate the conciliation. However, conciliation can only proceed if an

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investigator has not provided their final investigation report.

The complainant and responding party are required to inform the Team of their desire to participate in conciliation. The Team will then facilitate discussion around the selection of a conciliator who is agreeable to both parties. The Team will also schedule time for both parties to meet with the conciliator.

Investigation

The complainant may request an investigation at any time during the resolution process. If the complainant wishes to proceed with an investigation, they must inform the Team.

The Team will then:

- provide notice of an investigation to the complainant and responding party, and
- select an investigator from the list that has been jointly developed with the and safety representative

The selected investigator will investigate the occurrence and provide Canoe FM a report outlining:

- a general description of the occurrence
- their conclusion, and
- their recommendation to eliminate or minimize the risk of a similar occurrence

Canoe FM will then provide a copy of this report to the complainant, responding party and the Harassment and Violence Prevention Team.

The report will not reveal, directly or indirectly, the identity of the persons who were involved in the occurrence or the resolution process for the occurrence.

Canoe FM and the and Health & Safety representative will then meet to determine which of the recommendations in the investigator's report are to be implemented. Canoe FM will implement those recommendations within 1 year of receiving the notice of occurrence.

Canoe FM may take into consideration the findings in an investigator's report when applying disciplinary measures. However, disciplinary measures will also depend on the findings from a separate administrative investigation that the Canoe FM will conduct in some circumstances.

Canoe FM cannot use the findings in an investigator's report for any of the following purposes:

- replenishment of sick leave
- granting of any additional paid or unpaid leave
- monetary remuneration for damages

However, the section Recourse avenues in this policy describes other recourse methods an employee can pursue.

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Representation

At any time during the resolution process, an employee may be accompanied or represented by a:

- friend
- partner
- colleague, or
- person of their choosing

Protection against reprisal

Parties involved in an occurrence are forbidden from seeking retaliation. If you experience any retaliatory action or threat of retaliatory action from the responding party, witnesses, management, or other people within or outside the organization, please inform the Team immediately.

Recourse avenues

Employees can pursue multiple recourse avenues for their occurrence. This includes:

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

Emergency procedures

If a harassment and violence occurrence poses an immediate danger to the and safety of an employee, or if there is a threat of such an occurrence, call 911 for emergency services (police, fire and ambulance).

Below is a summary of the emergency procedures that the Canoe FM must implement in various types of situations.

Privacy protection

Canoe FM is committed to the protection of the privacy of all persons involved in an occurrence. Personal information or information relating to this occurrence will not be shared with anyone outside of the investigation process.

Notices submitted in bad faith

Notices of harassment and violence that are identified throughout the resolution process as having been made in bad faith may be subject to disciplinary action.

Complaints related to employer non-compliance with the Code or Regulations
In accordance with section 127.1 of the Code or Regulations, if you, as an employee believe that there has been a contravention of the Code as it relates to an occurrence of harassment and violence, you may make either an oral or a written complaint to the station manager or to a member of the board. You can reach the station manager at 705-

457-1009 ex 24 or by email at manager@canoefm.com

***Addendum A: DEFINITIONS AND MORE INFORMATION ON HARASSMENT
AND VIOLENCE***

DEFINITIONS

The following definitions apply to this policy:

- Occurrence means an occurrence of harassment and violence in the workplace
- Complainant means an employee or employer who is the object of an occurrence
- Responding party means the person who is alleged to have been responsible for the occurrence in a notice of an occurrence provided to the designated recipient
- Witness means a person who witnessed an occurrence of harassment and violence or is informed of an occurrence by the complainant or responding party
- Workplace means any place where an employee is engaged in work for the employee's employer as per 122(1) of the Code
- The Code – refers to the Canada Labour Code
- Labour Program - Is responsible for protecting the rights and well-being of both workers and employers in federally regulated workplaces.
- Investigator – competent person to investigate unresolved allegations / An external investigator can be a licensed private investigator, human resource professional, lawyer, or someone who holds some other professional designation
- Health & Safety Representative (Rep) – appointed by the Board of Directors of Canoe FM

Factors that contribute to workplace harassment and violence

There are a number of factors that can contribute to workplace harassment and violence. These factors can be divided into 5 general categories:

- People characteristics
- physical work environment
- work activity/culture
- job factors, and
- other external factors

People Characteristics

Working with people that exhibit certain characteristics can put employees at greater risk of harassment and violence. This can include working with volunteers, and their relatives, who may lash out at the closest person due to:

- being angry and frustrated with the system
- having a history of violence
- a mental condition, emotional disorder, or a head injury

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- racist, sexist, homophobic, transphobic, ableist or otherwise discriminatory attitudes and behaviors
- being under the influence of drugs or alcohol

Physical work environment

Certain work environments and workplace designs can result in additional risks that may lead to harassment and violence. These can include:

- working alone, in small numbers or in isolated or low-traffic areas (for example isolated reception area, washrooms, storage areas, utility rooms)
- working in community-based settings (for example home visitors)
- having a mobile workplace
- working in a poorly designed area, such as a cramped room or a room that has poor visibility of volunteers or staff
- working in an overcrowded environment
- working in an environment with high noise levels

Work activity/culture

- working with the public
- handling money, prescription medication or items of significant value
- working in an environment that tolerates or promotes racist, sexist, homophobic, ableist, or otherwise discriminatory attitudes and behaviours
- working during periods of intense organizational change (for example strikes, privatization, restructuring, downsizing)
- working in the same workplace with an (ex) partner who is abusive

Job factors

Aspects specific to a job, such as mental and physical demands of the job, can result in additional hazards that may lead to harassment and violence. This can include:

- lack of control over how work is done
- excessive workload
- unreasonable or tight deadlines leading to high stress
- confusing, conflicting or unclear job or roles
- ambiguous or complicated reporting structures
- lack of job security

Other external factors that can result in harassment and violence include:

- Family violence or domestic violence, such as a family member or (ex) partner:
 - threatening an employee or co-workers either verbally or over the phone or email
 - stalking the employee
 - verbally abusing the employee or co-workers
 - destroying the employee or organization's property
 - physically harming the employee or co-workers
 - using work time or workplace resources to monitor or attempt to control

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the actions of an (ex) partner

Violence in the workplace

If you witness or experience violence at work:

- remove yourself from the situation if you can
- inform your manager or seek help from a co-worker immediately
- if your manager is the perpetrator, notify another manager, or representative of the Board in the line of authority
- if your physical security or well-being is threatened call 911

If you are dealing with a violent person:

- stay calm
- try to calm the other person or diffuse the situation
- avoid saying or doing anything that could aggravate the situation
- avoid eye contact or sudden movements that can be perceived as threatening
- respect the person's personal space
- continue the conversation with the person only if the person calms down
- tell the person that you understand the reason for their anger
- if the behavior persists, end the conversation
- politely notify the person that you will leave the work area or ask them to do so
- notify your manager or seek help from a co-worker immediately (use the panic button if necessary)
- if the person refuses to leave the premises and the situation escalates call 911

Active shooter

If you witness an incident involving an active shooter outside the building:

- stay out of sight (away from windows) and warn colleagues and visitors
- leave the area at risk
- when safe to do so, call 911, and other building occupants
- if you cannot evacuate the building safely, lock outside doors and close the blinds and curtains
- wait for instructions from first responders

If you witness an incident involving an active shooter inside the building:

- stay calm
- if you can do so safely, leave the area immediately
- warn as many others as possible without attracting the attention of the assailant
- if you can do so safely, call 911 and notify the other building occupants
- lock the doors or barricade yourself in a room using furniture
- block the windows; close the office blinds and curtains
- if the workspace has no door, hide under your desk or where you cannot be seen
- if you are in a washroom, remain there if safe to do so
- silence your cellphone, turn off radios and computers
- if you cannot escape, remain silent and hide until first responders arrive

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- wait for instructions from first responders

Bomb threat

If you are made aware of a bomb threat by telephone:

- listen to the caller calmly and do not interrupt them
- try to get as much information as possible, such as:
 - when the bomb is supposed to explode
 - where the bomb is located
 - description of the device
 - reason for the call or motivation for the threat
 - telephone number on the display screen (if possible)
- Remember any details you can about the caller, such as:
 - approximate age
 - gender
 - accent
 - level of nervousness
 - any background noises
- call 911 and inform your manager
- remain available to provide information to first responders

If you are made aware of a bomb threat by e-mail:

- save the email (or letter)
- send it immediately to the police

If a bomb alert is activated (for example, over intercom):

- visually inspect your immediate work area including:
 - wastepaper baskets
 - storage areas
 - dislodged suspended ceiling panels
 - furniture that has been moved
 - closets
- inform your manager of the results of your search
- if you find a suspicious package, do not touch it and inform the police immediately
- do not evacuate the building until the security services authorize you to do so

Support measures

Employees can access a list of medical, psychological or other support services available within a 70-km

- Haliburton Highlands Mental Services – 705-286-4575.
- Haliburton Highlands Services – 705 286 4575
- Point in Time Centre for Youth and Parents – 705-457-5345
- Women’s Resources City of Kawartha Lakes - 705-878-4285
- Endingviolencecanada.org/shelters-transitions-houses-and-support-

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services

These services are located outside of Haliburton County and City of Kawartha Lakes but provide service to Haliburton County and City of Kawartha Lakes.

- Assaulted Women's Helpline - 416-863-0511
- Canada. Canada - First Nations and Inuit Branch - First Nations and Inuit Hope for Wellness Help Line - 1-855-242-3310
- Canadian Mental Association - Haliburton, Kawartha, Pine Ridge Branch -Four County Crisis -705-745-6484
- Kids Help Phone - 416-586-5437
- Kinark Child and Family Services - 705-742-3803
- Telecare Distress Centre of Peterborough-705-745-2273

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection Heading: Code of Conduct	Subsection Number: 2
Policy Title: Financial Property	Policy Number: 9

Policy Statement: Canoe FM requires volunteer/employees to safeguard and properly secure the organization’s funds, which includes cash, cheques, valuable documents, supplies, and mail.

Purpose: To prevent misuse of organizational funds

Board of Directors Ensures that an investigation takes place where the Station Manager has been a witness to, or suspected of, a circumstance of theft or fraud.

Station Manager Determines the location where cash will be kept, the amount of cash, and who may have access to the cash

Ensures that volunteer/employees handling Canoe FM cash are fully aware of, and in compliance with, safekeeping arrangements.

Ensures that an investigation takes place when a contravention is brought to his/her attention. The Station Manager has the right to suspend the volunteer/employee pending an investigation.

Considers that a police report be submitted where appropriate.

Where theft or fraud is found, notifies Canoe FM’s insurer and lawyer in order to protect the organization’s interests.

Applies discipline, when appropriate, consistent with “Discipline Policy” and in consultation with the Board of Directors.

Advises the Board of any incidents brought to his/her attention, and the action taken.

Volunteer/Employee Shall not withhold, borrow or otherwise use monies belonging to Canoe FM including from fundraising campaigns.

Reports any actual or suspected fraud, theft or misuse of money to the Station Manager immediately.

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Shall not falsify information on any form including, but not limited to, expense claims, attendance records and financial records.

Are prohibited from misusing or tampering with software patents or licenses, including those related to computers.

NOTE:

The police must be notified if the amount involved exceeds \$1,000.00.

The police may be notified if the amount involved does not exceed \$1000.00.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection Heading: Code of Conduct	Subsection Number: 2
Policy Title: Internet Use	Policy Number: 10

Policy Statement: Volunteer/Employees are encouraged to use the Internet to further the goals and objectives of Canoe FM.

- Purpose:**
- To enhance the success and safety of services to the community, the organization and individuals.
 - To prevent actual or potential misuse of the Internet at Canoe FM
 - To clarify what constitutes the misuse of technology owned or operated by Canoe FM.
 - To protect Canoe FM from legal and other risks associated with improper Internet use.

Types of activities that are encouraged include:

1. Communicating with fellow volunteer/employees, business partners of Canoe FM, and clients within the context of an individual’s assigned responsibilities;
2. Acquiring or sharing information necessary or related to the performance of an individual’s assigned responsibilities, and;
3. Participating in educational or professional development activities.

Inappropriate Use

Individual Internet use will not interfere with others’ productive use of Internet resources. Users will not violate Federal and Provincial laws or the policies of Canoe FM. This includes, but is not limited to, the following:

1. The Internet may not be used for unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, illegal gambling, or soliciting for illegal pyramid schemes, or spreading of computer viruses.
2. Use of the Internet in a manner that is not consistent with the mission of Canoe FM, misrepresents Canoe FM, or violates any Canoe FM policy.
3. Canoe FM prohibits use for mass unsolicited mailings, access by non-employee/volunteers to CANOE FM resources or network facilities,

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uploading and downloading of files for personal use, access to pornographic sites, gaming, competitive commercial activity, or the dissemination of chain letters, unless pre-approved by the Station Manager or President.

4. Individuals may not copy, alter, or destroy data, software, documentation, or data communications belonging to Canoe FM or another individual without authorization.
5. In the interest of maintaining network performance, users should not send or download unreasonably large electronic mail attachments or video files.
6. Individuals will only use Canoe FM approved services for voice communication over the Internet.

Procedures:

Station Manager

Ensures that all volunteers/employees are aware of the Internet Use policy.

Ensures that an investigation takes place of any apparent misuse of Canoe FM's internet resources. Depending on the circumstances, the volunteer/employee may be suspended pending the outcome of the investigation.

Applies discipline, when appropriate, consistent with "Discipline Policy" and in consultation with the Board of Directors.

Advises the Board of any incidents brought to his/her attention, and the action taken.

Volunteer/employees

Refrains from any Internet activity that contravenes this policy

Reports any contraventions to the Station Manager or a member of the Board of Directors

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Communication	Policy Number: 11

Policy Statement: Canoe FM will communicate with persons with disabilities in a respectful and empowering manner.

Purpose: To ensure that members of the public with disabilities are offered a variety of suitable ways to communicate.

Station Manager Ensure that volunteer/employees that communicate with the public as part of their duties are aware of, and trained, in methods of communicating with those having disabilities that limit their communication.

Ensure that volunteer/employees are aware of the need to communicate with customers and the public in clear and plain language.

Volunteer/employees In cases where telephone communication is not suitable, or is not available, will offer to communicate with members of the public with disabilities in person, by regular mail, email or other electronic devices.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Service Animals	Policy Number: 12

Policy Statement: Canoe FM is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of Canoe FM premises that are open to the public and other third parties, unless the animal is otherwise excluded by law.

Verification of the need for a service animal may be requested by Canoe FM.

Purpose: To ensure that persons with disabilities seeking goods and services continue to have the assistance of their service animal.

Station Manager Ensure that all volunteer/employees are trained on how to interact with disabled persons accompanied by a service animal.

Ensures alternate measures are made available in cases where a service animal is excluded from the premises.

Volunteer/employees Allows access to Canoe FM premises to persons accompanied by, and requiring the support of, a service animal.

Consults with the Station Manager when in doubt.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Support Persons	Policy Number: 13

Policy Statement: Any person with a disability accompanied by a support person will be allowed to enter Canoe FM’s premises with his or her support person.

Purpose: To ensure that people with disabilities seeking goods and services provided by Canoe FM and requiring a support person, will continue to be accompanied by, or have access to, a support person.

Station Manager May require a support person to sign a confidentiality agreement if confidentiality is important due to the information being discussed. Members of the public may be advised of this requirement through oral or written means.

May require that a member of the public with a disability have a support person in attendance when there may otherwise be a risk to the health and safety to the person with the disability, or to others.

Volunteer/employees Allows access to Canoe FM premises to members of the public with a disability accompanied by a support person when seeking goods and services provided by Canoe FM.

Consults with the Station Manager when in doubt.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility - Information	Policy Number: 14

Policy Statement: Canoe FM's employment practices will meet the information accessibility needs of employees, volunteers and applicants with disabilities.

Purpose: Canoe FM welcomes and encourages employees, volunteers, and applicants with disabilities. Accommodations will be made available, where possible, on request from individuals taking part in Canoe FM's selection, employment and promotion processes.

Station Manager: Ensure employees, volunteers and the public are aware that Canoe FM will accommodate the needs of people with disabilities in Canoe FM's selection process.

Communicates with employees and volunteers with disabilities regarding how best to accommodate their needs to receive information.

If an applicant or successful candidate with a disability requests an accommodation, discuss their needs and make adjustments to support them, where possible.

Provide workplace information in an accessible format if an employee or volunteer with a disability requests.
This includes:

- information employees and volunteers require to perform their jobs
- general information available to all employees and volunteers

Make emergency information accessible when Canoe FM becomes aware an employee or volunteer with a disability may need accommodation in an emergency.

Ensure that volunteer/employees are aware of the policy to support people with disabilities.

In cases of established performance management or career development processes, consider the access to information needs of an employee or volunteers with disabilities when:

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- holding formal or informal performance reviews
- promoting or moving volunteer/employees with disabilities to a new job

Examples include:

- making documents available in accessible formats
- providing feedback and coaching in a way that is accessible
- providing accommodations needed to successfully learn a new skill or take on more responsibilities

Volunteer/employees

Advise the Station Manager when a disability impacts on performance and requires an accommodation.

Participate in a discussion on the most appropriate means to accommodate the disability in the workplace.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Broadcasting Code of Ethics	Policy Number: 15

Policy Statement: Free speech and an informed public are vital to a democratic society. Accuracy of information broadcasted by Canoe FM is a paramount responsibility

Purpose: To ensure Canoe FM’s broadcasters promote, protect the freedom to report independently, and accurately broadcast matters of public interest, and present a wide range of expressions, opinions and ideas.

Broadcasters

Accuracy – Broadcasters will inform the public in an accurate, comprehensive and fair manner about issues and events

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

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

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

Independence - Independence is a fundamental value and we will resist any attempts of censorship that which would erode it. Broadcasters will resist pressures to change or alter the news. Intrusion into content, real or apparent should be resisted.

Integrity - Broadcasters will not pay subjects or sources that have a

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vested interest in a story. Commentators or contracted experts are exempted. Broadcasters will not accept financial compensation from those who seek to influence news coverage thereby compromising journalistic integrity and independence.

Conflict of Interest - Broadcasters represent Canoe FM. They will govern themselves on and off the air in such a way as to avoid conflict of interest, real or apparent.

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

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

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

Reporting on violent criminal activities such as hostage takings, prison uprisings or terrorist acts will be done in a fashion that does not knowingly endanger lives, offer comfort and support or provide vital information to the offender(s). Canoe FM volunteer/employees will not contact victims or offenders during the course of a criminal incident for the purpose of conducting an interview that could interfere with a peaceful resolution.

Intellectual Property – Plagiarism is unacceptable. Broadcasters will strive to honour the intellectual property of others, including video and audio materials.

Impediments – Broadcasters will seek to remove any impediments to or bans on the gathering or reporting of news in the public interest.

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

Any news items gathered from sources other than reputable commercial

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news agencies will be discussed with and approved by the Station Manager prior to airing.

Respect and Enforcement – Volunteer/employees of Canoe FM will respect the provisions of this Code and Canoe FM itself will take all reasonable steps to encourage that all broadcasters are aware of the Code, even if they are not themselves a volunteer/employee of Canoe FM.

Station Manager Approve any news items gathered from sources other than reputable commercial news agencies prior to airing.

Adapted from The Association of Electronic Journalists Code of Ethics – RTDNA Canada

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Copyright	Policy Number: 16

<p>Policy Statement: Canoe FM complies with the federal Copyright Act, which provides protection to authors/creators and their exclusive legal right to reproduce, publish or sell a work. When programs are produced at Canoe FM with Canoe FM resources, the copyright of the audio belongs to Canoe FM. Canoe FM volunteer/employees shall not receive any remuneration for works produced at Canoe FM with Canoe FM resources.</p>

Purpose: To guide Canoe FM and its volunteer/employees through issues of copyright when offering a program within and outside of Canoe FM's studio. Inform volunteer/employees of the need to respect copyrighted materials when creating a program.

Station Manager Ensures that all volunteers/employees are made aware of the Copyright Act, understands what is protected under the Copyright Act and the consequences of infringement of these rights.

Ensures that a copy of a guide regarding the Copyright Act is available to volunteers/employees.

Ensures Copyright Policies and Procedures are adhered to.

Volunteer/Employees: May only air music, performances and previous broadcasts that have been legally obtained or produced.

Respect copyright law and the rights of existing copyright holders.

When producing a program outside of Canoe FM's studio for broadcast on Canoe FM, the producer must respect the rights of existing copyright holders. The copyright of this audio belongs jointly to the producer and Canoe FM. Canoe FM must be acknowledged when these programs are used on a non Canoe FM platform.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Nepotism	Policy Number: 17

Policy Statement: Within the guidelines of the Ontario Human Rights Code, senior staff, the Board of Directors and members of the Committees of the Board will avoid nepotism and the appearance of nepotism. Directors and Committees of the Board will be held to a high standard of independent judgment.

Purpose: To avoid serious conflicts and problems with favoritism and employee morale.

Board of Directors An immediate family member (as defined by the Ontario Human Rights Code to include a spouse, child, parent) of a Director of the Board shall not serve on the Board or any Standing or Special Committee of the Board concurrently. Exceptions may be made with the approval of the Board.

Station Manager A person is not eligible to be hired for an employment position if a member of their immediate family will exercise supervisory authority.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Social Media	Policy Number: 18

Policy Statement: Canoe FM strives to maintain a high level of professionalism and decorum while representing the radio station on all social media, which includes newspaper, television, radio, as well as digital media such as Facebook and Twitter.

Purpose: To govern the publication and commentary on social media by volunteers and employees of Canoe FM.

Station Manager: Encourage volunteer/employees to actively participate in social media for the general benefit of Canoe FM.

Approve and control those given access to post on Canoe FM owned social media sites.

Monitor publications and commentary on social media by volunteer/employees using Canoe FM official sites.

Volunteer/Employees: Ensure that views and opinions expressed do not reflect negatively on Canoe FM, and are not in conflict with any Canoe FM policy, when posting on Canoe FM owned social media sites.

Ensure that the views and opinions expressed are their own and do not reflect negatively on Canoe FM when posting on their own personal accounts.