Working With Minors/Children		
Policy No: AA-01		**Effective Date:** September 8, 2025
Policy Owner: Artistic Administration		
Review Cycle: Annual		**Next Review Date:** May 1, 2027
Reviewed By:	Artistic Director	**Signature:** 

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") recognizes the special requirements of Minors/Children and is conscious of the importance of protecting the health and safety of all Minors/Children in our theatre. The following policies and procedures are to be followed whenever Minors/Children audition, rehearse and/or perform on any of our stages. As a Professional Association of Canadian Theatres ("PACT") theatre, the Citadel is bound by the Canadian Theatre Agreement ("CTA") which has definitions and terms referring to Child Performers (Clause 59) which is attached to this document and updated as the Clause is updated. The Theatre has created these policies and procedures for Minors/Children under the age of sixteen (16).

The Citadel Theatre's main objective to the Minors/Children engaged in our productions is to ensure positive and safe experiences. The Theatre will take all reasonable steps to ensure Minors/Children, and their Parent(s) are prepared for the commitment expected of the Minor/Child, as well as ensuring the Citadel Theatre makes every effort to ensure the Health & Safety of the Minor/Child performer.

For ease of reference, please see the CAEA Child Performer Clause 59:00 which includes additional information.

2.0 APPLICABILITY

This policy applies to all team members of the Theatre as well any consultants and independent contractors and is considered valid unless other considerations have been identified for Union members under the current collective agreement.

3.0 DEFINITIONS

3.1 Minor: Anyone under the age of majority at the time of their arrival in Canada is a minor. The age of majority in Alberta is eighteen (18) years old.

3.2 Child: A person who is the age of fifteen (15) or younger at the time of being engaged by the Citadel Theatre to perform in any of our professional productions.

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3.3 Child Supervisor: The CTA defines a Child Supervisor as – “an adult who is engaged by the theatre to supervise minors from the time they arrive at the theatre until they are safely in the care of their parent/guardian”. For the purpose of this document, we will refer to this individual as a Child Supervisor and will use the singular form of ‘supervisor’ throughout, although there may be more than one supervisor working on a show.

3.4 Parent: A parent or legal guardian of the Minor/Child is the primary definition, although the Parent may, in writing, supply the Theatre with a supplemental list of adults who may be appointed to responsible for the Minor/Child.

3.5 Workplace Harassment: Includes objectionable conduct and unwelcome behavior, which may create an intimidating, offensive or hostile work environment that interferes and undermines an individual’s work performance or denies the respect and dignity they deserve. Workplace harassment may include: written or verbal abuse or threat; unwelcome jokes, innuendos, name calling or degrading comments about a person’s age, gender, race, ethnic origin, sexual orientation and/or religious beliefs; displays of racist or other offensive or derogatory pictures, pranks or mischievous conduct which causes embarrassment.

3.6 Sexual Harassment: Includes unwelcomed sexual advances or physical conduct of a sexual nature.

3.7 No Apparent Injury: There are no external or internal signs of trauma like wounds, bleeding, or obvious physical damage and the individual does not report any pain, discomfort, or changes in their normal physical capabilities.

3.8 Minor Accident: Non-incapacitating injury, visible but not incapacitating, for example: bruises, abrasions, small cuts.

3.9 Major Accident: Incapacitating injury precenting normal activity. Involves serious hard requiring immediate medical care.

4.0 OPERATING GUIDELINES

The Theatre shall inform the Parent(s) of each Minor/Child to be engaged of the responsibilities of each party, including but not limited to the following procedures of the Citadel Theatre.

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4.1 Health & Safety

The Theatre is committed to ensuring and protecting the health and safety of its most valuable resources: its people. The Theatre will make every reasonable effort to provide its employees, contracted personnel, volunteers and patrons with a safe and healthy work environment, while continuously striving to eliminate any identified hazard that might result in injury to people or damage to property.

Health and safety is a shared commitment and it is everyone's responsibility to recognize hazards in the workplace, to protect their own safety while working in the Theatre and to respect the health and safety policies of the Theatre. No task is so urgent that it cannot be done safely.

Health and Safety will take priority in all areas of the Theatre, and policies and procedures will be continuously updated to improve everyone's Citadel Theatre experience.

4.2 Workplace & Sexual Harassment

The Theatre is a proud advocate and participant of Canadian Actors Equity Association's ("CAEA") *Not in Our Space* program, which is a national anti-harassment and respectful workplace program. It seeks to ensure safe working conditions for all artists working in live performance across the country which does not tolerate or condone unprofessional or inappropriate member behavior, such as: abuse of power, bullying, discrimination, harassment or sexual harassment, reprisal or violence.

4.3 Violence

The Theatre believes in the prevention of violence and promotes a violence-free workplace in which all people respect one another and work together to achieve common goals. Acts of violence within the Theatre are unacceptable.

4.5 Investigation

The Citadel Theatre management is committed to investigate all reported incidents of Health & Safety infractions, workplace and sexual harassment and violence in an objective and timely manner, taking necessary action and providing appropriate support for those involved. No action shall be taken against an individual for making a complaint unless the complaint is made maliciously or without reasonable and probable grounds. Please refer to *HR-09. Respectful Workplace* and *HR-12. General Health & Safety* for more information on harassment, sexual harassment, and workplace violence reporting procedures.

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4.6 Accident Reporting

Should a work place accident occur, the following procedures must be followed:

1. **An accident in which no apparent injury occurs:**
   a) The Supervisor shall inform both the Company Manager and Stage Manager as soon as reasonably possible.
   b) An Incident Report will be filed by the Stage Manager. The Incident Report Online Form will be submitted and sent to the Incident Reports Distribution List that day so that a decision can be made if further action is required.

2. **A minor accident in which there is some apparent physical harm and/or obvious discomfort occurs:**
   a) The Supervisor shall give immediate attention to the Minor/Child.
   b) The Supervisor shall inform the Stage Manager and/or Company Manager (during rehearsal or before/after performance).
      i) If the accident took place during a performance, the Supervisor shall ask for the assistance of the designated First Aid crew member.
      ii) If the designated First Aid crew member cannot attend, then the qualified First Aid Front of House member shall be requested to administer First Aid.
   c) Once the Minor's/Child's immediate needs are met, the Supervisor shall contact the Parent(s) to communicate the accident and the steps taken by the Theatre.
      i) The Parent(s) shall be given the option to come to the Theatre and assess the Minor's/Child's condition.
      ii) If the Parent(s) decline after being provided with the option to come to the Theatre, this shall be noted by the Theatre's representative.
   d) The Incident Report Online Form will be submitted and sent to the Incident Reports Distribution List.

3. **A major accident in which physical harm, requiring immediate medical attention:**
   a) The Supervisor will use their discretion if 911 is to be called.
   b) The Supervisor will inform the Stage Manager as soon as reasonably possible, who will take immediate action which may include stopping the rehearsal or performance.
   c) The Supervisor shall attend to the immediate First Aid needs of the Minor/Child.
      i) Once these have been met, the Parent(s) will be contacted, and the Minor's/Child's condition will be described along with the steps and action taken by the Theatre and the Parent(s) presence will be requested.
   d) A member of the Theatre's Senior Management shall be notified and requested to assist as soon as reasonably possible (Executive Director, Artistic Director, Director of Production, Technical Director or Human Resources). A list of cell, home and office numbers will be provided.
   e) The Incident Report Online Form will be submitted and sent to the Incident Reports Distribution List.

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4.7 Termination

The Citadel Theatre makes every effort to ensure that a performance engagement contract, one undertaken with a Minor/Child performer, runs to the natural end date but, on occasion, the contract must be terminated for the good of the show and those connected with it. This may occur when there has been unacceptable behavior that constitutes a beach of the Conditions of Engagement or contravenes expectations set out under the Responsibilities of the Parent and Minor/Child Performer.
When termination is contemplated, the following procedure will occur:

1. The Stage Manager and Company Manager will meet with the Minor/Child in private and clearly explain to the Minor/Child that their behavior is not acceptable. The Minor/Child will be given an opportunity to explain why they are behaving in that manner. At the end of the meeting, the Minor/Child will be informed that they are on probation as will be expected to behave in an acceptable manner for the remainder of their contract. Following the Stage Manager and Company Manager meeting, the Supervisor will be informed that the Minor/Child is on probation and will be asked to report any further negative behavior to the Stage Manager and Company Manager. The Parent(s) will also be informed, in writing of the situation.

2. If further negative behavior occurs, a meeting will be called with the Stage Manager, Company Manager, Minor/Child and Parent(s). At this meeting both the Minor/Child and their Parent(s) will be informed that one of more behavior violations will result in the Minor's/Child's removal from the show for one or more performances.

3. If a short-term behavioral violation has led to the Minor's/Child's removal from the show for one or more performances, any further behavioral violation will lead to the Minor's/Child's termination at the sole discretion of the Theatre (through consultation with the Director). The Theatre's representatives will inform the Minor/Child and their Parent(s) that the contract is immediately terminated.

5.0 ROLES & RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre shall advise the Parent(s) of the complete terms and conditions including but not limited to the expected rehearsal schedule and the performance schedule. The Theatre will inform the Parent(s) of the identity of the Supervisor and their qualifications as a caregiver, upon request. The Theatre may arrange a meeting between the Minor/Child, Parent(s), Supervisor and Stage Management team.

5.2 Minor/Child and Parent(s)

The following points can be discussed with the Minor/Child and Parent(s) either in a group or individually, in person, via phone, email or on video call. These policies and procedures form part of the letter of agreement which will be signed by the Minor/Child and Parent(s) before commencing engagement.

Please note: The Theatre anticipates that Parent(s) and Minor/Child will fully support the implementation of these expectations and responsibilities:

1. Minor/Child will arrive on time for every rehearsal and every performance.
2. The Parent(s) and Minor/Child will confirm in writing who is responsible for ensuring Minor/Childs arrival and departure from the theatre.
3. In the case that a Minor/Child has written permission from their parent(s) to travel to and from the theatre unaccompanied, the Minor/Child will ensure the Supervisor is aware of their arrival and departure.
4. The Minor/Child will not arrive at the Theatre before the designated time set by the Supervisor. No member of the Stage Management team or crew will be expected to supervise early arriving Minors/Children.
5. During technical rehearsals ("tech week"), the Theatre does not provide supervision during meal breaks. There is a two-hour break mid-rehearsal and all Minors/Children will be required to leave the Theatre. This also applies to two-show days.
6. The Minor/Child understands that respectful behavior must be accorded to the other minors, adult members of the company, including adult artists, crew and staff at all times. As mentioned above, no form of Workplace or Sexual Harassment or Violence will be tolerated.

5.3 Management

Members of management must sustain a work environment at the Theatre in which team members and performers understand their obligations under this policy. Managers are also responsible for ensuring that appropriate procedures are in place regarding making complaints, incidents, and accidents and investigating complaints, incidents, and accidents.

5.4 Team Member – Child Supervisor

Depending on the ages and number of Minors or Children engaged for a production, there be one or more Supervisors present (in accordance with CTA Clause 59:00).

1. The Supervisor will be responsible for all Minors/Children engaged for a production at the Citadel Theatre. While recognizing the responsibilities and authority of the Stage Manager, the Supervisor's primary contact will be the Company Manager during the rehearsal and performance schedule. The Company Manager will be informed of any concerns or problems that may arise at any time for the duration of all Minors/Children engagements.
2. The Supervisor's primary focus is to ensure that every Minor/Child at the Citadel Theatre has a positive educational, enjoyable and safe experience. Given these expectations, the Supervisor will monitor the activities and behavior of the Minors/Children and will immediately bring potentially negative situations (bullying, name-calling, inappropriate actions/language, etc.) to the attention of

the Company Manager and/or Stage Manager so that said behavior can be addressed and dealt with promptly. The Company Manager and Stage Manager will work together.

3. The Theatre shall designate specific supervised areas in which Minors/Children shall gather when not in the rehearsal hall or onstage for tutoring as per Clause 59:06. Dressing rooms of adult actors will be off limits to Minors/Children at all times.
4. The Supervisor will, with the cooperation and assistance of the Minors/Children, keep the greenroom, dressing rooms and other gathering areas clean and tidy.
5. The Supervisor may be asked by the Stage Manager to contact the Parent(s) to advise of changes throughout the day to the posted schedule.

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Code of Conduct		
Policy No: BP-01		**Effective Date: July 1, 2026**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2027**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre's ("the Theatre") Code of Conduct Policy outlines expectations regarding team member behavior towards colleagues, managers, guests, and the organization.

This Code of Conduct describes the general ethical responsibilities applicable to all team members including the Theatre management and Board of Directors. This policy is also applicable to consultants and independent contractors ("Agents"). Compliance with this policy is a material condition of every team member's ongoing employment/engagement and every Agent's continuing relationship with the Theatre.

The Board of Directors of the Theatre ("Board"), along with senior management, must create, cultivate, and sustain a work environment at the Theatre in which team members and Agents know that ethical and legal behaviour is imperative. The Theatre's integrity is an important and valuable asset that requires its Board and senior management to model ethical business conduct, to ensure that this policy is communicated to everyone directly and indirectly supervised by them and to handle ethical questions, concerns and reports appropriately and in compliance with this policy and associated procedures.

This policy does not address all ethical situations that team members and Agents may encounter. Instead, it is designed to be a guideline to help them make the right ethical decisions.

This policy should be read in conjunction with all other policies, procedures, and standards. However, the provisions of this policy should prevail in respect of any conflict amongst policies.

Failure to comply with this policy, or applicable laws and regulations, will result in disciplinary action, up to and including termination of employment or other relationship with the Theatre.

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2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) and is considered valid unless other considerations have been identified for Union members under the current collective agreement.

3.0 DEFINITIONS

3.1 Agent

Any consultants, independent contractors of the Theatre.

3.2 Social Media

The various online tools sites and applications used to communicate several types of content and information in the public domain (including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube).

3.3 Family Member

Family member is defined as someone who is related to a Citadel employee through blood relation, marriage or common-law partnership, or legal guardianship.

Immediate family members are considered:

- Spouse, any person to whom the person is married or with whom the person is living in a conjugal relationship outside marriage
- Parent, including stepparent and legal guardian
- Child, including stepchild, or ward

Other family members are considered:

- Siblings and children of siblings
- Grandparents and/or grandchildren
- Father/mother-in-law, brother/sister-in-law, son/daughter-in-law, and other in-law relations

4.0 OPERATING GUIDELINES

4.1 Compliance with Law

All team members and Agents must conduct themselves in a manner that is ethical and responsible when dealing with the Theatre's programs, services, finances, products, partnerships, and public image.

4.2 Work Environment Policies

All Theatre policies regarding relations between team members and the workplace must be adhered to in accordance with their terms. This includes, but is not limited to, policies that pertain to respectful workplace; non-discrimination and harassment; environment,

health, and safety; work rules and regulations; appropriate dress and/or grooming standards; no violence; and drugs and alcohol.

4.3 Accounting

The Theatre is committed to providing financial and other public disclosure that is full, plain, and true and therefore employs internal controls to prevent or detect improper accounting or reporting activities and requires its team members to report any suspected or possible wrongdoing relating to accounting, reporting, and auditing matters.

The Theatre is also committed to enabling such inquiries, suspicions and/or complaints to be filed without fear of reprisal against the person who has made the complaint. More particularly, team members must report instances of suspected improper accounting and accounting-related activities arising with respect to:

- Financial accounting malpractice, impropriety, or fraud;
- Failure to comply with a legal reporting obligation;
- Misrepresentation in the financial records and statements;
- Endorsement of improper financial activities by management;
- Improper business conduct affecting outcome of financial transactions;
- Departure from the significant accounting and financial policies without explanation or authorization; and
- Any attempts to conceal any of the above.

4.4 Confidential Information

The unauthorized use, disclosure, or release of confidential information about the Theatre, during or after employment/engagement (or Agency relationship) with the Theatre, is strictly prohibited. Team members and Agents should not even share such confidential information with their family members or friends.

When a team member leaves the Theatre and/or when an Agent's relationship with the Theatre ends, they must return and not retain any copies of, in any format whatsoever, any and all confidential information.

4.5 Theft or Inappropriate Use of Assets and Resources

All team members and Agents are responsible for protecting the Theatre’s assets and resources from theft and inappropriate use, and must safeguard those assets and resources against loss, and unauthorized or improper use:

- Non-computer resources — Theatre resources, such as team member and Agent time, materials, supplies, equipment, tools, and relationships, are provided for the

purpose of furthering the Theatre's business and any other use thereof is tantamount to theft and is strictly prohibited;
- Name, logo or letterhead —the Theatre's name, logo and corporate letterhead must not be used for any purpose other than in the normal course of official Theatre business;
- Computer and electronic communication resources — Personal use of the Theatre's computing assets by team members and Agents, including, but not limited to, internet access, telephones and voice mail, email use, texting, instant messaging, blogging, and computer use, must be kept to a minimum; occasional and incidental personal use is only permitted so long as it does not interfere with work.

Team members and Agents must:
- Use electronic resources only for authorized purposes;
- Take reasonable measures to protect their user IDs and passwords from unauthorized use;
- Access only information that is their own, that is publicly available, or to which they have been given authorized access;
- Use only legal versions of copyrighted software in compliance with the Theatre's vendor license requirements; and
- Be considerate in their use of shared resources by refraining from monopolizing systems, broadcasting unsolicited messages, overloading networks with excessive data, degrading services, or wasting computer time, connect time, disk space, printer paper, manuals, or other resources.

Team members and Agents must NOT:
- Create email rules to auto-forward Theatre emails to electronic accounts that are outside the Theatre domain;
- Share, use or disclose network account passwords to any other person, internal or external to the Theatre;
- Connect any unauthorized or non-Theatre-owned workstations or laptops to the Theatre's network;
- Browse the private files or accounts of others, except as authorized;
- Perform activities intended to circumvent security, corporate policies, or access controls or intended to damage any Theatre computer, computing device, network, or electronic information; or
- Install outside software in Theatre equipment, without prior written permission from their manager.

The Theatre reserves the right, without notice, to inspect, record, and/or otherwise monitor all transactions that occur while using a network or system account or other computer or electronic communication resource (including email or other communications, telephones and voice mail, and any information created or stored on

Theatre equipment) for any purpose (including for corrective discipline purposes, up to and including termination of employment or other relationships), and may be required to disclose this information to other authorized parties. Team members and Agents have no expectation of privacy when using Theatre's computing and electronic communication resources.

4.6 Social Media Use

All team members and Agents who create or contribute to social networks, photo and video sharing websites, blogs, or any other kind of publicly accessible forum or site that allows users to share information with others, including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube or comment on online media stories, have a responsibility to adhere to the following guidelines:

- Think before you post - Be mindful of what you write on social networks and avoid any comments that can be interpreted as slurs or inflammatory. Once posted, comments and content may remain public, or be archived, stored, and retrieved indefinitely. Think of all posts to any social media platform as writing a signed letter to the editor of a newspaper — do not write anything or post any material that you would be embarrassed about seeing printed on the front page of a print publication;
- Practice transparency - Assume that you can always be identified when you write or post on a social network. It is good practice to be honest, identify yourself, be accurate, factual and disclose any personal stake you may have in something you are discussing. Be thoughtful about how you present yourself. The lines between personal and professional lives are blurred in online social networks, so when needed use a disclaimer such as: "I am an employee of the Theatre; however, this is my personal opinion";
- Confidentiality and privacy are paramount - Do not post confidential or proprietary information. Adhere to the Theatre's policies regarding privacy and confidential information. Never speak or act on behalf of the Theatre without appropriate authorization;
- Be a good online citizen - Respect your audience. Adhere to any applicable laws and use your best judgment, as there can be consequences to what you publish in any format; and
- Be aware of the terms of service - It is your responsibility to understand the terms of service of any type of social media you choose to use. You must be cognizant of the potential repercussions your conduct can have on both your reputation and the Theatre's reputation. The use of social media in a manner which is detrimental to the Theatre's interests may result in discipline up to and including termination. Team member and Agents should understand the impact that the information shared on a Social Media platform, even if personal, may have on their image or the Theatre's image and refrain from posting or sharing inappropriate material that may harm the Theatre, its team member, or its Agents.

- Theatre's mission, vision, and values – all published content by any team member should be in line with the Theatre mission, vision, and values.

4.7 Conflict of Interest

The Board, managers and team members should avoid any actual or apparent conflict of interest. An "apparent" conflict of interest arises whenever a director, manager or team member may be perceived as facing a choice between what is in their personal interest (financial or otherwise) and the best interests of the Theatre, even where no conflict of interest actually exists. Any Board member, manager or team member who cannot avoid an actual or apparent conflict of interest must disclose the same at the earliest opportunity:

- Board Member - to the Board as a whole;
- Executive Director - to the Board Chair;
- Manager – to the member of senior management to whom they report;
- Team Member - to their manager or supervisor.

All disclosures must maintain the line of authority as outlined and ensure notification is properly completed.

The following are examples of actual or apparent conflicts of interest and how to avoid them:

1. Financial Interest — Team members and their families shall not own or control, directly or indirectly, a material financial interest in a supplier, contractor, competitor, or any other business enterprise which does business with the Theatre.

2. Corporate Opportunities — Team members are prohibited from taking personal advantage of opportunities discovered through the use of assets, property or information belonging to the Theatre. Team members shall not use Theatre assets, property, information or their position or employment/engagement status with the Theatre for personal gain, including but not limited to, obtaining discounts or rebates, other than those available through authorized Theatre programs. Team members are prohibited from competing with the Theatre for business.

3. Outside Activities — Team members should not engage in outside employment that interferes with the time and attention that must be devoted to their duties with the Theatre, or which adversely affects the quality of the work they perform.

4. Outside Directorships — Team members shall not serve as a director, officer, partner, consultant, or any other role in unaffiliated profit-making organizations if that activity is detrimental to the Theatre. Directorships by the Executive and or

Artistic director(s) in such profit-making, unaffiliated entities require the prior approval of the Board. Directorships by other members of the Theatre's management team in profit-making, unaffiliated entities require the prior consent of the Theatre's Executive Director.

5. Gifts and Entertainment — Team members must not accept or give any gift, benefit, or other favor, which may be perceived as being provided in exchange for a favour or advantage to a third party carrying on business with the Theatre. Where approved business practice allows, team members whose duties permit them to do so may furnish and/or accept modest gifts, tokens, mementos, favors and entertainment to customers, prospective team member, or business associates, however any such gift, favor or entertainment shall not contravene any law or be in the form of cash, bonds, or negotiable securities that may be interpreted as a bribe, pay off, commission or any other improper payment.

6. Customer and Supplier Relations — All suppliers and independent contractors purchasing or furnishing goods and services must be dealt with fairly. Decisions to hire a subcontractor or purchase materials from a particular vendor must be verifiably made based on objective criteria and be consistent with the Theatre's Financial and Purchasing Policies.

7. Personal Relationships — Team members may not participate in a decision to hire, transfer, or promote a family member or any other individual with which the team member has a personal relationship. Team members shall not supervise directly or be in a position to influence, nor have direct or indirect authority over, employment-related decisions that impact a family member or any other individual with which the team member has a personal relationship, such as compensation, promotion, performance ratings, work assignments, discipline, training, or termination. In the unusual circumstance where immediate family members or other personal relationships work in the same reporting structure, the Theatre will work with those individuals to find the best solution to manage any conflict of interest that may arise as a result, which may include the transfer of the team member/contractor to another reporting structure or department. If no alternatives are available there must be a minimum of two levels of supervision in between the team members with approval from that area's senior management.

Just as team members must never place themselves in a conflict of interest, the Board, managers, and supervisors must never do anything that would make a team member feel as though the team member's job security, prospective performance rating or career development at the Theatre may be threatened for reasons unrelated to the quality of the team member's work.

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5.0 Roles & Responsibilities

5.1 The Citadel Theatre

The Theatre must create, cultivate, and encourage a work environment in which team members and Agents know that ethical and legal behaviour is imperative. The Theatre must model ethical business conduct in all its dealings and decision-making processes.

5.2 Management

Members of management must sustain a work environment at the Theatre in which team members and Agents understand their obligations under this policy and that integrity is an important and valuable asset of the Theatre. Management must model ethical business conduct, ensure this policy is communicated to everyone directly and indirectly supervised by them and to handle ethical questions, concerns and reports appropriately. Managers are also responsible for ensuring that appropriate procedures are in place regarding making complaints and investigating complaints of breach of this policy.

5.3 Team Member

Team members must comply with all aspects of this policy and take steps to raise questions and concerns in relation to issues that may arise in the workplace.

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Confidentiality		
Policy No: BP-02		**Effective Date: July 1, 2026**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2027**
Reviewed By:	Board of Directors	**Signature:** 
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") is committed to protecting the confidentiality of its clients, students, volunteers, employees, funders and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information they choose to share with us.

While managing our various productions, programs, services, projects and conducting our business activities, we frequently gather and use personal, privileged and/or confidential information which may relate to employees, company operations or clients/customers. Anyone from whom we collect such information should expect that it will be carefully protected. The purpose of this Policy is to ensure that team members of the Theatre know their obligations and are aware of the procedures for dealing with personal, privileged and/or confidential information.

Team members are required to follow all procedures regarding the collection, use, and disclosure of personal information as set out in this Policy. Team members who disclose personal information in contravention of this Policy will be subject to disciplinary measures, up to and including dismissal for cause.

When in doubt as to whether certain information is confidential or personal, no disclosure should be made without first asking Human Resources and/or the Artistic and/or Executive Director. This basic policy of caution and discretion in handling personal and confidential information extends to both external and internal disclosure.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) or anyone else who is granted access to personal, privileged and/or confidential information and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreement.

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3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union. Team members include agents of the organization, and employees of the organization. Agents may include contractors, artistic contractors, or other personnel.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

3.4 Agent

Any consultants, independent contractors of the Theatre.

4.0 OPERATING GUIDELINES

4.1 Confidentiality

The Citadel Theatre Directors, Governors and team members are not, either during or after their affiliation with the Citadel Theatre, to disclose to any person or organization, any confidential information of the Citadel Theatre obtained in the conduct of the organizations' business, to anyone other than Citadel Theatre Directors, Governors or employees requiring such information (unless the disclosure is required for the benefit of the Citadel Theatre and is authorized by the Board of Directors, Board of Governors, Executive Director or Director of Finance). Such information will not be utilized for personal benefit or against the interests of the Citadel Theatre.

Confidential information is all information that is not currently known or generally available to the public. It includes information owned by the Theatre or pertaining to the Theatre, or other organizations or individuals, and information entrusted to the Theatre under an expectation or duty of confidentiality. Confidential information further includes, but is not limited to, business strategies and plans, special methods of operation, contracts, technical innovations, client and customer lists, purchasing histories, pricing and margin information, research and development, sales reports, marketing research, employee records, training materials, draft documents and similar originals or copies of records (whether or not team member or Agents have contributed to their creation), and any other information that may be of value to parties other than the Theatre for personal

gain or other advantage.

Confidential information does not include information that is in the public domain, unless it is in the public domain by reason of a violation of this policy or is otherwise placed in the public domain by someone under a duty to maintain confidentiality, or information in the possession of Directors, Governors, employees, and agents prior to their affiliation with the Citadel Theatre.

It is the responsibility of each team member and Agent to take proper and reasonable measures to safeguard the Theatre's confidential information from unauthorized use, disclosure, or release, including information contained in personal files, personal computers, laptop computers or any other electronic information storage devices, from unauthorized external or internal access, disclosure, or loss. If a team member or Agent becomes aware that the Theatre's confidential information has been wrongfully used, disclosed or released, they should report the incident promptly to their manager.

5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must take reasonable security measures against unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction of information and comply with applicable privacy and confidentiality legislation. The Theatre will limit collection of employee information to only that which is necessary for the purposes identified by the organization.

5.2 Management

Management has a responsibility to oversee compliance with this policy by Users within their area(s) of responsibility.

5.3 Team Members

During employment and after the termination of employment, Team Members must hold all Confidential Information in trust and confidence, and only use, access, store, or disclose Confidential Information, directly or indirectly, as appropriate in the performance of their duties for the Theatre.

THE CITADEL THEATRE

Privacy		
Policy No: BP-03		**Effective Date: July 1, 2026**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2027**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") is committed to protecting the privacy of personal information of its clients, students, volunteers, employees, funders, and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information they choose to share with us.

While managing our various productions, programs, services, projects and conducting our business activities, we frequently gather and use personal, privileged and/or confidential information which may relate to employees, company operations or clients/customers. Anyone from whom we collect such information should expect that it will be carefully protected. The purpose of this Policy is to ensure that team members of the Theatre know their obligations and are aware of the procedures for dealing with personal, privileged and/or private information.

Team members must follow all procedures regarding the collection, use and disclosure of personal information as set out in this Policy. Team members who disclose personal information in contravention of this Policy will be subject to disciplinary measures, up to and including dismissal for cause.

When in doubt as to whether certain information is confidential or personal, no disclosure should be made without first asking Human Resources and/or the Executive and/or Artistic Director. This basic policy of caution and discretion in handling personal and confidential information extends to both external and internal disclosure.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) or anyone else who is granted access to personal, privileged and/or confidential information and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreement.

THE CITADEL THEATRE

3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union. Team members include agents of the organization, and employees of the organization. Agents may include contractors, artistic contractors, or other personnel.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 Personal Information

Personal Information is defined by recorded information about an identifiable individual. This includes but is not limited to: Name, Home or Business Address, Age, Sex, Gender, Marital Status, etc.

3.4 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Privacy

Personal information gathered by our organization is kept in confidence. Our personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

We collect, use, and disclose personal information only for purposes that a reasonable person would consider appropriate considering the circumstances. Individuals are offered the opportunity to opt not to have their information used for purposes beyond those for which it was explicitly collected.

The Citadel makes every reasonable effort to ensure the accuracy of the information held. Individuals are entitled to examine the information held about themselves subject to the restrictions provided by law.

Governors, Directors, Agents, and Employees shall make themselves aware of the provisions of the Citadel Theatre's privacy policy and shall govern themselves in accordance with such policy.

THE CITADEL THEATRE

5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must take reasonable security measures against unauthorized access, collection, use, disclosure, copying, modification, disposal, or destruction of information and comply with applicable privacy and confidentiality legislation. The Theatre will limit collection of employee information to only that which is necessary for the purposes identified by the organization.

5.2 Management

Management has a responsibility to oversee compliance with this policy by Users within their area(s) of responsibility.

5.3 Team Members

During employment and after the termination of employment, Team Members must hold all Confidential Information in trust and confidence, and only use, access, store, or disclose Confidential Information, directly or indirectly, as appropriate in the performance of their duties for the Theatre.

THE CITADEL THEATRE

Whistleblower Protection		
Policy No: BP-04		**Effective Date: July 1, 2026**
Policy Owner: Board of Directors		
Review Cycle: Annual		**Next Review Date: May 1, 2027**
Reviewed By:	Board of Directors	**Signature:**
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("The Theatre") is committed to the highest standards of openness, honesty, accountability, and expects team members, contractors, volunteers, and directors to conduct their responsibilities within the highest standards of business and personal ethics. It is in the interest of the Theatre to maintain and enhance public and partner confidence in the integrity of the Theatre and its operations; confidence is enhanced by having effective procedures for the disclosure of wrongdoings and for the protection of individuals who disclose wrongdoings in good faith.

2.0 PURPOSE OF POLICY

This policy establishes the procedure for the disclosure of wrongdoings within the Theatre and provides protection for individuals who disclose wrongdoings. This policy enables Theatre team members, volunteers, contractors, and directors to disclose information, in good faith, about something they believe to be harmful to team members, community partners, or in contradiction with public interest and confidence, without fear of retaliation.

3.0 DEFINITIONS

3.1 Disclosure

The act of calling attention to a wrongdoing in an attempt to have it brought to an end.

3.2 Good Faith

Refers to the concept of being sincere and without a desire to defraud, deceive, take undo advantage of, or in any way act maliciously.

3.3 Retaliation

Any adverse action taken against an individual for reporting, providing information, exercising one's rights or responsibilities under this policy, or otherwise being involved in responding to, investigating, or addressing allegations of discrimination and harassment. Retaliatory actions may include: intimidation, threats, or coercion against any individual for having engaged in the above actions.

THE CITADEL THEATRE

3.3 Wrongdoings

Refers to the concept of behavior that is morally or legally wrong and a departure from what is ethically and legally acceptable.

Wrongdoings include, but are not limited to:

- Misuse, gross mismanagement, and/or misappropriation of Theatre assets or funds;
- Accounting, auditing, or other financial reporting irregularities;
- Discrimination, in accordance with the Alberta Human Rights Act and Canadian Humans Rights Act;
- Criminal wrongdoing;
- Taking reprisal against individuals for disclosing wrongdoings; and,
- Unethical conduct including, but not limited to, conflicts of interest, and contravention of Theatre's policies;

3.4 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Acting in Good Faith

Disclosure of wrongdoings shall be in good faith and shall have reasonable grounds for believing the information.

Disclosures made in good faith and with reasonable belief will not result in disciplinary actions, even if investigations subsequently find them to be untrue.

Any allegations that prove not to be substantiated and that prove to have been made maliciously, or knowingly to be false will be viewed as a serious disciplinary offense.

4.2 Reporting Wrongdoings

Any individual who has knowledge of an occurrence of wrongdoing, or has reason to suspect wrongdoing has occurred, has the obligation to report the wrongdoing using the Safe Disclosure Procedures.

Disclosures may be made to a supervisor, the Human Resources Manager, Executive Director, Artistic Director, Chair of the Board of Directors, or the third-party disclosure office.

Individuals are encouraged to first report wrongdoings using the process outlined in this Policy and the Safe Disclosure Procedure before raising their concerns outside of the organization.

The Executive Director and Artistic Director shall report all significant disclosures of wrongdoing and results of the investigation to the Chair of the Board of Directors on an annual basis, or in a more timely manner if necessary.

4.3 Reporting Executive Accusations
Reports of wrongdoing made against the Executive Director or Artistic Director shall be made to the Chair of the Board of Directors or the third-party disclosure office.

4.4 Anonymous Disclosures
Complainants are encouraged to provide their names to allegations in order to facilitate appropriate follow-up and to support the investigation. The complainant's identity will be protected unless required by law.

Anonymous disclosures will be investigated, but consideration will be given to: the seriousness of the issue raised, the credibility of the concern, and the likelihood of confirming the allegation from other sources.

4.5 Investigation of Reported Wrongdoings
The Theatre will respond to all disclosures of wrongdoings and fully investigate each case in a timely manner.

The Artistic Director or Executive Director shall appoint an appropriate party to conduct the investigation.

In cases reported directly to the Chair of the Board of Directors, the Chair, in consultation with the Officers of the Board, shall determine the appropriate steps to conduct an investigation.

An objective and impartial investigation will be conducted, regardless of the position, title, and length of service or relationship with the Theatre of complainant or respondent who is subject of such an investigation.

Within two (2) working days of a disclosure of wrongdoings, the Discloser will be acknowledged in writing and an overview of the disclosure process will be confirmed.

Within fourteen (14) working days of a disclosure of wrongdoing being received, the person responsible to lead the investigation will provide, in writing, the following to the reporting party:

- An overview of the complainants protection as outlined in this Policy;

- Timeline for investigation and who will be involved;
- Indication of how the Theatre proposes to address the matter and what actions have already occurred;
- Estimate of the timeframe to provide a final response; and,
- Indication of whether further investigation will take place, or if not, why not.

4.6 Outcome of Investigation
If the wrongdoing is substantiated by the investigation, disciplinary action, up to and including dismissal, shall be applied by the appropriate level of management, in consultation with the Artistic Director, Executive Director, or the Board Chair as required.

Should the Artistic Director, Executive Director, or Board Chair determine the wrongdoing is substantiated by the investigation and constitutes a criminal action, the matter shall be referred to the appropriate law enforcement branch.

The Theatre will pursue every reasonable effort to recover losses from the offender or other appropriate sources.

4.7 Maintaining Records
All reports of alleged wrongdoings and investigations of such must be fully documented. The Human Resources Manager shall maintain these reports for a period of no less than five years, and no more than seven years.

4.8 Protection of Individual Reporting Wrongdoings
No team member, volunteer, contractor, or director shall:

- Dismiss or threaten to dismiss another team member, volunteer, contractor, or director;
- Discipline, suspend, or threaten to discipline or suspend a team member, volunteer, contractor, or director;
- Impose any penalty upon a team member, volunteer, contractor, or director; or,
- Intimidate or coerce a team member, volunteer, contractor, or director for disclosing wrongdoings in accordance with the provisions of this policy.

Any of the above actions by Management or any person acting on behalf of Management will result in disciplinary action, up to and including dismissal.

Any individual who previously disclosed wrongdoing and subsequently faces reprisal shall report this matter directly to the Artistic Director, Executive Director, Board Chair, or third-party disclosure office. Artistic Director, Executive Director, or Board Chair shall authorize a review and take measures to:

- Permit the individual to return to their duties;
- Reinstate the individual; and,

- Pay compensation in an amount not greater than the equivalent to any financial or other penalty imposed on the individual.

4.9 Union Employees
It is acknowledged that appropriate procedures from the IATSE Collective Agreement will be followed in the execution of this Policy for in-scope employees.

5.0 ROLES AND RESPONSIBILITIES
5.1 The Citadel Theatre
The Theatre must ensure all team members are fully aware of the policy provisions. The Theatre will provide team members, volunteers, contractors, and directors a space that is free from retaliation. The Theatre is responsible to facilitate effective and transparent investigations.

5.2 Management
Management has a responsibility to oversee compliance with this policy within their area(s) of responsibility.

5.3 Team Members
It is the responsibility of all team members, contractors, volunteers, and directors to report wrongdoings or suspected wrongdoings in accordance with this policy.
Any individual who believes they are being asked to commit a wrongdoing shall immediately disclose the matter in accordance with this policy.

THE CITADEL THEATRE

Respectful Workplace		
Policy No: HR-09		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Annual		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre) team members participate in a high performance, dynamic work environment in which people are energetic and creative. The Theatre is committed to providing a safe, healthy, and supportive work environment in which team members are treated with respect and dignity. Harassment, physical or verbal threats– with or without the use of weapons–intimidation, or violence will not be tolerated from any person on or outside of the work site including Board of Directors, Managers, supervisors, staff, volunteers, or contractors.

The Theatre does not tolerate harassment or harassing behaviour. There is a duty upon all individuals to prevent harassment by discouraging inappropriate activities and reporting all incidents of harassment including when such incidents may involve a third party.

The Theatre is committed to providing a work environment that is free from harassment of any form for all team members. The Theatre commits to ensuring team members, upon hiring or engagement will receive orientation/training regarding the gravity of this issue and proper reporting framework.

2.0 APPLICABILITY

This policy applies to all Theatre team members and contractors.
All team members must work in compliance with this policy and the supporting procedures.

3.0 DEFINITIONS

3.1 Harassment

Harassment refers to any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety. This includes conduct, comment, bullying, or action based on race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status,

gender, gender identity, gender expression and sexual orientation, and a sexual solicitation or advance. Reasonable action taken by the employer, manager or supervisor relating to the management and direction of workers or a work site is not harassment.

3.2 Sexual Harassment

Sexual Harassment can be defined as any unsolicited conduct, comment or physical contact of a sexual nature that is unwelcome by the recipient. It may include, but is not limited to, unwelcome sexual advances (verbal, written or physical); requests for sexual favours; sexual and sexists jokes; homophobic or sexist slurs; written or verbal abuse or threats related to sex; unwelcome remarks, jokes, taunts or suggestions about a person's body; unnecessary physical contact such as patting, touching, pinching, hitting, or leering; patronizing or condescending behaviour; displays of degrading, offensive or derogatory materials such as graffiti or pictures; or sexual assault.

3.3 Harassing Behaviour

Harassing behaviour may include, but is not limited to:

- Unwelcome conduct, comments, gestures or contact which causes offense or humiliation (e.g., name calling, harassing phone calls, spreading rumors);
- Unwelcome remarks about a person's physical attributes or appearance;
- Deliberate misgendering (i.e. referring to a person using terms or pronouns that do not align with the persons affirmed gender);
- Physical or psychological bullying that creates fear or mistrust that ridicules to devalues the individual (e.g., fist shaking, yelling);
- Exclusion or isolation of individuals (e.g., ignoring a colleague, leaving someone out of team communications, or excluding them from collaborative work without valid reason);
- Intimidation (e.g., standing too close or making inappropriate gestures / comments);
- Cyberbullying (e.g., posting or sending offensive or intimidating messages through social media or email);
- Deliberately setting the individual up to fail (e.g., making unreasonable demands, setting impossible deadlines, interfering with work);
- Intentionally withholding information or giving incorrect information;
- Taking away work responsibility without cause; or
- Displaying or circulating offensive pictures or materials in print or electronic form.

3.4 Violence

Violence refers to any interaction or act of aggression or hostility between individuals that may involve, but is not limited to: displaying extreme resentment and/or anger; or displaying irrational behaviour; causing physical injury to another person; the utterance of threatening remarks; creation of a reasonable fear of injury; subjecting another individual to emotional distress; the possession of a firearm or dangerous weapon while

on Theatre property or while conducting Theatre business; harassing surveillance (such as stalking); bringing weapons into the workplace.

3.5 Threats

Threats are considered serious and will be treated accordingly. Threatening behaviour includes, but is not limited to: throwing objects at another person; verbal prediction of harm directed towards another individual or property; making threatening or menacing gestures; obsessive behaviour (e.g. unprofessional and/or excessive unwelcome romantic interest); any such behaviour indicating that the individual poses a danger to themselves or others; or escalation of unacceptable behaviour within the workplace (e.g. behaviour triggered by personal circumstances such as an impending divorce, custody battle, etc.).

3.6 Weapons

The following items are considered weapons and are prohibited in the workplace or while conducting Theatre business, unless explicitly required and approved for performance of job duties:

- Firearms such as pistols, revolvers, shotguns, rifles, and so on;
- Dangerous knives not required for the performance of job duties;
- Any explosive or explosive devices;
- Sling shots, baseball bats, clubs, or blunt object;
- Metal knuckles;
- Air guns, pellet guns, and blow guns;
- Any replica of the above items; or
- Any other item that could be used to inflict injury upon another individual.

3.7 Complainant

Person who is or has been subjected to the alleged harassment, violence, or threat.

3.8 Respondent

Person whose alleged conduct is the subject of the complaint.

3.9 Witness

Person or bystander who sees event take place. May be called upon to describe events.

3.10 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence do not only have to occur on the organizations premises to warrant reporting. An incident can occur anywhere there are work-related implications or consequences. This includes off-

site work-related settings such as conferences, meetings, or training sessions. It includes behaviour at client, vendor, or other business contact premises. It also includes business-related social events or at home i.e. contacting to press for dates, making threats or promises, contacting over social media.

4.1 Prevention

The Theatre will work to create and maintain a Harassment, Sexual Harassment, Harassing Behaviour, Threat and Violence-free environment through training and awareness programs and for all team members.

4.2 Procedures

Incidents of Harassment, Sexual Harassment, Harassing Behaviour, Threats, and Violence are taken seriously, and it is the responsibility of the Theatre, its managers, and its team members to ensure they are dealt with in a timely manner and appropriately.

a) It is recommended, where it is appropriate and safe to do so, that the individual doing the offensive behaviour be confronted about their actions. Often if the person is made aware of their inappropriate words or actions, they stop, and an apology is given. This could be the case when the behavior is not intended to be offensive. If the behavior does not stop, then reporting the incident may be required. It is recommended to seek guidance where uncertainty exists.
b) If it is determined that you have been the target of or Witness to an incident(s) of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence a written submission is required. This will provide a foundation for the investigation.
c) Under no circumstances should the incident(s) be discussed with individuals who are not involved in the situation unless they are required to know for the purpose of an investigation, the resolution and/or the safety of the workplace. The team members should always keep a confidential record of incidents, including dates, times, locations, potential witnesses, and any action taken to stop the behaviour.
d) All complaints will be reviewed and addressed. If required, an investigation will be launched to determine facts and ensure the necessary steps are taken to resolve. Human Resources will:
    - advise the Respondent, in writing within 3 business days of the nature and specifics of the complaint of their rights to representation and of the investigation.
    - advise the Complainant of the investigation; and
    - assign the investigation to an investigator which may be an internal or external third-party investigator selected by the Theatre.

e) Basic principles of fairness will be observed during the investigation. Both the Complainant and the Respondent will be interviewed along with any Witnesses who may be able to provide relevant information. Discretion will be observed, and all complaints will be handled in a confidential manner. Information will be shared only with those individuals who need to be involved to conduct a proper investigation, carry out corrective action or where required by law. Timelines will be communicated with all applicable parties at the time of investigation, carry out corrective action or where required by law.
f) The investigator, with Human Resources, will make a written report with the findings of the investigation to Executive and/or Artistic Director(s). The Executive and/or Artistic Director(s) will review the report and approve a plan of action provided by the investigator and/or Human Resources.
g) The Complainant and the Respondent will be informed once the investigation is complete within 3 business days of the completion of the investigation. They may not be informed of progress throughout the investigation due to privacy and due to the integrity of the investigation. Summaries of the investigation process and conclusions may be provided to the Complainant and the Respondent.
h) Where Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence have been substantiated, corrective and disciplinary action up to and including termination will be taken depending on the circumstances. Specific details of the corrective action or discipline may not be shared with the Complainant or others to respect privacy and confidentiality.
i) If it is determined that a team member made a false complaint knowingly or in a malicious manner, the team member will be subject to disciplinary action up to and including termination.
j) This procedure shall also be used when there is reason to believe that a systemic problem exists in the workplace.

Inquiries/complaints are to be addressed confidentially to one of the following:

- **your Supervisor, Manager, or Director**
- **any member of the Human Resources department**

In the instance that the above complaint procedure is not feasible or does not result in a satisfactory resolution, team members can communicate their situation/concerns to any member of the Senior Leadership Team they feel comfortable doing so with.

4.3 Appeal Process

Within 14 days of the results of the investigation and subsequent decisions as appropriate, if the Complainant or Respondent feel that the reporting and investigation

process has failed or that the corrective action is not consistent with the incident(s), they can exercise their right to appeal as follows:

- within 14 days submit a written statement to Human Resources that a team member has concerns and a further discussion is required.
- Submit a written statement including reasons why the process and/or resolution was not equitable.
- Send your statement to humanresources@citadeltheatre.com.

4.4 Support Resources

It is recognized that any experience of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence can be difficult and may have an impact on all involved parties. The Theatre provides resources to its team members for dealing with the impacts of these situations through support on an immediate, intermediate, and long-term basis. Team members are reminded of the services as per the Employee and Family Assistance Program.

4.5 Assurance Against Retaliation

This policy encourages team members to freely express their thoughts, opinions, and feelings regarding Harassment, Sexual Harassment, Harassing Behaviour, Threat, and Violence complaints. Retaliation by the Respondent, or anyone acting on behalf of the Respondent, against the Complainant is prohibited and will result in appropriate disciplinary action. Retaliation by the Respondent, or anyone acting on behalf of the Respondent, against any Witness providing information about a report is also strictly prohibited. Acts of retaliation include (but are not limited to) interference, coercion, threats, and restraint.

4.6 Records

Records of all formal and informal resolutions, hearings, and reviews will be kept by the Human Resources department. The records will only be available to members of the Human Resources department. Any records concerning team members will be maintained in accordance with all applicable laws and regulations. Both the Complainant and the Respondent are eligible to obtain copies of hearings or of their own statements made throughout the course of the Harassment remediation process.

5.0 Roles and Responsibilities

5.1 The Citadel Theatre

The Theatre will:

- Develop, maintain and promote awareness of the Respectful Workplace Policy and supporting materials;
- Ensure appropriate procedures are in place, including training team members in recognizing and reporting situations involving Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence;

- Take appropriate action in a prompt, unbiased and confidential manner when issues come to their attention;
- Determine and administer the methods and means for addressing the complaint and investigation; and
- Ensure investigations, decisions and any required discipline are completed in a timely and collaborative manner while respecting the confidentiality of anyone involved in a complaint or investigation.

5.2 Managers

Members of management and supervisors are responsible for:

- Fostering a safe work environment, free from Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence. This included identifying potential areas for improvement;
- Ensuring awareness of and compliance with the Respectful Workplace Policy in their area of responsibility;
- Taking appropriate action in a prompt, impartial and confidential manner when issues come to their attention involving Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence;
- Ensuring every reported incident of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence is addressed and reported to the Human Resources department as soon as possible; and
- Respecting the confidentiality of anyone involved in a complaint or investigation.

5.3 Team Members

Every team member must work in compliance with this policy and the supporting procedures. All team members are required to:

- Treat others with kindness, respect and dignity;
- Recognize and refrain from actions that offend, embarrass, or humiliate others, whether deliberately or unintentionally;
- Accept responsibility for one's own actions, reactions, behaviours, and the impact on others;
- Report incident of Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence is to the Human Resources department or their manager as soon as possible;
- If a witness to Harassment, Sexual Harassment, Harassing Behaviour, Threats, or Violence, participate and cooperate in the investigation fully;
- Respect the confidentiality of anyone involved in a complaint or investigation;
- Participate in the instruction and training of the Respectful Workplace Policy or Harassment and violence prevention; and
- Be honest when reporting any Respectful Workplace complaints.

THE CITADEL THEATRE

Substance Abuse & Impairment at Work		
Policy No: HR-11		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** 
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") is committed to the health and safety of its team members and has adopted this policy to communicate its expectations and guidelines surrounding substance use, misuse, and abuse.

Team Members under the influence of drugs or alcohol on the job can pose serious health and safety risks both to themselves and their fellow Team Members. To help ensure a safe and healthy workplace, the Theatre reserves the right to prohibit certain items and substances from being brought on to or present on company premises.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Impairment

Where judgement, cognitive ability, alertness, perception, motor coordination or emotional state is negatively impacted, a team member is considered impaired and not fit for work.

3.2 Dependency

Medical term to describe the addictive impact of drugs or alcohol on an individual highlighted by abusive use of drugs or alcohol that continues even when significant problems related to their use have developed.

3.3 Drug

Any substance which may impair judgment, perception, alertness, cognitive ability, or motor skills. Examples of drugs include (but are not limited to): opioids, cannabis, LSD, MDMA, barbiturates and cocaine.

THE CITADEL THEATRE

3.4 Medication
A Drug which is used to treat a health concern and includes both over the counter and prescription drugs. The term “Medication” does not include any treatment which does not meet the definition of “Drug”.

3.5 Work Hours
Any period in which a team member or manager is performing work or services on behalf of the Theatre.

3.6 All Team Members
All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 ROLES & RESPONSIBILITIES
4.1 The Citadel Theatre
The Theatre is responsible to:

- Clearly communicate expectations surrounding alcohol and drug use, misuse, and abuse;
- Maintain a program of employee health and awareness;
- Provide a safe work environment;
- Interpret and apply this policy in a manner consistent with its obligations under the *Alberta Human Rights Act*; and
- Review and update this policy on a regular basis.

4.2 Managers
Management is responsible to:

- Identify any situations that may cause concern regarding an employee’s ability to safely perform their job functions;
- Ensure that any team member who asks for help due to a medical need, or a Dependency, is provided with the appropriate support, including accommodation, and is not disciplined for doing so; and
- Maintain confidentiality and employee privacy.

4.1 Team Members
The following expectations apply to team members, including management, while conducting work on behalf of the Theatre, whether on or off Theatre property:

- Team Members are expected to arrive to work free from impairment and able to perform their duties safely, efficiently, and effectively; team members must remain fit for duty for the duration of their shift;
- Distribution or sale of drugs or alcohol during work hours, including during paid and unpaid breaks, is prohibited;
- Possession of drugs (other than medication) during working hours is prohibited;

- Use and possession of medication is permitted during working hours, subject to the terms and conditions of the Theatre's policies and all applicable legislation;
- Team members using or possessing medication that may alter or impair judgment, perception, alertness, cognitive ability, or motor skills must communicate such use to Human Resources as described herein and report limitations and required modifications because of medication;
- Abide by the provisions of this policy and be aware of their responsibilities under this policy;
- Arrive to work fit for duty and remain as such for the duration of shift;
- Perform work in a safe manner in accordance with company established safe work practices;
- Avoid the consumption, possession, sale, or distribution of drugs or alcohol on company property and during working hours (even if off company property); and
- When off duty, refuse a request to come into work if unfit for duty.

5.0 RESPONSIBILITY TO NOTIFY

5.1 Duty to Disclose Adversity or Inability to Comply

If a team member:

a) cannot comply with this policy for any reason (including but not limited to a Drug or Alcohol dependency (suspected or actual), or a health/medical concern;
b) would suffer an adverse/negative impact by complying with this policy; or,
c) believes that they may not be able to comply, then Team Member must disclose this information to Human Resources prior to breaching this policy.

This disclosure will be treated in confidence so that the Theatre can ascertain whether it has a legal obligation to accommodate the individual and to address what accommodation and assistance is appropriate.

No team member will be disciplined for making such a disclosure.

A team member who fails to disclose an inability to comply with this policy and who subsequently breaches this policy may be subject to discipline up to and including discharge.

Disclosure of a dependency will not shield a team member from discipline (where appropriate) for a violation of this policy occurring prior to the disclosure.

5.2 Reporting Medication Possession or Use

This policy does not prohibit the responsible use and possession of over the counter and prescription Medications during Work Hours and/or while on Theatre property. However, all employees of the Theatre must comply with the following (during Work Hours and while on Theatre property):

- Medication must be used responsibly and in accordance with the physician’s, pharmacist’s, or manufacturer’s recommendations (as the case may be);

- Medication must be used in a manner which eliminates (or minimizes to the extent possible) the exposure of the medication to other persons;
- The team member must advise Human Resources where the use of a Medication makes them unable to perform their duties safely or competently; and
- The team member must advise Human Resources where medication causes impairment or where the medication is brought onto Theatre property (or both).

Human Resources will ensure that information received regarding medication is treated confidentially. Human Resources will use this information to determine the Theatre's ability to accommodate the needs of the team member. In some cases, Human Resources may request that:

- The team member consult with their health-care provider as to whether there are equally effective alternatives to the medication which may minimize impairment where health is not jeopardized and report on the same to Human Resources; and,
- The team member follows a treatment plan (use of medication) which minimizes the use, the impairing effects, and the exposure to other team members of medication while at work (where available and health outcomes are not jeopardized).

There are no restrictions on the use of medicines which do not fit the definition of drug.

5.3 Voluntary Identification

Team members are encouraged to communicate if they have a dependency or have had a dependency so they can be accommodated appropriately. However, they have no obligation to do so unless section 5.1 applies (i.e., that the dependency creates a situation where the team member is unable to comply with this policy, would suffer an adversity, or believes they cannot comply)

The Theatre understands that certain individuals may develop a chemical dependency to certain substances, which may be defined as a disease or disability. The Theatre promotes early diagnosis. Any team member who suspects that they might have an emerging drug or alcohol problem is expected to seek appropriate treatment promptly.

Team members will not be disciplined for requesting help or due to current or past involvement in a rehabilitation effort. All medical information shall be kept confidential by the Theatre, unless otherwise required or authorized by law.

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6.0 DETECTION OF IMPAIRMENT

6.1 Suspicion of Impairment

A team member may form a reasonable belief that another team member is impaired or influenced by drugs or alcohol. This may be based on personal observations such as: slurred speech, difficulty with balance, watery and/or red eyes, dilated pupils, and/or there is an odour of alcohol or drugs.

The following procedure will be enacted if one team member has a reasonable belief that another team member is influenced by drug or alcohol in work hours or on Theatre property (or both), or that another employee is impaired:

1. If the possible impairment is detected by a team member who is not a supervisor/manager, then the team member detecting the possible impairment shall (must) report the situation to a supervisor/manager immediately.
2. Once the possible impairment is detected by a manager/supervisor (either directly or after receiving a second opinion from another manager/supervisor.
3. Next, the manager/supervisor will consult privately with the team member under suspicion to determine the cause of the observation, including whether substance abuse has occurred.
4. If the employee exhibits behavior or signs or smells of drug or alcohol use, then the team member should not be permitted to return to their assigned duties and should be referred to Human Resources.
5. The question of whether a team member is considered impaired and deemed "unfit for work" is made based on the best judgment of two members of management and DOES NOT require a breathalyser or blood test. The team member will be advised that the Theatre has arranged a taxi or shuttle service to safely transport them to their home address or to a medical facility, depending on the determination of the observed impairment. The team member may be accompanied by a manager/supervisor or another team member if necessary.
6. An impaired team member will not be allowed to drive. The team member should be advised if they choose to refuse the Theatre's organized transportation and make the decision to drive their personal vehicle the company is obligated to and will contact the police to make them aware of the situation.
7. A meeting will be scheduled for the following workday to review the incident and determine a course of action which may include a monitored referral program as part of a treatment plan.

7.0 CONSEQUENCES FOR BREACH

7.1 Disciplinary Action

Team members will be subject to disciplinary action, up to and including termination of employment for failure to adhere to the provisions of this policy.

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7.2 Limits on Discipline
The Theatre's right to discipline shall not be exercised in a manner which is inconsistent with the provisions in section 7 (including the subsections) of the *Alberta Human Rights Act,* nor in a manner which is inconsistent with the provisions of any applicable collective agreement.

8.0 ACCOMMODATION
8.1 Legal Obligations of the Theatre
The Theatre shall comply with its legal obligations under the *Alberta Human Rights Act* when and where required.

In many situations, accommodation may require compliance with a treatment program and aftercare program directed by a substance abuse professional or health practitioner. This may be part of An Agreement for the Continuation of Employment (described below).

8.2 Agreement for the Continuation of Employment
As part of its duty to accommodate under human rights legislation, the Theatre may require that a team member enter into an Agreement for the Continuation of Employment as a condition of reinstatement to work following certain breaches of this policy. Such an agreement will be negotiated between the individual team member, the Theatre, and any applicable bargaining agent. The Agreement will outline the conditions governing the team member's return to the job, including requirements to abstain from drug and alcohol use, as well and the consequences for failing to meet the conditions.

In some cases, an Agreement for the Continuation of Employment may be considered and offered to a team member combined with discipline to lessen the applicable level of discipline.

An Agreement for the Continuation of Employment may include a requirement for drug and alcohol testing.

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General Health & Safety		
Policy No: HR-12		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") is vitally interested in the health and safety of its team members. Protection of team members from injury or occupational disease is a major continuing objective. The Theatre will make every effort to provide a safe and healthy work environment. All team members must be dedicated to the continuing objective of reducing risk of injury. The Theatre is responsible for worker health and safety and will take every reasonable precaution possible for the protection of our team members.

The Theatre is committed to promoting a safe and healthy workplace for all team members and guests. In pursuit of our commitment, the Theatre will develop, implement, and enforce such policies and procedures that promote and provide a healthier, safer work environment. The Theatre understands the importance of safety to the wellbeing and productivity of its people and strives to safeguard the workplace from injury and malfeasance through dereliction of duty towards safety.

The Theatre will act in compliance with the Occupational Health and Safety Act of Alberta and its regulations, as well as the Occupational Health and Safety Code.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Occupational Health and Safety Act of Alberta

Act establishes minimum standards for healthy and safe practices in Alberta workplaces.

3.2 Occupational Health and Safety Code

Code sets the technical requirements for health and safety in Alberta's workplaces.

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3.3 Workplace Injury
Any injury that occurs on the organization's premises or during the transaction of approved Theatre business that requires any medical attention.

3.4 Incident
An unplanned event that may result in or does result in an undesirable consequence. Incidents include all Workplace Injuries and illness, damage to property and equipment, and all Near Miss events.

3.5 Near Miss
Is any narrowly avoided mishap at work that did not result in injury or property damage but had significant potential for those or other negative consequences to occur.

3.6 Workers Compensation Board
The Workers Compensation Board (WCB) is an organization who provides compensation for team members if they become injured and cannot work due to a work-related injury.

3.7 All Team Members
All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES
4.1 Communication
The Theatre encourages open communication on health and safety issues. It is essential to providing an injury-free and productive work environment.

- Team members are encouraged to inform their manager, Human Resources or any member of the Health and Safety Committee of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal.
- Team members who voice or identify a health and safety concern will not be subject to retaliation.
- Health and safety comments will be reviewed and an investigation on each reported or potential hazard will be initiated and followed up with the team member who initiated the submission.

4.2 Joint Health & Safety Committee
The Theatre is committed to maintaining a safe and healthy workplace for all team members. The Theatre has established and maintains a Joint Health & Safety Committee comprised of equal members of management and team members within the Bargaining Unit to be appointed by the Union. The names of the Joint Health & Safety Committee members shall be posted in an area easily accessible to all team members.

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The Joint Health & Safety Committee shall meet at regular intervals identify conditions within the work site that may risk the health or safety of any team member.
The Committee shall make recommendations to the Senior Leadership Team, for correcting any unsafe or unhealthy condition within the work site.

Minutes of the most recent Joint Health & Safety Committee meeting shall be posted in area easily accessible to all team members.

All team members are encouraged to identify work site health & safety concerns to any Joint Health & Safety Committee representative, member of management, or Human Resources.

4.3 Accident/Incident Reports
Every team member must ***immediately*** report all Incidents and Near Misses, no matter how small.

Team members are required to give as much information as possible when reporting and reports of all Incidents involving team members and guests mist be made within a 48-hour period.

The Theatre must report all serious injuries and Near Misses to the Workers Compensation Board (WCB) and all other appropriate authorities where required.
If a team member cannot work due to an employment related injury, WCB may compensate for lost wages while the team member recovers.

5.0 Roles & Responsibilities
5.1 The Citadel Theatre
The Theatre will ensure the health, safety, and welfare of:

- Team members engaged in Theatre work.
- Individuals who are not engaged in Theatre work but are present at the Theatre's work site where work is being carried out.
- Other people at or in the vicinity of the worksite who may be affected by hazards related to the worksite.

Furthermore, the Theatre will ensure that:

- Team members are aware of their rights and duties regarding health and safety and of any issues arising from work being carried out by the Theatre.
- No team member is subject to or contributes to harassment or violence in the workplace.
- Team members are properly supervised by an individual who is competent and familiar with applicable health and safety legislation.
- There is full cooperation with the joint work site health and safety committee or health and safety representative in the exchange of information and resolution of health and safety concerns.
- Health and safety concerns are resolved in a timely manner.

- There is full cooperation with any person exercising a duty under the Occupational Health and Safety Act or Occupational Health and Safety Code.
- All Incidents and injuries are reported to the proper authorities where appropriate.

The Theatre will also ensure that team members are trained in health and safety matters before they:

- Begin performing work.
- Perform a new duty, use a new piece of equipment, or use a new process.

5.2 Management

Management, if it is reasonable to do so, are responsible for:

- Ensuring that managers and supervisors are competent to supervise.
- Taking all necessary precautions to ensure the health and safety of every team member under their supervision.
- Ensuring that team members under their supervision work in accordance with all applicable health and safety policies and procedures set out by legislation and the Theatre.
- Ensuring that team members under their supervision use all required hazard controls and personal protective equipment (PPE) as required by legislation or by the Theatre.
- Ensuring that no team member under their supervision is subject to or contributes to harassment or violence in the workplace.
- Ensuring that team members receive adequate training in their specific work tasks to protect their health and safety.
- Advising team members under their supervision of all known or foreseeable health and safety hazards in the area where team members will work.
- Reporting any concern, committed act, or harmful condition pertaining to health and safety.
- Complying with all health and safety legislation and cooperating with any person exercising their duty under health and safety legislation.

5.3 Team Member

All team members at the Theatre are responsible for:

- Taking all reasonable precautions to protect the health and safety of themselves and others in the vicinity of the work site.
- Cooperating with the Theatre and its management in protecting the health and safety of all team members engaged in work for the Theatre, and any other worker or guest present at the work site.
- Using all provided PPE and devices as required by health and safety legislation or the Theatre to protect their health and safety.
- Not participating in or causing harassment or violence in the workplace.
- Reporting any concerns, acts, or harmful conditions that pertain to health and safety.
- Complying with all health and safety legislation and cooperating with any person exercising their duty under health and safety legislation.

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Smoke-Free Environment		
Policy No: HR-14		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") has implemented this smoke-free environment policy to comply with the Tobacco, Smoking and Vaping Reduction Act (TSVRA), which prohibits smoking in enclosed public places and enclosed workplaces to protect team members and the public from the hazards of second-hand smoke.

The Theatre is dedicated to providing a healthy, comfortable, and productive work environment for all our team members.

2.0 APPLICABILITY

This policy applies to all the Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Smoking

Inhaling, exhaling, breathing or carrying any lit cigar, cigarette, pipe or other tobacco or cannabis product (medical or recreational), or vaping e-cigarettes, in any manner or any form.

3.2 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Enclosed Workplaces

Team members are protected, by law, from exposure to second-hand smoke and vapour in an enclosed workplace. This is defined as the inside of any place, building, or structure that is covered by a roof and that team members work or spend time in during their workday, even during off-hours when team members are not working.

This includes, without limitation, common work areas, theatres, classrooms, conference and meeting rooms, private offices, elevators, hallways, staff lounge, stairs, restrooms, and storage rooms.

4.2 Smoking During the Workday
Smoking shall be permitted outside of the building in locations not within 10 metres of a doorway, operable windows, and ventilation systems of the facility or on any public passageway.

Team members may use their breaks for the purpose of using tobacco or nicotine products. No additional breaks will be granted for smoking beyond those allowed under the Hours of Work policy or the Collective Agreement where applicable. Dispose of any litter properly in the receptacles provided for that purpose.

4.4 Use of Tobacco for Traditional Indigenous Cultural or Spiritual Purposes
The prohibition on smoking tobacco or holding lit tobacco in an enclosed workplace or an enclosed public place does not apply to:

- An Elder, Knowledge Keeper or Indigenous person who smokes tobacco or holds lit tobacco for traditional Indigenous cultural or spiritual purposes.
- A non-Indigenous person who smokes tobacco or holds lit tobacco if the activity is carried out with an Indigenous person for traditional Indigenous cultural or spiritual purposes.

5.0 Roles & Responsibilities
5.1 The Citadel Theatre
The Theatre shall be responsible for:

- Ensuring this policy and supporting procedures are implemented and maintained.
- Ensuring signage is posted and maintained throughout the facility to maintain a smoke-free environment.

5.2 Management
Management shall be responsible for:

- Ensuring compliance with this policy.
- Ensuring team members are aware of the proper locations to smoke.
- Providing support to any team member who have or are considering quitting smoking.

5.3 Team Member
Team members are responsible for:

- Using smoking products only in the designated areas.
- Reporting any non-compliance of this policy to management.
- Disposing of smoking litter appropriately.

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Disclosure of Child Abuse or Neglect		
Policy No: HR-15		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

In carrying out our mission, it is essential that all team members recognize the essential role in providing a nurturing environment and promoting strong, positive interaction and mentoring relationships with young children and adolescents, whether they are cast in our productions or participants in our youth programs. It is important that team members understand that certain liabilities and responsibilities are associated with performing these duties.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 What is Child Abuse

Child abuse is anything that intentionally endangers the development, security, or survival of a child; the act of emotionally, sexually, or physically harming a child.

Types of Abuse*:

- Physical Abuse: the intentional use of force on any part of a child's body that results in serious injuries.
- Sexual Abuse: the improper exposure of a child to sexual contact, activity, or behaviour.
- Emotional Abuse: anything that causes serious mental or emotional harm to a child.
- Neglect: Neglect is any lack of care that causes serious harm to a child's development or endangers the child in any way.
- Exposure to Domestic Violence: being witness to violent behaviour between family members.

For more information on child sexual abuse including behaviours that may be indicative of abuse, please visit: https://protectchildren.ca/en/resources-research/understanding-child-sexual-abuse/

**Definitions sourced from Zebra Child Protection Centre and Central Alberta Child Advocacy Centre*

How to Recognize Child Abuse
The following are some of the signs and symptoms of abuse to be aware of and recognize. Remember, the presence of a single sign does not prove child abuse is occurring in a family, but a closer look at the situation may be warranted when these signs appear repeatedly or in combination*:

- Sudden changes in behaviour or performance.
- Drastic change of appearance.
- Sexual knowledge or behaviour beyond their stage of development.
- Missing school/decline in school performance.
- Not wanting to go home or running away.
- Always hungry, sick, or not suitably dressed for the conditions.
- Distressed around or excessively seeks time with a particular adult.
- Extreme behavioural reactions such as aggression, withdrawal, or depression.
- Unexplained physical symptoms/injuries that do not match the child's explanation.

The quicker we recognize the signs, the faster we can seek help and support children in our spaces. Please remember that as a province we have a duty to report suspected child abuse.

**Information sourced from protectchildren.ca and Central Alberta Child Advocacy Centre.*

3.2 All Team Members
All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES
4.1 Compliance with the law
If you have reasonable grounds to suspect that a child is being abused or neglected, it is your responsibility to report your concerns to the child welfare agency, social service department, or police in your community. Reporting is neither difficult, nor time-

consuming. Anonymous reports are accepted and acted upon. People who report suspected abuse cannot face litigation unless their report is made out of malice. The "best interests" of children are the main concern of protection laws and services. It is the responsibility of the appropriate authorities to decide if a child is being abused.

5.0 Roles & Responsibilities

5.1 The Citadel Theatre

The Theatre is responsible for providing a nurturing environment and promoting strong, positive interaction and mentoring relationships with young children and adolescents.

5.2 Management

Members of management and supervisors are responsible for:

- Taking appropriate action in a prompt, impartial and confidential manner when issues come to their attention involving Child Abuse and Neglect.
- Management will investigate and report the incident to the Executive Director.
- Ensuring awareness of and compliance with the Disclosure of Child Abuse or Neglect in their area of responsibility.
- Ensuring every reported incident of Disclosure of Child Abuse and Neglect is reported to Human Resources; and
- Respecting the confidentiality of anyone involved in the situation.

5.3 Team Member

If you suspect or know about child abuse, act, and inform your immediate manager/supervisor immediately.

Under the Child, Youth and Family Enhancement Act, anyone who has reasonable and probable grounds to believe a child is being sexually, physically, emotionally abused or neglected has a legal obligation to file a report. You may have witnessed something concerning or the child has given subtle hints or clues. The best-case scenario is you are wrong. Worst case scenario is leaving the child to suffer in silence. By speaking out against child abuse, you can lend your voice to children and youth who have not yet found theirs. Here are six important things to remember when reporting child abuse:

- Each child displays "signs" of abuse differently.
    - Every child is unique and responds to trauma differently. Although there is no diagnostic tool, a drastic and prolonged change in a child's typical pattern of behaviour may be cause for concern.
- Reports can be made anonymously.
    - If you are worried you may be identified as a source, a report can be made anonymously through Crime Stoppers or the Child Abuse Hotline. You may choose to report the abuse through a local police agency, but making a report through your local police agency cannot guarantee anonymity.

- Online child exploitation must be reported too.
    - Adults are also obligated to report the online exploitation of children and any material that depicts abuse towards children. Reporting online exploitation can be done anonymously and at the click of a button through Cybertip.ca
- Provide as much detail as possible.
    - Providing as much detail as possible will help investigators do their jobs quickly and successfully. Is the child in immediate danger? How do you know the child? When did you first notice something was not right? What have you seen or heard? Where is the child now?
- It is their job to uncover the truth.
    - Trust in the expertise of a team of law enforcement agencies, medical professionals, specialized assessors, and child advocates to confirm if abuse is happening. We will know the difference between a malicious report and a genuine report of child abuse. We will not be angry at you for a report that turns out to be untrue. In fact, we thank you for helping us protect children and youth in our community.
- The child and their non-offending caregivers will be supported.
    - Child Advocacy Centres throughout the country exist solely to act in the best interests of a child throughout the process of disclosure, investigation, prosecution, and healing. If your report is investigated, rest assured the child is now safe, supported, believed and on the path towards recovery.

Child abuse is everyone's business. Ready to make a report? Here are contact numbers you will need to know*:

- Your local police or RCMP detachment.
- Child Abuse Hotline: 1-800-387-5437 (KIDS)
- Kids Help Phone: 1-800-668-6868 or Text CONNECT to 686868
- Crime Stoppers: 1-800-222-8477
- Online Exploitation: cybertip.ca

**Information provided by the Zebra Child Protection Centre.*

THE CITADEL THEATRE

AI and Wearable Smart Technology		
Policy No: HR-18		**Effective Date: July 1, 2025**
Policy Owner: Human Resources		
Review Cycle: Three Years		**Next Review Date: May 1, 2028**
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") recognizes the increasing use of artificial intelligence (AI) and wearable smart devices in the workplace. This policy is designed to establish clear guidelines on their use to ensure workplace efficiency, security, privacy, and compliance with legal and ethical standards.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers including employees, contractors, and volunteers and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreements.

3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre who are not members of a union.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 AI Tools

Any software, platform, or system that uses machine learning, natural language processing, or other AI-driven technologies to generate, process, or analyze data.

3.4 Wearable Smart Devices

Any electronic device worn on the body that can process, store, or transmit data, such as smartwatches, fitness trackers, and augmented reality (AR) glasses.

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3.5 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

All team members are expected to use these technologies responsibly, ensuring they do not compromise security, privacy, or workplace efficiency. AI tools should support and enhance decision-making rather than replace human judgment. Wearable smart devices must be used in a manner that respects confidentiality and operational integrity.

4.1 AI Tools

- AI tools must not be used to generate or manipulate sensitive employee, patron, or business data without explicit approval from management.
- Employees using AI-driven tools for work purposes must ensure compliance with applicable privacy laws and Citadel Theatre's data protection policies.
- AI-generated content, such as written materials, proposals, or designs, must be reviewed and approved by a supervisor before use.
- AI tools should not replace human decision-making in matters requiring ethical or strategic judgment, such as hiring, performance evaluations, or disciplinary actions.

4.2 Wearable Smart Devices

- Employees may wear smart devices at work but must ensure they do not disrupt workplace operations.
- The use of wearable smart devices for audio or video recording is strictly prohibited without prior written consent from all parties involved.
- Employees should disable any features that could pose security risks, such as automatic recording, facial recognition, or AI-powered monitoring functions, unless expressly authorized.
- Devices that store or transmit work-related data must be protected with strong passwords and encryption where possible.

4.3 Privacy and Security

Employees must adhere to Citadel Theatre's privacy policies and data security standards when using AI tools or wearable smart devices. Management, along with our IT Provider (ARC Business Solutions), may conduct periodic security assessments of AI tools and smart devices used in the workplace.

Unauthorized collection, sharing, or misuse of personal or confidential information using AI or wearable devices may result in disciplinary action. Violations of this policy may lead to disciplinary actions, up to and including termination of employment. Citadel Theatre reserves the right to restrict or prohibit the use of specific AI tools or wearable smart devices as necessary. Any concerns regarding AI or wearable device usage should be reported to Human Resources.

5.0 ROLES AND RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre must establish and maintain clear policies regarding AI tools and wearable smart devices. The Theatre must ensure compliance with legal, ethical, and privacy standards. The Theatre will provide necessary guidance and resources to employees on the appropriate use of these technologies.

5.2 Management

Management must ensure that this policy is enforced, and violations are addressed in a timely manner. Management will review and approve the use of AI tools and wearable smart devices in the workplace. Management will participate and contribute to conducting periodic assessments to ensure security and compliance with this policy.

5.3 Team Members

Team members must endeavor to the best of their ability to adhere to the guidelines outlined in this policy and use AI tools and wearable smart devices appropriately and responsibly. Team members must report any misuse, security risks, or concerns to management. Team members must ensure that the use of these technologies do not interfere with workplace efficiency, privacy, or ethical standards.

Artificial Intelligence		
Policy No: IT-02		**Effective Date:** September 1, 2026
Policy Owner: IT, Executive Leadership		
Review Cycle: Annual		**Next Review Date:** May 1, 2027
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn

1.0 POLICY STATEMENT

The Citadel Theatre (the "Theatre") recognizes the increasing use of artificial intelligence (AI) in the workplace and in creative industries. This policy establishes guidelines for the responsible and ethical use of AI tools to support workplace efficiency, protect security and privacy, uphold artistic integrity, and ensure compliance with applicable legal and regulatory requirements.

2.0 APPLICABILITY

This policy applies to all Theatre team members including employees, contractors, and volunteers and is considered valid unless other newer considerations have been identified for Union members under the current Collective Agreements.

3.0 DEFINITIONS

3.1 Out of Scope Team Members

Team members of the Theatre that are not members of a union.

3.2 Union Team Members

Team members of the Theatre who are members of the IATSE Local 210 and follow the Collective Agreement.

3.3 Contractors

Independent professionals engaged by the Theatre to perform a specific service, job, or project, including but not limited to actors, designers, and directors. These professionals are not employees of the Theatre but are self-employed or part of an external business that has been engaged through a signed agreement.

3.4 Artificial Intelligence ("AI")

Artificial Intelligence (AI) is a field of computer science focused on building systems that perform tasks typically requiring human cognition, using algorithms trained on data to make predictions or generate outputs.

3.4.1 Generative AI

AI systems that produce new content (text, images, audio, video, code, etc.) in response to user prompts, based on patterns identified and pulled from existing data. Examples include: ChatGPT, Claude, Google Gemini, DALL·E, MidJourney, Adobe Firefly, Runway, MusicLM.

3.4.2 Algorithmic AI
Algorithmic AI refers to systems that analyze data to produce predictions, recommendations, or decisions, commonly used for forecasting, classification, risk assessment, and optimization. Examples: Salesforce Einstein, IBM Watson Analytics, Microsoft Azure ML, predictive ticketing algorithms, recommendation engines.

3.4.3 Agentic AI
Agentic AI refers to AI systems that autonomously plan and execute multi-step tasks to achieve a defined goal, with limited direct human supervision. Examples: AutoGPT, BabyAGI, autonomous workflow bots, RPA (robotic process automation) with decision-making capabilities.

3.4.4 Conversational AI
Conversational AI refers to AI systems that interact with users in natural language via text or voice, commonly used for customer service, internal support, or digital assistance. Examples: ChatGPT, Claude, Google Bard, Microsoft Copilot chat, voice assistants like Alexa or Siri.

3.4.5 Assistive AI
Assistive AI refers to AI embedded in everyday software tools to help users work more efficiently. Examples: Microsoft Copilot in Word/Excel/PowerPoint, Grammarly, Canva Magic, Adobe Sensei, Figma AI tools.

3.4.6 AI Tools
Any software, platform, or system using machine learning, natural language processing, or other AI-driven technologies to generate, process, or analyze data. AI tools may be locally installed, accessed remotely, or operate as a language interface to other software.

3.4.7 Training Data
Data used to train an AI model, which may include text, images, audio, or video drawn from public web pages, social media, digital archives, or commercial media, as well as data created specifically for training purposes. Some AI models are trained on copyrighted material, which should be considered when using such models for commercial purposes.

3.4.8 AI Generated Content
Any material in any format created wholly or partially using AI Tools, including text, speech, video, images, or code.

3.5 Enterprise License & Data Privacy Agreement
An Enterprise License Agreement (ELA) is a comprehensive contract between an organization and a software vendor, granting organization-wide rights to use of software.

A Data Privacy Addendum (DPA) is a contract between two parties that dictates how data must be collected, processed, and stored. It ensures compliance with privacy laws and defines each party's responsibilities to protect individual privacy.

The Theatre and ARC Business Solutions may maintain a list of service providers or tools that have satisfied applicable security, legal, procurement, privacy, and compliance review requirements.

3.6 Confidential Information
Any information created, received, accessed, or developed through or in connection with the Theatre that is not publicly known or intended for public release. This includes employee, client, patron, and business partner data; business, strategic, financial, and HR planning and strategies; and any information marked as confidential.

3.7 Personal Information
Any information that identifies or could identify an individual, including name, date of birth, social insurance number, address, phone number, next of kin, or images and video of a person.

3.8 Marketing Materials
Content that is created for promotional purposes, including print or digital advertisements and any text, image, video, or audio elements within them. Marketing Materials intended for print or online distribution are considered Published Creative Works under this policy.

3.9 External Communications
Messages or materials shared with the public or sent to third parties for informational or operational purposes.

3.10 Internal Communications
Messages or materials shared with team members and contractors but not circulated outside the organization. The level of confidentiality of these materials may vary

3.11 Production Materials
Materials created or used in the development of artistic work, such as drafts, notes, concepts, or design plans, that are not necessarily part of the final published or presented piece.

4.0 AI USE IN BUSINESS OPERATIONS

All team members are expected to use these technologies responsibly, ensuring they do not compromise security, privacy, or workplace efficiency. AI tools should support and enhance decision-making rather than replace human judgment. AI and AI tools must be used in a manner that respects confidentiality and operational integrity.

AI tool use must comply with collective agreements relevant to the work being done and this policy. If another agreement and this policy both apply, the more restrictive will be used.

4.1 General Recommendations

AI tools should not be relied upon as the sole source for factual verification. Information generated by AI must be independently verified using reliable sources. The range of responses produced by Generative AI may lack currency, context, bias awareness, or situational appropriateness.

Generative AI outputs may be used for brainstorming, internal analysis, or the drafting of non-artistic work materials. These outputs should not be included in final work products without appropriate attribution, review, and approval, as such content may be inaccurate, biased, or derived from the intellectual property or creative labour of other creators.

All Team Members are encouraged to keep the following guiding principles in mind when using AI in an official capacity:

- **Accountability:** Team Members should take responsibility for the content generated by AI tools. Team Members should ensure AI-generated content is factual, ethical, and compliant with the Theatre's policies and procedures.
- **Fairness:** Team Members should be mindful that content generated by AI may include or amplify biases and should review AI work product for content that may offend human rights principles.
- **Transparency:** Team Members are encouraged to identify content that has been produced with the assistance of AI.
- **Security:** Team Members should be mindful of the security risks associated with the usage of AI, and **must refrain from using personal, confidential, or sensitive information when interacting with AI**.

4.2 Data Privacy

Employees must comply with applicable privacy laws and the Theatre's Confidentiality and Privacy Policy (BD-03. Confidentiality and Privacy) when using AI tools. Personal, financial, or other confidential information must not be uploaded to AI platforms or used as AI input without explicit management authorization.

AI tools must never be used to fabricate or manipulate sensitive data. Any AI usage involving sensitive information requires management oversight. ARC Business Solutions will conduct periodic security assessments of AI tools used in the workplace. AI tools should be used only with approved Citadel Theatre accounts to protect private and confidential information, and limit risks associated with the use of personal accounts.

4.3 Decision-Making

AI tools may be used to support and inform decision-making but may not substitute human judgment in any matter. This includes any decision that may directly impact the well-being, finances, career, or reputation of an individual. Final decisions must be made by an accountable human who has meaningfully reviewed the relevant information, context, and potential impacts.

4.4 Disclosure

Disclosure guidelines are subject to a degree of interpretation, and employees should exercise their best judgment in applying them. Certain use cases may require more specific disclosure procedures. Individual departments may establish their own procedures for permission and disclosure.

Employees are encouraged to disclose that usage to the recipient(s) when:

- The recipient(s) would not otherwise expect AI to be used.
- A substantial portion of the work materials were AI-generated.
- An AI tool was the primary source of information or ideas within the work materials.
- Other employees' tasks will depend on the contents of the work materials.

Disclosure may take the form of a footnote, caption, attached comment, or informal conversation.

4.5 Accountability

Citadel employees are expected to understand and vouch for the contents of work materials they create with AI, prior to circulating them. Employees are considered responsible for any errors, discrepancies, quality issues, or policy infractions within the materials that they generate and share, just as they would be for materials that they create themselves.

4.6 Review of Outputs

Employees who use AI tools to generate materials are expected to personally review those materials before submitting or circulating them to others. In this initial review process, the employee should:

- Proofread generated text
- Verify factual claims
- Verify citations of data and/or external sources
- Confirm the accuracy of transcriptions or summaries

Such materials should not be published or shared until this review has occurred. **The initial reviewer may not delegate this initial review process to others.** After completing this step, review of the materials by other parties may follow, if required.

4.7 External Communications

AI-generated content should not be used for external communications without the approval of Management. Before being shared with the public or third parties, all external communications that include AI-generated content require:

- The permission of the Executive Director and/or Artistic Director must be obtained in advance of the work that will use an AI tool.
- Initial review by the employee that generated the materials.
- Subsequent review and approval by the Director(s) and any other relevant stakeholders.

4.8 Respectful Work Environment

In keeping with The Citadel's commitment to a respectful work environment, employees should not be made to feel personally judged for either the use or non-use of AI tools. Where the use of an AI tool is permitted by this policy, employees who choose to do so should feel encouraged and safe to disclose that usage (while following appropriate procedures).
This ensures transparency within the organization and may help identify areas where the use of AI tools is proving effective.

4.9 Discipline
If employees are found to be using AI tools in a way that is contrary to this policy, including but not limited to unauthorized collection, sharing, or misuse of personal or confidential information, it will result in disciplinary action. Violations of this policy will be subject to the Theatre's progressive discipline policy (HR.16 Progressive Discipline). Citadel Theatre reserves the right to restrict or prohibit the use of specific AI tools as necessary. Any concerns regarding AI usage should be reported to your manager, leadership, and/or Human Resources.

5.0 ROLES & RESPONSIBILITIES
5.1 The Citadel Theatre
The Theatre will maintain clear policies governing AI use, ensure compliance with legal, ethical, and privacy standards, and provide employees with guidance and resources on appropriate use. The Theatre will maintain a list of approved AI tools; team members must obtain management or IT approval before adopting new platforms for work-related purposes.
This policy will be reviewed regularly and updated to reflect changes in AI technology, regulation, and best practices. The Theatre is committed to transparency about how AI is used in its operations and will provide this information upon request to internal and external parties.
The Theatre will protect the privacy of customers, donors, and individual data in accordance with applicable laws and regulations and supports the responsible exploration of AI tools to enhance learning, efficiency, and creativity with appropriate human oversight.

5.2 Management
Management must ensure that this policy is enforced, that contractors are made aware of this policy and its applicability to them, and violations are addressed in a timely manner.

Management will review and approve the use of AI tools in the workplace within the guidelines outlined in this policy. Management will participate and contribute to conducting periodic assessments to ensure security and compliance with this policy.

5.3 Team Members
Team members must adhere to the guidelines outlined in this policy and use AI tools appropriately and responsibly. Team members must report any misuse, security risks, or concerns to management. Team members must ensure that the use of these technologies does not interfere with workplace efficiency, privacy, or ethical standards.

5.4 Contractors
Contractors engaged by the Theatre whose work may include deliverables containing AI generated content will be made aware of the Theatre's AI policy and that compliance with it is required.

6.0 CREATIVE USE VALUES STATEMENT
The Citadel Theatre (the "Theatre") recognizes our most fundamental role in hosting artists telling stories to audience members; our work is grounded in the creativity, emotional truth and connection that only humans can bring.

While AI can generate text, visuals, or other creative elements, its use in crafting scripts, designs, or other artistic work is in direct tension with the core purpose of the Theatre.

We believe that audiences attend our theatre in search of experiences that have been crafted with intent, by artists and crews of all disciplines who bring their unique skills, training, passion, effort, and vision to the stage. The Citadel's collaboration with these artists is possible only with

due consent, attribution, and compensation for their work. To guarantee that we can fulfill these obligations, the Theatre must remain committed to presenting only works whose authorship we can confidently champion. New and emerging technologies can be granted no exception to this commitment.

The Theatre recognizes that generative AI models are built upon a foundation of human creative work. This comes with responsibilities to contributing artists, especially those whose work may have been used as training data without consent. When we cannot trace AI-generated art back to the original works that enabled its creation, we are left unequipped to answer for the history of the work, address questions of copyright, or give those original artists the recognition that they deserve. This breaks the chain of attribution that has enabled generations of creatives to work in conversation with each other, inspire each other, and stand on the shoulders of their peers and predecessors.

The Theatre believes that while AI may exist or grow to serve as a tool for exploration or experimentation, it cannot replace the human voice or the authenticity that defines our artistic mission. We also recognize that the Theatre cannot control or dictate the individual choices of artists in their personal creative practice.

AI must not replace essential human creativity in work presented or published by the Theatre. Artists and staff should consider the implications of using AI in such work, including ethical and social considerations such as intellectual property concerns and the use of AI models trained on unlicensed or unauthorized material. They should also consider environmental and social impacts, including energy and water use and the effects of data centers on local communities.

All AI-generated materials intended for public performance, publication, or presentation must be disclosed and reviewed by the Artistic Director and Executive Director to ensure alignment with the Theatre's commitment to human-centered storytelling, artistic integrity, and social responsibility.

The Theatre acknowledges its responsibility in hosting these sometimes-difficult conversations with artists, staff, and audience members, and in consistently encouraging respectful discourse as technology and its applications continue to evolve.

The Theatre recognizes that while it cannot dictate how individual artists use AI in their personal creative process, all staff and artists are encouraged to consider the Theatre's values when considering the use of AI tools. AI should not replace the essential human creativity, voice, and judgment that define the Theatre's artistic work. We acknowledge that we will not get it right every time, and we commit to showing up, sometimes imperfectly, to find a pathway forward that serves the Theatre's mission and mandate.

THE CITADEL THEATRE

Media Relations		
Team Purple Policy No: MC-01		**Effective Date:** July 1, 2025
Team Purple Policy Owner: Marketing & Communications/Human Resources		
Review Cycle: Three years		**Next Review Date:** May 1, 2028
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") values the importance and significance media relations play in fostering the organization's mission, vision, and values. The Theatre recognizes a strategic approach to media relations is crucial to building mutually beneficial and trusting relationships with news media. Such relationships will help generate the accurate, exciting, and balanced reporting of the incredible mission-driven endeavours coordinated by the organization.

The purpose of this Media Relations Policy is to support team members throughout their dealings with the media to ensure effective and consistent messages.

2.0 APPLICABILITY

This policy applies to all Theatre management, employees, contractors, and volunteers (including the Board of Directors) and is considered valid unless other considerations have been identified for Union members under the current Collective Agreement.

3.0 DEFINITIONS

3.1 Media

Media includes traditional news media (print, radio, and television), online (digital websites) and social media used to market or spread communication.

3.2 Social Media

The various online tools sites and applications use to communicate several types of content and information in the public domain (including but not limited to Facebook, Snapchat, Instagram, TikTok, X (formerly Twitter) and YouTube).

3.2 Authorized Spokesperson

Delegated team members who may address all media inquiries. An Authorized Spokesperson may delegate responsibilities when subject matter expertise/information is sought beyond what the Authorized Spokesperson can provide. Authorized

Spokespersons for the Theatre include:

- Director, Marketing & Sales
- Media & Communications Manager
- Executive Director
- Artistic Director
- Board Chair

3.3 All Team Members

All team members refer to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

4.0 OPERATING GUIDELINES

4.1 Media Statements & Press Releases

The Theatre will use media advisories and press releases to deliver official statements and information to members of news media. Only Authorized Spokespersons or members of the Marketing & Communications department will have the authority to issue and publish these statements and releases.

4.2 Media Inquiry

Should any team member be approached by journalists, freelance writers, or bloggers/influencers the team member should respond with “no comment” and immediately pass the enquiry to an Authorized Spokesperson. This Authorized Spokesperson is now responsible for responding to the inquiry.

4.3 Posting on Organization’s and Personal Social Media

Only those team members who are Authorized Spokespersons or members of the Marketing & Communications department are allowed to post on the organization’s social media.

If a team member is uncertain about what would be appropriate to post under this policy, they should check with their supervisor or manager.

If team members find or encounter a situation while using social media that threatens to become antagonistic, team members should disengage from the dialogue in a polite manner and seek the advice of their supervisor or manager.

Before team members refer to or post images of current or former team members, guests or their families, members, vendors or suppliers, performers, or technicians, they are required get appropriate permission from the Marketing & Communications department and subject of the post.

Additionally, team members should not post a third party's copyright, copyright material, trademarks, service marks or other intellectual property.

All team members who create or contribute to social networks, photo and video sharing websites, blogs, or any other kind of publicly accessible forum or site that allows users to share information with others, including comment on online media stories, have a responsibility to adhere to the following guidelines:

- Think before you post - Be mindful of what you write on social networks and avoid any comments that can be interpreted as slurs or inflammatory. Once posted, comments and content may remain public, or be archived, stored, and retrieved indefinitely. Think of all posts to any social media platform as writing a signed letter to the editor of a newspaper — do not write anything or post any material that you would be embarrassed about seeing printed on the front page of a print publication.
- Practice transparency - Assume that you can always be identified when you write or post on a social network. It is good practice to be honest, identify yourself, be accurate, factual and disclose any personal stake you may have in something you are discussing. Be thoughtful about how you present yourself. The lines between personal and professional lives are blurred in online social networks, so when needed use a disclaimer such as: "I am an employee of the Theatre; however, this is my personal opinion";
- Confidentiality, consent, and privacy are paramount - Do not post confidential or proprietary information. Adhere to the Theatre's policies regarding privacy and confidential information. Never speak or act on behalf of the Theatre without appropriate authorization. Always obtain consent before posting show images, specifically pertaining to Social Media Holidays and/or days of recognition;
- Be a good online citizen - Respect your audience. Adhere to any applicable laws and use your best judgment, as there can be consequences to what you publish in any format; and
- Be aware of the terms of service - It is your responsibility to understand the terms of service of any type of social media you choose to use. You must be cognizant of the potential repercussions your conduct can have on both your reputation and the Theatre's reputation. The use of social media in a manner which is detrimental to the Theatre's interests may result in discipline up to and including termination. Team members and Agents should understand the impact that the information shared on a Social Media platform, even if personal, may have on their image or the Theatre's image and refrain from posting or sharing inappropriate material that may harm the Theatre, its team members, or its Agents.
- Theatre's mission, vision, and values – all published content by any team member should be in line with the Theatre mission, vision, and values.

THE CITADEL THEATRE

5.0 Roles & Responsibilities

5.1 The Citadel Theatre

The Theatre will ensure this policy is implemented and maintained. All team members will receive relevant information and instruction on the contents of the policy.

5.2 Management

Members of Management are responsible for ensuring team members are trained in the proper procedures when dealing with media inquiries and posting to social media where applicable.

5.3 Team Member

Team members are responsible for ensuring compliance with this policy and the proper steps with media relations.

THE CITADEL THEATRE

Complimentary Tickets Policy		
Policy No: S-01		**Effective Date:** September 1, 2026
Policy Owner: Sales		
Review Cycle: Three years		**Next Review Date:** May 1, 2029
Reviewed By:	Executive Director	**Signature:** Jessie van Rijn
Applies to:	Board of Directors, Management, Employees, Contractors, Volunteers	

1.0 POLICY STATEMENT

The Citadel Theatre ("the Theatre") believes team members are its greatest asset and wants all team members to enjoy and utilize the services and amenities the Theatre has to offer. Complimentary tickets can be used as follows:

- As thanks (to recognize the contribution of staff, cast, and crew as well as sponsors, donors, media, and Government agencies and resolving patron complaints)
- Per contract requirements (sponsors, productions on tour or co-productions etc.)
- For charity (to contribute to fundraising efforts of other not-for-profit organizations)
- To fill the house (advertising and promotion/advocacy)
- For management and Board to introduce new supporters to the Theatre
- For advertising purposes (contest prizes etc.)
- To enhance staff knowledge of productions. Team members are expected to be knowledgeable about Citadel productions.

2.0 APPLICABILITY

This policy applies to all team members, including management, employees, contractors, and volunteers (including the Board of Directors).

3.0 DEFINITIONS

3.1 Complimentary Ticket ("Comp")

A ticket that has not been purchased and is provided at no charge to the recipient of the ticket.

3.2 Discounted Ticket

A ticket that has been purchased for less than the value of the ticket.

3.3 All Team Members

All team members refers to all individuals who perform work on behalf of the organization, including but not limited to full-time, part-time, casual, and temporary employees, contractors, cast and company, interns, and volunteers, regardless of their location or role within the organization.

THE CITADEL THEATRE

4.0 OPERATING GUIDELINES

4.1 Complimentary Tickets

Upon engagement with the Theatre, team members will be provided with complimentary tickets to the Theatre's productions. This will allow team members to enjoy the incredible shows at the Theatre. Team members engaged on multiple contracts with the Theatre may use only one allotment and may not combine allotments (e.g. A Staff Member or Instructor who is also an Artist in a show company is not eligible for double complimentary ticket allotment.).

It is important that the value of Citadel Theatre tickets be recognized, and complimentary tickets be distributed and used strategically. Complimentary tickets will only be issued when their use provides a direct benefit to the Theatre. The issuance of complimentary tickets must always be done in a manner that minimizes the impact on ticket revenue. As required by our auditors, all complimentary tickets must be booked by the Box Office, including tickets to Opening Night.

All complimentary tickets outside the parameters established by this policy must be approved by either the Director of Sales or designate. The Executive Director, Artistic Director, or Director of Sales may restrict the complimentary ticket policy at any time and all allocations are subject to availability.

Complimentary Tickets are available for Citadel Theatre productions only. Third Party events occurring at the Citadel Theatre are not included.

Complimentary Ticket allocations in each theatre are limited to 21 holds in the Shoctor and Maclab Theatres and 6 holds in the Rice Theatre per public performance, excluding Opening Night and the final week, to minimize the impact on ticket revenue.

If the complimentary ticket allocations are full, Rush complimentary tickets may be available on the day of the performance, pending availability.

Complimentary tickets will be allocated by request to the following team members:

4.1a Full Time Staff

- 2 complimentary tickets (not valid in the final week or Opening Night).
- 2 complimentary tickets to Opening Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability).*

4.1b Part Time and Casual Staff

- 2 complimentary tickets (not valid in the final week or Opening Night).
- 2 complimentary tickets to Opening Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability).*

4.1c Instructors (Young Company and Foote Theatre School)

- 2 complimentary tickets (not valid in the final week or Opening Night).
- 2 complimentary tickets to Opening Night *(Pending availability, tickets are not transferable to a different day. If available, an email invite will be sent, requiring an RSVP to confirm seats. If no email is sent there is no availability)*

4.1d Company/Cast (Company/Cast of current show or shows currently rehearsing at the Theatre)

- 2 complimentary tickets (not valid in the final week or Opening Night)
- 2 complimentary tickets to Opening Night *(eligible for the show they are cast in, tickets will be booked by Box Office, Company Management Team to liaise between Box Office and Company)*
- Creative team members are eligible for 1 non-transferable complimentary ticket for the final performance of the show they are working on. This ticket is subject to availability.
- Pending availability, 1 complimentary ticket may be issued to company members that are currently working in the building to a production that they are not working on but is running during the time of their residency at the discretion of the Director of Sales.
- Company members must be on that production's Company List prior to booking tickets. It is the responsibility of Artistic Administration to provide/update Company Lists to Box Office as soon as possible.
- Standby performers (performers contracted only as understudies) are eligible for complimentary tickets throughout the run of a production in order to maintain their track(s). Pending availability, one non-transferable complimentary ticket may be booked through the Box Office for each performance of the production. Artistic Administration will note Standby performers on the Company List.

4.1e Young Companies

- 2 complimentary tickets (not valid in the final week or Opening Night)

4.1f Production Preview

- The Director of Production may book up to 10 complimentary tickets for designers and assistants for every preview performance of productions in the Maclab and Shoctor Theatres, and up to 5 complimentary tickets for productions in the Rice Theatre. These tickets will be singles spread out in the theatre towards the back of the house. The Director of Production will request these at the beginning of the season.

4.1g Building Partners (Bee-Clean, ACM Security)

- 2 complimentary tickets (not valid in the final week or Opening Night). Employees must provide proof of employment. Ie. Staff List.

THE CITADEL THEATRE

4.1h Sublease Building Partners (Citadel Theatre Tenants)

- 2 complimentary tickets to previews, pending availability. Employees must provide proof of current employment. Ie. recent pay stub

4.1i Sterling Jurors

- 1 complimentary ticket per juror, for registered Sterling Awards shows and performance dates only (Jury members are encouraged to book at least two weeks in advance whenever possible as tickets are subject to availability. Sterling Jurors are eligible for a discounted ticket for 1 guest; guest ticket price is subject to change. Any exceptions must be requested by Artistic Administration staff and be approved by the Director of Sales or designate).

4.1j Media

- Complimentary tickets will be outlined in contracts for Media Partners for specific shows.
- Media outlets that provide promotional coverage of events at the Citadel should be included in Opening Night list or given comps to the previews as approved by Director of Marketing and Communication.

4.2 Discounted Tickets and Special Pricing

Each team member shall be entitled to discounted tickets and special pricing as follows:

4.2a Current Citadel Theatre Staff

- 2 tickets at 50% off Price Code A, not valid on Opening Night
- Eligible to purchase Industry Pass

4.2b Company/Cast (Company/Cast of current show or shows currently rehearsing at the Theatre)

- 2 tickets at 50% off Price Code A, not valid on Opening Night
- Eligible to purchase Industry Pass

4.2c Volunteers

- Awarded 1 “Work & Play” point per shift, these points will appear in their accounts and are exchanged into tickets at the rate of 2 points equaling 1 ticket for a show.
- Maclab and Shoctor Theatre Productions– maximum of 4 “Work & Play” tickets.
- Rice Theatre Productions – maximum of 2 “Work & Play” tickets.
- Any exceptions must be requested by the Front of House Manager and approved by the Director of Sales or designate.
    - Volunteers may not count future shifts towards ticket booking
    - Points will only be carried over from the previous season. Any outstanding points after that time will expire

- Ushers:
  - “Work & Play” tickets must be booked on a Tuesday-Thursday, Sunday Evening or Saturday/Sunday Matinee, pending availability. Friday and Saturday Evening can only be booked 24 hours in advance of scheduled performance. “Work & Play” tickets are not valid in the final week or Opening Night.
  - 2 tickets at 50% off to Mainstage and Seasonal Productions in Price Code A* – these can be booked into any performance date after single tickets go on sale, subject to availability.

Volunteers on probation are not eligible for 50% off tickets or other discounted tickets

4.2d Building Partners (Bee-Clean, ACM Security, Sublease Tenants)

- Advised of availability of C-level pricing for additional tickets.

4.3 Accessible Performances

Pending Availability, Accessible Performances are eligible for complimentary tickets regardless of where the performance falls in the run of the production (final week included). All other elements of the Complimentary Tickets Policy are in effect for Accessible Performances.

4.4 Industry Pass

An Industry Pass will be available for the Professional Theatre Community and Citadel Theatre team members to purchase. The Professional Theatre Community includes, but is not limited to, local actors, playwrights, designers, theatre students, arts workers, and stage managers.

The Industry Pass price is to be determined each year. The current season Industry Pass price will be $20+GST. With a valid annual Industry Pass, pass holders may purchase one (1) ticket at $25+GST to each Citadel production in that season. Additional tickets are available at full price. The Industry Pass and tickets can only be booked as of the casual ticket on-sale date for that production. Industry Pass tickets are subject to availability and are not eligible in the final week of the run. The price of the Industry Pass and Industry Pass tickets are subject to change.

4.5 Complimentary Ticket Procedure

Opening Night tickets are organized and distributed by Box Office. Opening Night tickets are to be used by Citadel and Creative team members and their guest only and are not transferable to a different performance date. Opening Night tickets for Cast, Crew, or Stage Management team members for that production are not transferable to a different performance date but may be used for guests. Opening Night tickets can be picked up at the Box Office after 5:00 PM on Opening Night.

All other complimentary tickets are to be booked by Box Office. Complimentary tickets can only be booked as of the casual ticket on-sale date for that production. Tickets will be held at will call under the name/account of the team member who booked them and can be picked up after 5:00 PM the day of the show, or 12:30 PM for matinee performances. Tickets will be booked at the back of the house and then, pending availability, moved forward according to fill pattern on the day of the performance. If an additional ticket is purchased with the complimentary booking, a ticket voucher is redeemed, an accessibility need to be accommodated, or is otherwise approved, the seats will be assigned at the time of booking.

Complimentary Ticket allocations are limited to 21 holds per public performance, excluding Opening Night and the final week, in the Maclab and Shoctor Theatres and 6 holds in the Rice Theatre to minimize the impact on ticket revenue.

Staff members must be on the Staff Complimentary tickets list, and company members must be on that production's Company List prior to booking tickets.
It is the responsibility of Human Resources to inform the Director of Sales of staff changes, and Artistic Administration to provide/update Company Lists to Box Office as soon as possible.

Members of the Board of Directors and Board of Governors can request complimentary tickets for influential guests. Tickets may be requested through the Executive Director, Artistic Director, Director of Sales, and the Director of Community Engagement. Tickets are subject to approval and availability.

4.6 Rush Complimentary Ticket Procedure
If complimentary ticket allocations are full for a given performance, pending seating availability, staff and company members may book their complimentary tickets starting at 5:00 PM on the day of the performance, or 12:30 PM for matinee performances. These tickets must be booked in-person at the Box Office. Rush complimentary tickets may exceed a team, cast or company member's complimentary ticket allotment. Rush complimentary tickets will not be available for Pay What You Choose evening performances.

4.7 Ticket Donation Procedure
Ticket Donation Policies and Request Forms are available on our website. Requestors will be directed to the Theatre's Online Donation page. Donation Requests will be sent to Box Office for processing. Regulations and Guidelines are available on our website.

4.8 Termination of Employment
All complimentary ticket entitlement will be terminated upon severance of service with the Theatre. This section does not include Team Members who may be entitled to complimentary tickets through service recognition programs, retirement programs or any other entitlement through any other program. Any complimentary tickets booked

after the last day of employment will be canceled. It is the responsibility of Human Resources to inform the Box Office of staffing changes.

5.0 ROLES & RESPONSIBILITIES

5.1 The Citadel Theatre

The Theatre is responsible for ensuring this policy and the supporting procedures are implemented and maintained.

5.2 Management

Management is responsible for ensuring team members are aware of the Complimentary Tickets Policy.

5.3 Team Members

All team members are responsible for understanding the Complimentary Tickets Policy and utilizing this employment benefit within the guidelines of the policy. Human Resources are also responsible for notifying Box Office of any complimentary tickets booked for team members past the severance of employment or volunteer service.