



Policies & Procedures

With Board Approved Content to December 13, 2017

Contents

- i. Introduction
- ii. Purpose & Use
- iii. Maintenance

1. Governance & Membership
 - a. Board of Directors
 - b. Executive
 - c. Committees
 - d. General Manager
 - e. Policies and Procedures
 - f. Membership
 - g. Archives

2. Productions
 - a. Theatre
 - b. Film Fest
 - c. Live at the Livery
 - d. Ticket Pricing
 - e. Actors
 - f. House Management
 - g. Box Office Management
 - h. Properties Management
 - i. Wardrobe Management
 - j. Dressers
 - k. Make-up & Hair
 - l. Lighting
 - m. Recording – Video & Sound

3. Marketing
 - a. Standards

4. Finance
 - a. Banking
 - b. Budgets
 - c. Reserves
 - d. Taxes
 - e. Expenses Incurred
 - f. Borrowing
 - g. Grants
 - h. Sponsorships
 - i. Donations
 - j. Gifts in Kind
 - k. Preferred Vendors

5. Premises

- a. Rentals
- b. Access & Key Holders
- c. Liquor License
- d. Capacity
- e. Cleaning
- f. Technical
- g. Chairs

6. Internet

- a. Content
- b. Maintenance
- c. Service Providers

7. Volunteers

- a. Code of Conduct
- b. Eligibility
- c. Recruitment
- d. Data Base
- e. Recognition

i. Introduction

The Goderich Little Theatre (GLT) has operated successfully since being founded in the 1940's. The Board of Directors has made many decisions and created numerous policies over the years, to manage the purchase of premises, expand entertainment offered from theatre to film and music, all with a larger audience and volunteer base, and in a more complex technological world and with growing revenues and responsibilities. Accordingly, policies are wide ranging, and over time some have been forgotten or fallen by the wayside or become irrelevant. Records of such decisions are housed mainly in minutes of Board meetings and various disparate files in The Livery offices, or other manuals such as those created for directors/producers, and volunteers. Some exist only in people's memories. This manual is an attempt to bring all of that together in a clear, consistent format and single source location for ease of reference and execution.

ii. Purpose & Use:

This manual exists to record and consolidate policies adopted by the Board of Directors of the GLT. It shall be used by all members in any capacity as a reference guide to all decisions made by the Board respecting approved processes, practices and policy in order to foster open communication and operate in a consistent manner throughout the organization. It shall be available to all and used with transparency. Certain confidential information as may exist (e.g.: employee contracts & compensation) will be referred to but not included, and if the user requires access, application may be made to the General Manager or Executive.

At inception, this manual is incomplete and will be compiled over time from other files and records, or newly created policy statements. Initially, absence of content on a particular topic does not mean that Board policy does not exist, and readers are advised to consult with the General Manager in such cases.

Policies will evolve, are not written in stone and are developed with the best of intentions based on current knowledge and circumstances – they will not be perfect. A reader that takes exception to a policy should submit a written brief to the Board outlining why they take issue to the respective policy and suggest an alternative. All such briefs will be promptly considered by the Board.

iii. Maintenance:

This manual will be kept up-to-date at all times by the General Manager, under the direction of the Secretary. Board decisions will be documented herein where appropriate; all content will be Board approved and an on-line PDF version maintained on the GLT website.

Approved by the Board: March 3, 2014

Revised: (date)

1. Governance & Membership

a. Board of Directors

- i. Structure
- ii. Elections
- iii. Current Incumbents
- iv. Director Responsibilities & Accountabilities

The GLT has adopted the following principles as an outline of Board Member accountabilities, functions and strategic leadership:

- Demonstrate diligence and prudence in exercising duties as a Board Member
- Be familiar with Bylaws, Mission and Value statements, Policy & Procedures & financial position
- Comply with the GLT Code of Conduct
- Aspire to an executive role
- Meeting attendance, active participation and preparedness
- Understand the key measures and metrics for assessing organizational success, financial and otherwise
- Actively champion, participate in, attend, promote and support GLT / Livery programming
- Understand and respect the role of the General Manager
- Make meaningful and knowledgeable contributions to Board discussions and provide valuable input
- Actively recruit Board and committee members with a view to succession and sustaining the organization
- Chair or participate in at least 2 committees
- Contribute individual skills, knowledge and experience to Board discussions
- Identify actions to capitalize on opportunities that will achieve organization's strategic priorities

Approved by the Board: July 6, 2016

b. Executive

i.

c. Committees

i. Production

- Theatre
- Film Fest
- Live at the Livery

ii. Personnel

- Training
- Accessibility
- Compensation
- Hours of Work

- Contract
- Health & Safety
-
- iii. Marketing
 - Special Events
 - Use of Logos
 - Branding
- iv. Finance
 - Building
 - Corporate Donor Development
 - Financial Reserve Policy
 -
- v.
- d. General Manager
 - i. Responsibilities
 - ii. Contract
 - iii.
- e. Policies and Procedures
 - i. Authority
 - ii. Template
 - Policies
 - Procedures
 - iii. Maintenance
 - iv.
- f. Membership
 - i. Eligibility
 - ii. Fees
- g. Archives

2. Productions

a. Theatre

- i. The Board encourages production teams to offer a preview performance before opening night. Admission for this performance will be "pay-what-you-can".
- ii. The Board encourages the production team to consider extra unadvertised performances; however, they are required to inform the company about the extra date(s) at the beginning of rehearsals.

Approved by the Board: May 4, 2015

b. Film Fest

c. Live at the Livery

d. Ticket Pricing

- i. Regular
- ii. Senior
- iii. Student
- iv. Group

e. House Management

f. Box Office Management

- i. Pre-Show
- ii. During Show
- iii.

g. Properties Management

h. Wardrobe Management

i. Make-up & Hair

j. Recording – Video & Sound

3. Marketing

a. Standards

- i. Logos
- ii. Posters
- iii. Brochures
- iv. Programs

4. Finance

a. Banking

i. Signing Officers:

Bank accounts shall require two signatures on all cheques or other payment or banking instructions or documents. For convenience, three officers namely the President, the Treasurer and the General Manager shall have signing authority, with any two of the three authorized to sign.

Approved by the Board: March 3, 2014

ii. Reconciliations:

Monthly bank statements will be reconciled to internal records (QuickBooks) within 10 business days of each month-end, with any discrepancy researched to resolution. Any unreconciled amounts must be reported to the Treasurer as soon as possible.

For any cheques which remain outstanding longer than 6 months, the General Manager must resolve by contacting the payee to determine if it should be re-issued or cancelled.

Approved by the Board: March 3, 2014

b. Budgets

i. GLT: No policy has been established

ii. Theatre Productions:

Approved by the Board: (date)

iii. Co-Productions:

Approved by the Board: (date)

c. Reserves No policy has been established.

d. Taxes

i. Harmonized Sales Tax (HST): Current Federal regulations do not require registered charitable organizations to collect and remit HST unless annual revenues exceed \$250,000. Organizations may choose to register even though revenues are less than the above threshold if they desire. The GLT has elected not to collect/remit HST at this time.

Approved by the Board: March 3, 2014

ii. Notwithstanding that the GLT does not collect HST, as a registered charity, it is entitled to claim the GST/HST Public Service Bodies' Rebate. The Treasurer shall ensure that the appropriate claim is processed every six months (as of February 28th, and August 31st) in accordance with Canada Revenue Agency guidelines (RC 4034) and which will result in a rebate to the GLT of approximately 70% of all HST paid during the period.

Approved by the Board: March, 2017

e. Expenses Incurred:

i. Reimbursement

- Travel:
 - a. Mileage Allowance:
 - b. Public Transportation:
- Lodging:
- Meals:

ii. Discretionary Limits

iii. Tax Receipted Donations

f. Borrowing:

g. Grants:

h. Sponsorships:

i. Donations:

- j. Gifts in Kind: Note that for tax receipt purposes, Gifts in Kind must be tangible goods (not services), and that fair assessment of value can be subjective. As such, tax receipts issued for Gifts in Kind can be challenged by the Canada Revenue Agency (CRA) and/or the Charities Directorate and jeopardize an organization's charitable status.

Accordingly, unless specified by the donor, the GLT will prefer to purchase any tangible goods and be invoiced accordingly. Where the goods represent a gift or donation, the donor will be asked to accept the GLT's payment for such and endorse the cheque back to the GLT (this eliminates the donation from being classified as a Gift in Kind). A tax receipt will then be issued for the cash donation.

Approved by the Board: March 3, 2014

k. Preferred Vendors

l.

5. Premises

a. Rentals

- i. Eligibility
- ii. Deposits
- iii. Fees
- iv. Agreement
- v. Waiver of Fees
 - General - There are various times throughout the year where the Livery is not in use for rentals or productions. On occasion the GLT board will waive the rental fee for local artists and cultural organizations.

- Process
 - a. Local artists and cultural organizations must submit a waive rental fee application to the General Manager
 - b. The application form can only be submitted for dates within the next 4 weeks.
 - c. The General Manager reviews the application and confirms that the date(s) requested are available
 - d. If the date(s) is available, the General Manager then marks the rental on the calendar.
- Criteria - One member must live in Huron County, be an artist or cultural organization – music, art, heritage etc., have a history of working with the GLT or the Livery, and the Standard rental agreement to be signed

Approved by the Board: December 5, 2016

b. Access & Key Holders

Keys to The Livery will be controlled by the General Manager, with a record maintained of current key holders and their signatures acknowledging receipt. Keys will be provided to incumbents of the following positions:

- i. Permanent key holders:
 - President
 - Treasurer
 - General Manager
 - Chair of Building Committee
 - Technical Director
 - Wardrobe Manager
 - Properties Manager
 - Carpentry Manager
- ii. Temporary key holders:
 - Current Production Director
 - Current Production Stage Manager
 - Renters, and others as deemed necessary and appropriate by the General Manager, who will ensure keys are returned on a timely basis.

Approved by the Board: March 3, 2014

c. Liquor License

- i. GLT Events – The Goderich Little Theatre has a permanent liquor licence issued by the Alcohol and Gaming Commission of Ontario. As required by the terms of the licence, the physical licence will be posted on the wall near the bar in the foyer of the theatre. The GLT is committed to the responsible service of alcoholic beverages to responsible consumers. We are also committed to actions that will help reduce drunk driving.
- ii. Rental Events – Parties renting the Livery that wish to serve alcohol MUST:
 - Obtain their own liquor licence. The renter shall be responsible for all liquor purchases, supplies and staffing of the bar; or

- Choose to have the GLT run the bar. The GLT retains 100% of the profits. The GLT General Manager will arrange for GLT volunteers to operate the bar.
The renter will liaise with the General Manager regarding other details such as purchasing of alcohol, price & other supplies.
- iii. Servers – All bar servers, whether acting for the renter or on behalf of the GLT, shall have the "Smart Serve Ontario" designation (www.smartserve.ca)
- iv. Alcohol Management
 - Guests are not permitted to bring in alcoholic beverages from outside vendors and may not go outside the building with alcohol purchased from the GLT or a third party renting The Livery.
 - All alcoholic beverages supplied by renters will be removed from The Livery at the end of the respective event.
 - All alcoholic beverages that are the property of the GLT will be stored securely in a designated, locked area when bar service is not available.

Approved by the Board: January 9, 2017

- d. Capacity
- e. Cleaning
- f. Technical
 - i. Sound
 - ii. Lighting & Projection
 - iii. Paint – storage of paints and paint products shall be limited to those of a generic nature (Livery walls, stage surface, etc.) and will NOT include paints acquired for production use which are to be disposed of as part of production tear-down.

Approved by the Board: January 4, 2016

- g. Chairs – The Livery chairs, tables, and table cloths will not be rented out.

Approved by the Board: December 13, 2017

- 6. Internet
 - a. Content
 - b. Maintenance
 - c. Service Providers
 - i. Hosting
 - ii. Software
 - d.

- 7. Volunteers
 - a. Code of Conduct

This Code of Conduct is designed to clarify the expectations of Goderich Little Theatre (GLT) on how all volunteers and staff must conduct themselves while involved in the

activities of the theater. The Code seeks to provide for a safe, enjoyable and equitable environment for all.

- i. General Standards - GLT requires that all volunteers and staff comply with all laws, regulations and policies governing its activities and to the following:
 - treat everyone with dignity and courtesy;
 - be fair, considerate and honest in all dealings with others;
 - refrain from any behavior which may bring GLT into disrepute;
 - display control, respect and professionalism in all activities;
 - observe proper meeting conduct and protocols;
- ii. Discrimination, Sexual Harassment and Bullying:

Volunteers and staff are expected to respect the rights, dignity and worth of others regardless of their gender, ability, sexual orientation, cultural background or religion or of any physical or psychological disabilities.

The GLT will not tolerate discrimination. Discrimination is any behavior or practice which reflects an assumption of superiority of one group (or individual) over another or disadvantages people on the basis of their real or perceived membership of a particular group and includes such behavior as less favorable treatment, unfair exclusion and asking discriminatory questions.

The GLT will not tolerate sexual harassment. Sexual harassment is any unwanted, unwelcome or uninvited behavior of a sexual nature that makes a person feel humiliated, intimidated or offended.

Equally, the GLT will not tolerate bullying. Bullying is behavior that intimidates, offends, degrades, insults or humiliates another person. Bullying can be physical or psychological. Examples of bullying include:

- rude or belittling comments;
- aggressive or frightening behavior (e.g. shouting or threatening violence);
- threats of assault against a colleague or damage to their property or equipment; and
- standing in someone's way or deliberately blocking their path in an intimidating manner.

If anyone feels they have been discriminated against, bullied or harassed in any way they should immediately contact the President, Vice President or any Board member for immediate and confidential assistance.

iii. Health and Safety

Everyone has the right to participate in an environment that is physically and emotionally safe.

Volunteers and staff are asked to take responsibility for their own health and safety, ensuring that their actions do not risk the health and safety of others. All are required to take reasonable care at all times by following all lawful instructions from those in authority at GLT in its efforts towards providing a healthy and safe environment.

All hazards, accidents or injuries must be reported to the General Manager or GLT representative in charge of the activity.

iv. Alcohol and Drug consumption

Alcohol or prohibited drugs are not to be consumed by staff or volunteers while performing duties before or during a show. Exceptions to this are GLT sponsored events on the premises or at other locations (i.e. Opening Night after-show parties, Annual Award Banquet, etc.). Special consideration should be shown when minors are present.

In the context of this provision, anyone exhibiting signs of being intoxicated or under the influence of alcohol, or an illegal or prohibited drug will be prevented from commencing or continuing their activity.

v. Grievances

If anyone has a grievance or feels that they have been unfairly treated they are encouraged to raise this issue with any member of the Board for immediate and confidential assistance. The Board of GLT is committed to uphold both the letter and spirit of this Code and the mediation and resolution of any grievance in an expeditious manner.

vi. Conflict of Interest

A conflict of interest exists when someone with a fiduciary responsibility is in a situation where their own self-interest and the interests of the theater might be in conflict.

No member of GLT, or any of its committees, or board, shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with GLT. Each individual shall disclose to the theater any personal interest which he/she may have in any matter pending before the Board and shall refrain from participation in any decision on such matter.

Approved by the Board: January 9, 2017

- b. Eligibility
- c. Recruitment
- d. Data Base
- e. Recognition
- f.