

Ethical Standards and Code of Conduct for STA Teachers

1.0 Requirement

Each Sistema Toronto Academy (hereinafter STA) teacher is required to read the contents of Policy P01 (Ethical Standards and Code of Conduct for STA Teachers), sign their acceptance to abide by the requirements of Policy P01, and submit the signed Declaration page (pge 5) to STA who will retain it in their archives.

2.0 Scope

The Code of Conduct is a specified list of professional behaviours expected of each STA teacher and built around continual commitment to students, parents, colleagues and the community.

3.0 Introduction

The *Ethical Standards for the Teaching Profession* represent a vision of professional practice. At the heart of a strong and effective teaching profession is a commitment to students and their learning. Members of STA, in their position of trust, demonstrate responsibility in their relationships with students, parents, guardians, colleagues, educational partners, other professionals, the environment and the public.

4.0 Purpose

The Purposes of the Ethical Standards for the Teaching Profession are:

- to inspire members to reflect and uphold the honour and dignity of the teaching profession
- to identify the ethical responsibilities and commitments in the teaching profession
- to guide ethical decisions and actions in the teaching profession
- to promote public trust and confidence in the teaching profession.

5.0 Responsibilities

Care

The ethical standard of *Care* includes compassion, acceptance, interest and insight for developing students' social and musical potential. Members express their commitment to students' well-being and learning through positive influence, professional judgment, positive modeling and empathy in practice.

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Respect

Intrinsic to the ethical standard of *Respect* are trust and fair-mindedness. Members honour human dignity, emotional wellness and cognitive development. In their professional practice, they model respect for spiritual and cultural values, social justice, confidentiality, freedom, democracy and the environment.

Trust

The ethical standard of *Trust* embodies fairness, openness and honesty. Members' professional relationships with students, colleagues, parents, guardians and the public are based on trust.

Integrity

Honesty, reliability and moral action are embodied in the ethical standard of *Integrity*. Continual reflection assists members in exercising integrity in their professional commitments and responsibilities.

5.1 Code of Conduct

All contact that teachers have with young people has the potential to influence their values and behaviour. Teachers' conduct also has an effect on how STA is viewed. The recommendations below are not exhaustive and should be used as a base line for conduct, not a maximum.

5.1.1 Commitment to Students and Families

The teacher shall conduct the relationship with students and families in a professional manner.

- Safety of the students is the highest priority. The teacher shall familiarize him/herself with all provided and stated procedures, protocols and practices related to preserving the safety of the children at all times within the STA program.
- The teacher shall respect the personal integrity and privacy of students unless the law requires disclosure.
- The teacher shall clearly communicate the expectations of the program.
- The teacher shall encourage, guide and develop the social as well as the musical potential of each student.

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- The teacher shall treat each student with the same dignity and respect, without discrimination of any kind.
- The teacher shall promote recognition and acceptance of, and sensitivity toward, ethno-cultural diversity are expectations of and within the Sistema Toronto community.
- The teacher shall help students work to their full potential and develop their self-worth.
- The teacher shall maintain consistent standards of behaviour for all students
- The teacher shall demonstrate care and commitment to academic excellence and a safe teaching and learning environment.

5.1.2 Professional Image

Others will judge STA by a teacher's behaviour.

- While there is no dress code for teachers, they are always expected to dress appropriately for any STA class, event or activity.
- Teachers shall not swear at young people or use derogatory terms to or about them for any reason, or under any circumstances.
- Teachers shall never hit young people, although it may be necessary to restrain a young person for their own protection or for your own or others' protection.
- Teachers must inform management if they witness actions or behaviour by youth members or colleagues that is inappropriate.
- Teachers shall not smoke or consume alcohol in the presence of the students.
- Teachers should not engage in intimate relationships with their students.
- In the case of a complaint by either a youth or a teacher of sexual impropriety, Sistema Toronto management will conduct a full investigation and ensure the board are involved at all times

5.1.3 Commitment to Colleagues—The teacher shall maintain a professional attitude and shall act with integrity in regard to colleagues in the profession.

- The teacher shall respect the reputation of colleagues and shall refrain from making false or malicious statements about colleagues.
- The teacher shall refrain from disclosing sensitive information about colleagues obtained in the course of professional service unless disclosure serves a compelling professional purpose or is required by law.
- The teacher shall communicate regularly and meaningfully with all members of the STA teaching community.

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- The teacher shall accept that all members of the STA teaching community are to be treated with respect and dignity, especially persons in positions of authority.

5.1.4 Contact with the media and/or the general public


If a teacher is approached by the press or a member of the public regarding an incident, procedures or security they should not comment but refer them to STA management.

5.1.3 Commitment to Society—The teacher shall maintain the highest standard of professional conduct and personal integrity.

- The teacher shall accurately represent his/her professional qualifications.
- The teacher shall strive for continued growth in professional competencies.
- The teacher is encouraged to be a positive resource in the community.
- The teacher shall empower students to be positive leaders in their community.

6.0 Declaration


Each STA teacher is required to read the contents of Policy P01 (Ethical Standards and Code of Conduct for STA Teachers), sign their acceptance to abide by the requirements of Policy P01, and submit the signed Declaration page (pge 5) to STA who will retain it in their archives.

	Policy Number: P01
	Version 2
	Effective Date: September 2016
Ethical Standards and Code of Conduct for STA Teachers	

6.1 Declaration

As a teacher for Sistema Toronto Academy, I, _____,
 hereby accept and will abide by the ethical standards and code of conduct as stated in Policy
 P01, version 1.

Signed: _____ Date: _____

	Policy Number: P01
	Version 2
	Effective Date: September 2016
Ethical Standards and Code of Conduct for STA Teachers	

History

Version	Date Written	Changes
1	Sep 1, 2014	
2.	September 2016	Language updated

Occupational Health and Safety Policy

1.0 Requirement

All Sistema Toronto Academy (hereinafter called STA) employees, volunteers and persons contracted to work, including self-employed contract workers are required to read the contents of Policy P02 (Occupational Health and Safety Policy), sign their acceptance to abide by the requirements of Policy P02, and submit the signed Declaration page (page 4) to STA who will retain it in their archives.

2.0 Scope

This policy applies to all STA employees, volunteers and persons contracted to work (here-on-in referred to as “employees”). Includes self-employed contract workers such as the STA teachers.

3.0 Introduction

STA management is committed to ensuring a safe and healthy environment for all employees. To this end, management will work to provide a workplace with minimal hazards.

4.0 Purpose

The Purpose of an Occupational Health and Safety Policy is:

- to promote, and commit to, a healthy and safe workplace for all employees
- to provide clear and concise guidelines/expectations for management and employees
- to identify the responsibilities of management and employees to ensure a safe and healthy workplace
- to identify the potential hazards of the particular work environment of the employees

5.0 Responsibilities

5.1 Management

It is the responsibility of STA management to ensure all reasonable precautions are taken to protect the health and safety of employees and contract workers. To this end, management will:

- establish and maintain a Joint Health and Safety Committee (JHSC) made up of employees

Occupational Health and Safety Policy

- develop health and safety policies, programs and procedures in consultation with the JHSC and set-up regular reviews in order to keep pace with changes in the workplace
- ensure that all employees and contract workers are adequately informed of and compliant with the policies, programs and procedures established by management and JHSC, and with the Ontario Health and Safety Act (OHSA) that safeguards workers' right to know, right to participate, and right to refuse unsafe work
- provide employees and contract workers with information about hazards in the workplace including equipment and materials that may be required to get the job done
- provide employees and contract workers with any training, supervision, coaching and mentoring necessary to ensure their health and safety on the job
- encourage and accept inquiries by employees with regard to health and safety in the workplace
- investigate, record and report all hazardous incidents and occupational health and safety concerns and ensure actions are taken to prevent a recurrence

5.2 Employees, Volunteers and self-employed contract workers

All employees, volunteers and self-employed contract workers have the responsibility to:

- comply with the policies, programs and procedures established by management and the JHSC and with all health and safety regulations as outlined in the OHSA
- report to management any equipment defects
- report to management any injuries, child-safety incidents or accidents that occur on the job
- report to management any physical or verbal abuse, including abuse by students

5.3 Teaching employees and Volunteers

Teaching employees and volunteers have the responsibility to:

- ensure that all materials used in the course of teaching, for example scissors and other sharp tools, are used safely
- select only non-toxic materials, such as non-toxic glues and paints, for the children to use
- follow safe practises always, such as washing hands and not putting materials into mouth

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- monitor the use of materials that can produce powder-like substances and can be inadvertently inhaled, such as string resin or blackboard chalk.
- supervise the set-up and handling of equipment, such as audio and lighting, to avoid accidents
- ensure that children do not play musical instruments too close to another person's ears
- ensure that children incorporate proper playing techniques, that they are sitting comfortably and that they warm-up appropriately
- ensure that children feel comfortable emotionally, physically and psychologically; for example be sensitive to and respectful of religious and cultural traditions and be aware of the need for personal space
- advise all employees as well as volunteers and other children when a child has an allergy, for example to peanuts, and to ensure that all necessary precautions are taken
- keep floors and other surfaces free of obstructions and take precautions when carrying instruments or other items to avoid falls and other accidents

6.0 Sources

Elementary Teachers Federation of Ontario Advice for Members "Health and Safety: the 3R's":

<http://www.etfo.ca/AdviceForMembers/PRSMattersBulletins/PDF%20Versions/Health%20and%20Safety%20the%203%20Rs.pdf>

The Ontario Curriculum, Grades 1-8, The Arts (2009) "Health and Safety in Arts Education", p.58: <http://www.edu.gov.on.ca/eng/curriculum/elementary/arts18b09curr.pdf>

7.0 Declaration

All STA employees, volunteers and persons contracted to work, including self-employed contract workers are required to read the contents of Policy P02 (Occupational Health and Safety Policy), sign their acceptance to abide by the requirements of Policy P02, and submit the signed Declaration page (pge 4) to STA who will retain it in their archives.



Policy Number: P02

Version 2

Effective Date: September 2016

Occupational Health and Safety Policy

7.1 Declaration

As a Sistema Toronto Academy employee, volunteer or person contracted to work for Sistema Toronto Academy, I,

_____, hereby accept and will abide by the Occupational Health and Safety Policy requirements as stated in Policy P02, version 1.

Signed: _____ Date: _____



Policy Number: P02

Version 2

Effective Date: September 2016

Occupational Health and Safety Policy

History

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	

Crisis Management Policy

1.0 Requirement

Each Sistema Toronto Academy (hereinafter STA) staff member, teacher, and volunteer who has direct contact with the students is required to read the contents of Policy P03 (Crisis Management Policy), sign their acceptance to abide by the requirements of Policy P03, and submit the signed declaration page (page 9) to STA who will retain it in their archives.

2.0 Scope

STA requires its teachers, staff and volunteers to know and act according to the directions set out in the Crisis Management Policy should an occurrence/crisis occur at or during a STA program, activity or event.

3.0 Introduction

For the purpose of this emergency procedures guideline, the following definitions will apply:

Anaphylaxis: is a severe systemic allergic reaction which can be fatal, resulting in circulatory collapse or shock.

Bullying: a form of repeated, persistent and aggressive behaviour that is directed at an individual or individuals that is intended to cause (or should be known to cause) fear and distress and/or harm to another person's body, feelings, self-esteem, or reputation. Bullying occurs in the context where there is a real or perceived power imbalance.

Disruptive Behaviour: conduct that interferes with or obstructs teaching, learning or work in the context of an STA program or class. By action, threat, written material or by any means whatsoever, disrupting or obstructing any STA activities or the right of another person to carry on his/her legitimate activities, or to speak or to associate with others. STA activities include, but are not limited to, instructing group and individual lessons, ensemble, orchestra, concerts, outreach workshops, community meetings, programming research, community outreach and community sharing events such as art/music exhibitions, performances, and receptions.

Disturbing Behaviour: conduct, which constitutes an unreasonable behaviour and is of an intimidating or interfering nature or compromises the well-being of STA's teaching, learning or working environment.

Explosive Substance: includes anything used to create an explosive or is capable of causing an explosion.

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Extortion: the use of threats, or violence or threats of violence to induce any person to do anything or cause anything to be done.

Firearm: any barreled weapon from which any shot, bullet or other projectile can be discharged and that is capable of causing serious bodily injury or death to a person.

Harassment: means engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.

Hate Material: includes literature, leaflets, posters, graffiti, distributed (or sent by electronic means) to incite violence or hatred against an identifiable group or member of such a group and/or their property. The incitement of hatred or bias-motivated incidents against an identifiable group may include persons distinguished by their race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation or other similar factor.

Imminent Danger: a condition, conduct or circumstance where there is a reason to believe that it represents an immediate threat to the health and safety of one or more persons involved in an STA activity.

Intimidation: engaging in actions that include, but are not limited to, stalking or behaviour intended to frighten, coerce, or induce duress.

Outreach Site: a location or space used for the facilitation of STA outreach activities, including, but not limited to, schools, community centres, Toronto Community Housing buildings, apartment buildings, public libraries, hospitals and community parks.

Physical Assault: the intentional application of force, directly or indirectly, in any degree at all, to a person without the person's consent.

Physical Assault Causing Bodily Harm: physical assault is the intentional application of force, directly or indirectly, in any degree at all, to a person without that person's consent. Bodily harm refers to any hurt or injury that is more than merely transient or trifling in nature which interferes with the health or comfort of the person, and includes, but is not limited to, injuries that receive medical attention.

Serious Injury: any cut that requires stitches or any broken or fractured bone should be considered a serious injury. Serious injury could also include multiple minor injuries.

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Robbery: a robbery occurs where a person uses violence or threats of violence to steal money or property from a victim.

Sexual Assault: is any unwanted sexual act. It can include anything from unwanted sexual touching, to rape and sexual exploitation. Sometimes a sexual assault injures the victim, or is life-threatening.

Threat: is the expression of intent to cause physical or mental harm. Such an expression constitutes a threat without regard to whether the threat is made on a present, conditional or future basis. In determining whether the conduct constitutes a threat, including whether the action caused a reasonable apprehension of harm, STA will consider the totality of the circumstances.

Threat of Harm: a knowing and willful statement or course of conduct that would cause a reasonable person to believe that he or she is under threat of death or serious bodily injury. A course of conduct is any series of acts over a period of time, however short, that evidences a continuity of purpose, such as following or stalking an individual to / from work / home, telephone calls correspondence or contact through any venue.

Weapon: means anything used, designed to be used, or intended for use in causing injury or death to any person; or for the purpose of threatening or intimidating any person.

4.0 Purpose

It is the aim of STA to provide a safe program environment for all participants.

5.0 Responsibilities

5.1 Health and Safety Information

It is the responsibility of the school staff, STA teacher and/or volunteer, with support from STA, to provide a safe program environment for children and youth participants.

On occasion, STA will require teachers, staff and/or volunteers to participate in Health and Safety Workshops that will focus on issues of health and safety within the program.

5.2 Reporting Emergencies or Serious Situations

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All STA teachers, staff and volunteers must immediately report emergencies or serious situations involving STA staff and programs, and/or their students, to STA by contacting the Executive Director, if on site, or calling 416-545-0200.

5.3 Teacher/Staff/Volunteer Orientation

All new STA teachers, staff and volunteers will be given a package, which will include this document, as well as their contracts and/or agreements.

5.4 Know your facility

Getting to know your facility is one of the most important tasks you should take prior to and during your program. This is for your safety and the participants.

- Understand emergency procedure for the facility
- Locate emergency response plan
- Locate washrooms, water fountains etc.
- Locate emergency exits
- Locate telephones and light switches
- Know how to contact facility custodian
- Locate first aid kits
- Locate fire extinguishers
- Locate fire alarms
- Check fire alarm procedures
- Check emergency exits
- Locate storage and equipment rooms.

6.0 When to Take Action

6.1 Major Occurrences

Major Medical or Physical occurrences require contacting the Emergency Medical Services, Police or Fire Units.

When a serious crisis occurs, the teacher, staff member, and/or volunteer on site will:

- ensure the safety of others and themselves at the site
- Notify the STA Centre Director and onsite support personnel immediately
- call **911** (if situation is a Major Occurrence – to determine this see below)

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- notify the Executive Director and/or STA office immediately at 416-545-0200

6.1.1 Medical

Major Occurrences that require EMS (Emergency Medical Services 911) include, but are not limited to:

- severe allergic reaction including anaphylaxis
- severe illness (physical or mental)
- accidental injuries causing broken bones or cuts deep enough to require stitches

6.1.1.1 Anaphylaxis

TDSB Operational Procedure PR563 details the management of anaphylaxis in schools in accordance with Section 2. of *Sabrina's Law*.

Ensuring the safety of students with anaphylaxis in a school setting depends on the cooperation of the entire school community. To minimize risk of exposure , and to ensure rapid response to an emergency, parents, students and school personnel must all understand and fulfill their responsibilities.

School principals and school staff should;

- a) provide for the presentation of information on allergies and anaphylaxis through school assemblies and parent information;
- b) allow for information on anaphylaxis to be presented throughout the curriculum;
- c) ensure all staff including teachers, cafeteria staff, lunchroom supervisors, other staff and volunteers are aware of students with anaphylaxis and are included in anaphylaxis training;
- d) promote staff, student and parent collaboration to help prevent anaphylaxis;
- e) promote hygienic practices associated with hands, surfaces, toys, instruments, equipment sharing and food; and
- f) be aware that no person should be expected, during a reaction, to be fully responsible for self-administration of an epinephrine auto-injector.

All teachers should review the individual plans provided by the school authorities for any at risk students in their assigned classroom.

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6.1.2 Physical

Major Occurrences that require emergency response personnel (police and /or fire units 911) include, but are not limited to:

- fire
- sexual assault and physical assault causing bodily harm
- robbery
- extortion
- criminal harassment
- weapons offences
- explosive substance
- hate motivated incidences
- threats of serious physical injury
- incidents that involve violence or the imminent threat to the safety and security of child and youth participants of STA Programs, teachers and/or volunteers or STA Staff

6.1.3 Behavioural

All STA staff members, teachers, and volunteers have an obligation to immediately notify STA should they become aware of a disruptive or disturbing behaviour or a threat of harm such as, but not limited to:

- oral, written or non-verbal threats or intimidation, explicit or subtle
- acts of violence
- fascination with weaponry
- disrupting or obstructing STA activities
- expression of plan to hurt self/others
- expressed distrust, especially with those in authority
- frequent and unusual interpersonal conflicts
- displays of unwarranted anger
- violence towards inanimate objects
- sabotaging projects, art materials, equipment or workshop space
- holding a grudge against a specific person; verbalizing a hope that something negative will happen to him/her
- activity consistent with stalking
- targeted and persistent hate or rage
- use of electronic or print communications in a threatening or disturbing manner
- harassment, bullying, robbery or extortion

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- conduct that threatens or endangers the health or safety of any person, including threat of harm to another person
- knowingly (which includes when one should reasonably have known) creating a condition that endangers the health, safety or well-being of any person
- coercing, enticing or inciting a person to commit an act that is humiliating or demeaning to that person or to others
- distribution of hate material and/or hate-motivated violence
- any physical assault, including physical assault causing bodily harm or sexual assault
- misappropriation, damage, unauthorized possession, defacement and/or destruction of any outreach site, or the property of others
- storage, possession or use of firearms, explosive substance, or other weapons, bio-hazardous, volatile or poisonous materials
- possession and/or use of a weapon, including a firearm, to cause or threaten bodily harm

6.2 Minor Occurrences

Minor Occurrences generally involve situations that can be effectively handled by staff persons on site with simple first aid and do not normally require emergency medical services. Minor occurrences would include, but not be limited to:

- a bleeding nose
- minor cuts and scrapes
- strains
- migraine headaches

When a minor incident occurs, the teacher, staff member, and/or volunteer on site will:

- Inform the STA Centre Director and other onsite staff of the situation.
- Provide immediate and appropriate care to the affected individual(s)
- Report it immediately to the STA Executive Director

6.3 Reminders

- Use protective gloves when administering first aid – located in all first aid kits.
- Conscious and bleeding - apply RED (Rest and Reassure, Elevate injury, Direct pressure),
- Conscious and broken bone – apply RICE (Rest and Reassure, Immobilize injury, Cold Compress, Elevate)
- Seek appropriate medical care, where required.

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- Remember that the possibility exists that a Minor Medical Emergency can escalate to a Major Medical Emergency.
- For all minor injuries (both children and adults) complete a *Minor Injury/Incident Report* (form F03-1) and call STA.
- Supervisor and site staff will contact parent/caregiver if student is a minor (under 18 years old) and inform them of the incident and will. If the student is 18 years or older ask for permission to contact his or her parent/caregiver.
- Sistema Toronto staff will STA staff will remain in contact with the injured party to offer continued support. ,


6.3.1 Note: Staff members, teachers, and volunteers are not permitted to administer any type of medications whether prescription or non-prescription, (except for auto injectors such as Epipen® or Twinject)– If the child is unable to self-inject, you may assist in the administering of the auto injector, as required.

7.0 Contacts

- 7.1 During regular office hours** (Monday to Friday 8:30 am – 6:00 pm) contact the STA office 416-545-0200, if a serious situation or emergency occurs.
- 7.2 Outside of regular office hours** contact the STA Executive Director, Christie Gray at 416-737-7279.

8.0 Declaration

Each STA staff member, teacher, and volunteer is required to read the contents of Policy P03 (Crisis Management Policy), sign their acceptance to abide by the requirements of Policy P03, and submit the signed declaration page (page 9) to STA who will retain it in their archives.

	Policy Number: P03
	Version 2
	Effective Date: September 2016
Crisis Management Policy	

8.1 Declaration

As a staff member, teacher, or volunteer for Sistema Toronto Academy, I,

hereby accept and will abide by the Crisis Management Policy as stated in Policy P03, version 1.

Signed: _____ Date: _____



Policy Number: P03


Version 2

Effective Date: September 2016

Crisis Management Policy

History

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	

	Policy Number: P04
	Version 2 Board Approved
	Effective Date: September 2016
Instrument Lending Policy	

1.0 Introduction

Sistema Toronto Academy (hereinafter STA) lends instruments to students enrolled in the program, free of charge.

2.0 Process

The instruments are assigned to students at the sole discretion of STA.

The care of the instrument is considered to be the responsibility of the parent or guardian of the student.

The parent or guardian is required to undertake in writing that while the instrument is in their care they will;

- Not, nor allow anyone to, tune or make adjustments to the instrument.
- Ensure that the instrument is always placed safely out of reach of younger children and away from high-traffic areas, radiators and other direct sources of heat, sunlight or extreme humidity.
- Accept responsibility for any damage to strings, the bow or to the physical body of the instrument and accept to cover the necessary costs of repair, replacement or restoration.
- Accept responsibility in instances when return of the instrument is late and the instrument must be kept by my child at school during school hours until the beginning of the STA program.

History

Version	Date Written	Changes
1	Sep 1, 2014	

'Playing to Potential' Program Registration

1.0 Introduction

The Sistema Toronto Academy (hereinafter STA) *"PLAYING TO POTENTIAL"* program will, at its discretion, accept a number of students from each school grade for the school year.

2.0 Process

All the students presently enrolled in STA are considered to be returning and have priority.


- The students will be letter with instructions on completing the online Renewal form confirm that they will be returning for the school year (starting September) and to reserve a place in STA.
- All returning students are required to submit their renewal by a deadline, which will be clearly communicated to parents along with renewal instructions.

2.1 New Students

New students wishing to apply for the STA *"PLAYING TO POTENTIAL"* program (which runs from September to June of the following year) are required to apply using the online registration system. Families without internet access may request a paper registration package.


The registration questionnaire is designed to gather relevant information and address issues of responsibility and liability.

- All new applicants are required to complete their registration by a set deadline.
- New students will be chosen by lottery and admitted to the program in consultation with school principal and teachers.
- When all open spaces are filled, a Waiting List will be created and maintained until November 1 of the Academic Year.
- Students on the Wait List will be contacted if vacancies become open. Families with children on the Wait List who are not selected by Nov. 1 of that year will not be notified in advance and will be required to re-apply in the open registration process for entrance the following year.

	Policy Number: P05
	Version 2
	Effective Date: September 2016
'Playing to Potential' Program Registration	

History

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	Online registration and renewal

	Policy Number: P06
	Version 2
	Effective Date: September 2016
Vulnerable Sector Declaration and Screening	

1.0 Scope

This policy applies to all Sistema Toronto Academy (hereinafter STA) teachers.

2.0 Introduction

STA, as a provider of services to the vulnerable sector, is responsible to ensure reasonable precautions are in place and taken for their students' security.

3.0 Process

As soon as a teacher is engaged, it is the responsibility of STA management to;

- Require the teacher to apply for official clearance through the Toronto Police Services Vulnerable Sector Verification
- Receive from the teacher the original Police Official Clearance and confirm that it is acceptable
- Retain a copy of the Police Official Clearance on file
- Require the teacher to renew their Vulnerable Sector Declaration annually.

History

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	

Ethical Standards and Code of Conduct for STA Volunteers

1.0 Requirement

Each Sistema Toronto Academy (hereinafter STA) volunteer (including Board Members) is required to read the contents of Policy P07 (Ethical Standards and Code of Conduct for STA Volunteers), sign their acceptance to abide by the requirements of Policy P07, and submit the signed Declaration page (page 4) to Sistema Toronto who will retain it in their archives.

2.0 Scope

The Code of Conduct is a specified list of professional behaviours expected of each STA volunteer and built around continual commitment to students, parents, colleagues and the community.

3.0 Introduction

The definition of a Volunteer is a person working for the benefit of other individuals and society as a whole, out of free will and without expecting any financial reward for these efforts. The desire of individuals to share the gift of “selfless giving”, together with the ever-increasing gaps in society, make voluntary work a worthy framework within which personal needs may be fulfilled in an environment shaped by an age-old tradition that symbolizes all that is good in human interaction.

4.0 Purpose

Society constitutes the framework within which individuals may fulfill themselves. In joining the world of voluntary work, volunteers express a personal, human, honest commitment, a fundamental and essential element that enables the act of volunteering. This commits volunteers to a series of obligations through the contract between them and their organizations. Without these obligations, the contract is devoid of its mutual nature.

5.0 Responsibilities

Volunteer Work is defined as contributing time, services, expertise, knowledge, prestige and/or personal connections, for a mutually agreed period, directly or indirectly, for the benefit of individuals known or unknown alike organizations, foundations and societies, community and/or the environment.

- Volunteers must possess a sense of commitment and loyalty toward the organization.

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- Volunteers must conduct themselves according to the rules prescribed by the organization to regulate the process of volunteering.
- Volunteers must act in accordance with the organization's goals.
- Volunteers must protect the organization's good standing.
- Volunteers must respect the organization's property.
- Volunteers must respect and follow the organization's code of regulations, its rules, norms and accepted manners of conduct, as well as all other organizational demands.
- Volunteers must aspire to excellence in the tasks they take upon themselves.
- Volunteers must constantly strive to improve the skills required for their work by participating in personal and group training programs.
- Volunteers must report in advance any change in their conditions of volunteering.

5.1 Code of Conduct

Confidentiality

Volunteers hereby agree not to disclose any information acquired while volunteering, whether written or verbal, to any persons, authorities or organizations, unless specifically instructed to do so by functionaries in charge of confidentiality issues with their organization, or unless so required by a legal order. In this clause, information refers to:

- Information concerning the organization, its paid or voluntary workers, its financial resources or donors.
- Information regarding the organization's clients.

Refusal to Accept Benefits

Volunteers pledge not to receive benefits in any form from the organization's clients or any other persons.

Avoiding a Conflict of Interests

Volunteers pledge to avoid a conflict of interests and to notify the organization of any such conflict existing between their activities, positions within the organization, or their association with it, and all other activities in which they engage.

Ethical Standards and Code of Conduct for STA Volunteers**Reporting Relevant Issues**

Volunteers must notify their volunteer manager of any issue that might affect their ability to perform their functions (health or other factors) or cause harm to themselves or others, as soon as possible and before the commencement of the voluntary work.

Reporting Unethical Organizational Behaviour


Volunteers must report organizational behaviour that fails to comply with ethical criteria, including unlawful conduct (of directors, paid workers or other volunteers), using the organization's proper channels, or any other legal means.

Obligations Toward Clients

Volunteers must respect clients, treat them in a dignified, responsible, patient and tolerant manner, refrain from discriminating or biased treatment of clients, and respect individual difference.

6.0 Declaration


Each STA volunteer is required to read the contents of Policy P07 (Ethical Standards and Code of Conduct for STA Volunteers), sign their acceptance to abide by the requirements of Policy P07, and submit the signed Declaration page (pge 4) to STA who will retain it in their archives.

	Policy Number: P07
	Version 2
	Effective Date: September 2016
Ethical Standards and Code of Conduct for STA Volunteers	

6.1 Declaration


As a volunteer for Sistema Toronto Academy, I, _____,
 hereby accept and will abide by the ethical standards and code of conduct as stated in Policy P07, version 1.

Signed: _____ Date: _____

	Policy Number: P07
	Version 2
	Effective Date: September 2016
Ethical Standards and Code of Conduct for STA Volunteers	

History

Version	Date Written	Changes
1	Sep 1, 2014	

	Policy Number: P08
	Version 2
	Effective Date: September 2016
Parents' Committee	

1.0 Scope

Each Sistema Toronto Academy (hereinafter STA) location maintains a Parents' Committee comprised of parents of STA students. The Parents' Committees are an important part of the STA organization and actively support STA in various ways such as: supporting the ongoing work of the children; organizing events to raise funds for STA programs; communicating with, and provide support for, the parents' committees of other STA centres; expanding community awareness. These projects qualify for STA's charitable tax receipt status under Canada Revenue Income Tax Act regulations.

2.0 Introduction

Volunteer Work is defined as contributing time, services, expertise, knowledge, prestige and/or personal connections, for a mutually agreed period, directly or indirectly, for the benefit of individuals known or unknown, organizations, foundations and societies, community and/or the environment, without concern for financial reward.

3.0 Process


Each Parents' Committee exists as part of the STA organization and is therefore required to;

- Have all projects and project budgets approved beforehand by the STA Executive Director.
- Submit all revenues, after expenses, to STA.
- Submit tax receipt request information to STA.

Each Parents' Committee;

- Meets on a regularly scheduled basis
- Recruits its members from the parents or guardians of STA students enrolled at individual locations.
- Is autonomous from the other.
- Maintains a formal structure similar to the board of STA.
- Has a reporting relationship with the STA Executive Director.

Each Parents' Committee may be dissolved at any time at the sole discretion of the STA Executive Director.

	Policy Number: P08
	Version 2
	Effective Date: September 2016
Parents' Committee	

The Committee shall consist of a;

- Chair
- Vice-Chair or Co-Chair
- Head of Events and Volunteers
- Head of Fundraising
- Head of Media and Marketing
- Sistema-School-Parent Council Liaison

4.0 Responsibilities


4.1 Chair, Vice Chair or Co-Chair

- Provide leadership and direction to the committee,
- Recommend appropriate committee meeting schedule.
- Confer with STA`s Executive Director on an on-going basis between meetings.
- Create meeting agendas and conduct virtual committee meetings throughout the year, as needed.
- Communicate with all committee members, via e-mail, or telephone, regarding on-going committee business as necessary between meetings.
- Prepare and submit budget requests to STA`s Executive Director
- Attend Sistema Toronto Board meetings when requested
- Establish committee goals and objectives in keeping with STA`s strategic plans.
- Establish and maintain appropriate timetables for accomplishment of projects, tasks, etc.
- Maintain and update committee files.
- Obtain from outgoing chair, maintain, and pass to incoming chair any committee resources
- Act as the spokesperson for the committee and work to maintain key relationships within and outside of the committee.

4.2 Treasurer

- Be responsible for the financial supervision of the committee.
- Allow the Committee to provide good governance.
- Act as the chief financial management officer.
- Monitor the committee`s revenue and expenditure.

4.3 Committee Secretary

	Policy Number: P08
	Version 2
	Effective Date: September 2016
Parents' Committee	

- Take minutes of committee meetings and submit to committee chair and other committee members for review and approval.
- Attend committee meetings held either in person or virtually.

4.4 Sub-Committees

- Provide leadership and direction to the sub-committee,
- Recommend appropriate committee meeting schedule.
- Confer with the Chair and/or Vice-Chair on an on-going basis between meetings.
- Create meeting agendas and conduct virtual committee meetings throughout the year, as needed.
- Communicate with all committee members, including committee secretary via e-mail, or telephone, regarding on-going committee business as necessary between meetings.
- Prepare and submit budget requests to the Chair and/or Vice-Chair .
- Complete required planning documentation in a timely manner.
- Maintain and update sub-committee files.
- Obtain from outgoing chair, maintain, and pass to incoming chair any committee resources


4.4 Members

- Submit agenda items to committee chair for meetings.
- Review and approve minutes from committee meetings.
- Assume responsibility for certain activities or projects as appropriate.
- Communicate as needed with chair and other members between meetings regarding projects and concerns.

5.0 Code of Conduct

Committee Members/Volunteers must:

- Possess a sense of commitment and loyalty toward STA.
- Conduct themselves according to the rules prescribed by the organization to regulate the process of volunteering.
- Act in accordance with the organization's goals.
- Protect the organization's good standing.
- Respect the organization's property.
- Respect and follow the organization's code of regulations, its rules, norms and accepted manners of conduct, as well as all other organizational demands.

	Policy Number: P08
	Version 2
	Effective Date: September 2016
Parents' Committee	

- Report in advance any change in their conditions of volunteering.
- Agree not to disclose any information acquired while volunteering, whether written or verbal, to any persons, authorities or organizations, unless specifically instructed to do so by functionaries in charge of confidentiality issues with their organization, or unless so required by a legal order.
- Agree not to communicate with the media or other such organizations, on behalf of the committee and/or STA, without the permission of the STA Executive Director.
- Pledge not to receive benefits in any form from the organization's clients or any other persons.
- Avoid a conflict of interests and to notify the organization of any such conflict existing between their activities, positions within the organization, or their association with it, and all other activities in which they engage.
- Report unethical organizational behaviour to the Committee Chair or to STA's Executive Director

History

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	

Human Resources Manual - Introduction

1.0 Scope

The Human Resources Manual contains policies that are designed to assist in Sistema Toronto Academy (hereinafter STA) staffs' professional development and understanding of the organization.

2.0 Introduction

Each STA staff member is encouraged to thoroughly read this manual to gain an understanding of what STA expects from them, and what they can expect from STA.

3.0 Purpose

The purpose of the GSO Policies is to provide a consistent reference for applying human resource policies, developing new policies and revising existing policies and practices.

The policies were prepared with the assistance of the following reference materials:

1. Human Resources Manual Template for Cultural Organizations in Saskatchewan prepared by Maureen Mathew, CHRP (INNOVA Learning) Revised – July 2007.
2. Human Resources Management - Best Practices in the Cultural Sector Report (Project initiated in 2003 - Consultants NetGain Partners Inc.).
3. Human Resources Tools published by the Cultural Human Resources Council.
4. Schedule 1 of Canada's *Personal Information Protection and Electronic Documents Act*.
5. Employment Standards Act, 2000 (Ontario)
6. Bill 168: Occupational Health and Safety Act

4.0 Guiding Principals

4.1 Value of Staff

STA believes that the use of professional management practices is crucial for STA to fulfill its potential. The highest standards of performance and dedication are expected from staff. To help staff meet these standards, STA is committed to providing the maximum support possible within its resources.

Human Resources Manual - Introduction

4.2 The Need for Policy

STA affirms that a comprehensive human resources policy allows for effective and flexible management of staff by establishing a professional and supportive environment where all can realize their potential, as part of the team and as individuals.

4.3 Roles and Responsibilities

Human resource policies create a constructive working relationship by clearly identifying and respecting all individual roles and responsibilities in the governing, managing and structure of STA.

4.4 The Worth of the Individual

STA regards ability, performance and technical skills as the crucial elements of job performance. Consequently, STA is committed to providing all prospective and current staff members equal opportunities to achieve required job performance, regardless of race, creed, gender, sexual orientation, age, ethnic origin, religion, marital/family status, physical appearance, or disability.

4.5 Limitations

STA human resource policies apply to all staff, including permanent, self employed and temporary.

It is the responsibility of the Executive Director to ensure policies are applied within the intent of the policy, consistently for all staff, and congruent with any other policy of STA

It is the responsibility of the Board to ensure policies are applied within the intent of the policy, consistently for all staff, and congruent with any other policy of STA. The STA Policy manual is read in conjunction with Governance Policies of STA.

All aspects of STA's human resource policies are to be in agreement with The Labour Standards Act, The Human Rights Act, Personal Information Protection and Electronic Documents Act, and other relevant provincial and federal legislation.

STA's human resource policies are read in conjunction with relevant provincial and federal legislation, and are considered revised if and when relevant legislation is revised.

When the staff member affected is the Executive Director, the Board should be read in lieu, unless otherwise stated.

Human Resources Manual - Introduction

5.0 Definitions

5.1 Employment Status - Positions with STA may be permanent positions, contract positions or temporary positions. Permanent positions are continuing unless the positions are declared redundant due to budget considerations or changes in program directions.

Temporary positions have a limited and specified term and the work of the position will usually focus on a specific project. Temporary positions may become permanent.

Internal contract positions are specific to the terms of the Employment letter or Contract and though they are considered STA staff, they are classed independent contractors having a business relationship with STA as defined by Canada Revenue Agency.

From time to time, STA hires external consultants/contractors or musicians who bring specific expertise to a particular project. External consultants and musicians are independent contractors, have a business relationship with STA as defined by Canada Revenue Agency, and are not considered STA staff.

5.2 Anniversary Date - The date an individual is hired in a permanent, contract or temporary position; the anniversary date is not affected by a probation period.

5.3 Seniority - Seniority is determined by the anniversary date of employment as specified in the letter of employment and will be unbroken except as otherwise specified in the policy.

5.4 Probation Period - The specified period of time after a musician or staff member is hired to a permanent position during which performance is assessed.

6.0 Review of Human Resource Policies

6.1 Intent

The Human Resource policies and practices must remain current to reflect the current standards and practice of human resource management.

6.2 Requirements

Human Resource policies of STA will be reviewed every five years under the responsibility of the Executive Director. The Board will approve revised policies.

History



Policy Number: P09

Version 2

Effective Date: September 2016

Human Resources Manual - Introduction

Version	Date Written	Changes
1	Sep 1, 2014	
2	September 2016	

Board of Directors Code of Conduct

1.0 Scope

The Board of Sistema Toronto shall consist of 12 directors. This number can be changed through an amendment passed by the Board at its discretion. Directors shall be individuals at least eighteen years of age. Elections of directors take place at the Annual General Meetings (AGM) of Sistema Toronto, but interim elections enable new directors to fill existing vacancies until their election is confirmed at the following AGM. A director's term of office shall be for three years from the date of the AGM at which he or she is elected or the preceding AGM in the case of a person elected on an interim basis. A director's term of office shall be limited to three consecutive **three-year** terms, after which such director may, after sitting out one full year, be re-elected for a further three-year term.

2.0 Introduction

How are Board Members elected?

The process for choosing a director is initiated at a regular or specially convened meeting of the Board at which time a current director puts forward the name of a candidate with a brief biography/Curriculum Vitae and the rationale for the consideration of that person for a directorship. If the members of the Board present at the meeting agree that the person is a viable candidate, a minimum of three members of the Nominating Committee will interview that person. If a majority of those Committee members are in agreement, that person's name is brought back to the Board at some future meeting for a discussion and vote. If a majority of the Board members at a properly constituted meeting agree, the person is invited to join the Board.

The directors of Sistema Toronto shall serve without remuneration and no director shall directly receive any profit from his position as such. However, a director may be compensated for reasonable expenses incurred in the performance of her or his duties. So too shall a company or organization in which a director has a position or an interest be appropriately compensated for any products or services it has been contracted to provide to Sistema Toronto.

What do Board directors need to know?

Sistema Toronto Board Directors need to know the policies, strategic plans, by-laws, goals and objectives the organization.

What do Directors do as Board members?

A Director of Sistema Toronto is expected to attend all Board meetings, to prepare for each meeting by reading all documentation forward by the Sistema Toronto staff and/or other Board

Board of Directors Code of Conduct

members, to arrive for the start of the meeting and, whenever possible, not to leave before the end of said meeting.

Directors must also take responsibility for arranging and attending meetings with their Board Committees.

What are the Responsibilities of Board Directors?

Board Directors have certain rights, responsibilities and, potentially, liabilities.

Directors are responsible for setting policy, defining the organisational objectives, approving plans to achieve the organization's goals and assisting in the successful achievement of those goals.

Directors are expected to attend board meetings either in person or by electronic means having previously informed themselves of the affairs of the organization listed on the agenda for discussion by familiarizing themselves with the materials forward by the Sistema Toronto staff and/or other Board members. Even if attendance is not possible, reading the materials prepared for the meeting is part of the duty of a director. This is conducive with the exercising the due diligence required of directors.

Who is who?

The Board

The Board is composed of 12 Directors who bring diverse knowledge and abilities to the organization.

The Committees of the Board

Standing committees and ad hoc working groups are comprised of a mix of Directors, staff and occasionally individuals who are external to Sistema Toronto but bring a specific expertise or experience.

The Executive Director is an ex-officio on all committees.

Standing committees:

The Executive Committee

The Nominating Committee

Board of Directors Code of Conduct

The Fundraising Committee

Mandate: The Fundraising Committee's role is to provide expertise and to give direction to the development of a fundraising plan, with support and coordination from staff.

The Fundraising Committee is composed by Board Members staff and individuals external to the organization.

The Marketing/Branding Committee

The Members

All Members of Sistema Toronto are the sitting Directors on the Board of Directors.

The Staff

Sistema Toronto employs one full-time Executive Director and one additional full time staff member. Each site of a Sistema Toronto program is managed by a Centre Coordinator. The number of teachers employed by Sistema Toronto is premised upon the number of students in its programs in a given year.

3.0 Responsibilities

3.1 Code of Conduct for the Directors of the Board of Sistema Toronto Academy

Service to Sistema Toronto by sitting on its Board of Directors is a privilege.

These are the minimum expectations that Directors of the Sistema Toronto Board of Directors shall meet:

3.1.1 Commitment

The member commits to being active on and active on behalf of the Sistema Toronto Board of Directors for at least three years. "Being active" includes:

- defining and protecting Sistema Toronto's reputation, mission and assets
- advancing Sistema Toronto's goals, activities and financial sustainability
- endeavouring to ensure Sistema Toronto has adequate resources, financial and otherwise, to carry out its mission
- attending meetings and events (*see 3.1.2 below*)
- donating as generously as possible to Sistema Toronto (*3.1.3 below*)
- volunteering time to do the work of Sistema Toronto (*3.1.4 below*)
- promoting Sistema Toronto (*3.1.5 below*)

Board of Directors Code of Conduct

3.1.2 Attendance and Participation

- a. The Director will attend the AGM, at least 75% of all Board meetings and, as many of Sistema Toronto's public events as time and other commitments allow. In any event, the Director will not miss three consecutive Board meetings. Directors who are unable to attend Board meetings or the AGM in person will make all efforts to attend by phone or some other live, electronic means, if at all possible.
- b. The Director will participate actively in at least one committee or working group, unless there is good reason for not doing so.
- c. If on the Executive Committee, the member will attend all of those meetings, subject to rare exception in extenuating circumstances.
- d. The Director will inform Sistema Toronto if he or she cannot attend a meeting as soon as this is known and no less than 24 hours in advance if possible. This will help to ensure a quorum is present.

3.1.3 Financial Contributions

- a. Each Board member will be expected to make a donation every year to Sistema Toronto in order to remain on the Board.
- b. The member acknowledges the importance of his or her donation, and of concomitant generosity, to the future of Sistema Toronto.
- c. The member will review and consider his or her capacity and willingness to donate, make a planned gift or bequest to the organization annually.

3.1.4 Volunteering

- a. The Director recognizes that Sistema Toronto depends on volunteer help to run its affairs and events fully.
- b. The Director will volunteer as much time as he or she can, an average of five hours a month being a suggested minimum, to help Sistema Toronto carry on its affairs and produce its events. This time is in addition to the attendance at meetings and events.

Board of Directors Code of Conduct

- c. The Director will help find other volunteers willing to help Sistema Toronto, as needed.

3.1.5 Promoting

- a. The Director recognizes that Sistema Toronto benefits from recognition of its name and activities.
- b. The Director will promote Sistema Toronto's name and activities as widely and as actively as possible, within the bounds of taste and reason.
- c. The Director will serve as a Sistema Toronto ambassador to the world, advancing its goals, activities and finances.

3.1.6 Confidentiality

Please refer to "Sistema Toronto Academy's Privacy Policy for Directors and Other Board Members", below

3.1.7 Non-compliance

- a. If a Director is not in compliance with these Expectations, the Sistema Toronto Secretary will, in writing, recognize the non-compliance, and remind that person of their commitments to the organization.
- b. If, after this reminder, the member still does not comply, in the absence of compelling extenuating circumstances, the Secretary may bring the matter to the Board's attention.
- c. The Board may decide to terminate the Directorship in accordance with Sistema Toronto bylaws.

3.1.8 Conflicts of Interest

Directors are required to exercise the highest standard of care, which includes acting honestly, in good faith and in the best interest of the organization. In their roles as directors, they must, operate with diligence and the skill that a reasonably prudent person would exercise. In any meeting of the Board each director is expected to act only according to the best interests of the organization. Consequently, each Director is responsible for identifying any personal or pecuniary conflict of interest that may arise in

Board of Directors Code of Conduct

conducting the organization's business. In such instances he or she shall declare such a conflict and refrain from voting on any related matter that comes before the Board.

3.2 Sistema Toronto Academy's Privacy Policy for Directors and Other Members of the Board

3.2.1 Purpose

The oversight and governance of Sistema Toronto Academy are the privilege and responsibility of those persons who sit on its Board of Directors. Good governance of the Academy requires that the confidentiality of the Boardroom and Board discussions and deliberations be maintained by the Directors, Officers and staff invited to attend Board meetings.

3.2.2 Policy for Confidentiality

Pursuant to their fiduciary duties of loyalty and care, Directors, Officers and staff are required to protect and hold confidential all non-public information obtained due to their directorship position absent the express or implied permission of the Board of Directors to disclose such information. Accordingly, (i) no Director, Officer or staff shall use Confidential Information for his or her own personal benefit or to benefit persons or entities outside the Company; and (ii) no Director, Officer or staff shall disclose Confidential Information outside the Company, either during or after his or her service as a Director of the Company, except with authorization of the Board of Directors or as may be otherwise required by law.

3.2.3 Application

Confidential Information is all non-public information entrusted to or obtained by a Director, Officer or staff by reason of his or her position with the Academy. It includes, but is not limited to, non-public information that might be harmful to the Academy or its Directors or its employees or its clients if disclosed, such as:

non-public information about the Academy's financial condition, prospects or plans, its marketing and research and development information; non-public information concerning the Academy's clients, suppliers or joint venture partners, which the Academy is under an obligation to maintain as confidential; and non-public information about discussions and deliberations relating to business issues and decisions, between and among employees, officers and Directors.

Board of Directors Code of Conduct

A Director, Officer and staff ought to presume that confidential information obtained through the office of being a Director Officer or staff both within and outside of any meeting of the Directors is non-public unless the Board, as a collective, determines it to be otherwise.

No Director, Officer or staff shall make any statement or comment to the press or the public concerning non-public information in his/her capacity as a Director, Officer or staff unless such statement has been authorized by the board.

3.2.4 Enforcement of Sistema Toronto Academy's Privacy policy

In the event of a breach of Sistema Toronto Academy's Privacy policy, the Board, at its discretion, may: examine the breach during one of its meetings in order to educate all Board members as to their duty to uphold the Privacy Policy; or, hold an in camera session during one of its meetings to explore the breach and, if deemed appropriate, censure the individual or individuals involved.

In cases of a serious breach or recurring breaches of Sistema Toronto Academy's Privacy policy by an employee, the Board, at its discretion, may terminate the individual's employment with cause.

In cases of a serious breach or recurring breaches of Sistema Toronto Academy's Privacy policy by a Director, the Board, at its discretion, may:

ask for the Director to submit his or her resignation from the Board

or,

remove the Director from the Board according to the process set out in the Academy's by-laws;

or,

decline to re-nominate the Director for a position on the Board at the next Annual General Meeting of the Members.

History

Version	Date Written	Changes
1	May, 2014	
2	September, 2016	Staff



Code of Conduct – Workplace Violence & Harassment Policies

Sistema Toronto is committed to creating a safe space for our staff, teachers, and students. Part of this commitment is providing an environment that is free from violence and harassment. Please see below the definitions, policies and processes we have in place as they pertain to workplace violence and harassment:

Purpose of Policy

The purpose of this policy is to provide guidance regarding the kinds of behavior that constitute workplace violence and harassment, and explain the procedures for reporting and resolving such incidents. Sistema Toronto is committed to providing a working environment free of violence and harassment by familiarizing all workplace parties with the related terminology as well as their individual responsibilities for prevention and corrective action. To establish this policy, Sistema Toronto has consulted the following legislation governing workplace violence and harassment in Ontario:

- The *Occupational Health and Safety Act* ('OHS')
- The *Criminal Code of Canada*
- The *Ontario Human Rights Code*
- The *Workplace Safety and Insurance Act, 1997*

Policy Statement

Sistema Toronto recognizes the potential for violence and harassment in the workplace. We will therefore take every measure reasonable under the circumstances to identify all potential sources of such risk to eliminate or minimize them through our workplace violence and harassment prevention program. Sistema Toronto will not tolerate any type of violence or harassment within the workplace or during work-related activities. Sistema Toronto is committed to allocating whatever time, attention, authority and resources necessary to ensure a safe and healthy working environment for all employees and students to whom we provide care. Sistema Toronto will take every reasonable precaution to protect an employee from physical injury if we become aware, or believe, that domestic violence is a risk.

Sistema Toronto will not tolerate workplace violence or harassment from any sources, including clients, employers, supervisors, and members of the public. All Sistema Toronto staff (full time, part time, and temporary) must adhere to the *Occupational Health and Safety Act* as set by the Government of Ontario, and must not engage in any of the following behaviours:



Workplace Violence

The OHSA defines workplace violence as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker. It also includes an:

- attempt to exercise physical force against a worker in a workplace, that could cause physical injury to the worker; and a
- statement or behaviour that a worker could reasonably interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker [s. 1(1) of the OHSA].

This may include without limitation:

- verbally threatening to attack a worker;
- leaving threatening notes at or sending threatening e-mails to a workplace;
- shaking a fist in a worker's face;
- wielding a weapon at work;
- hitting or trying to hit a worker;
- throwing an object at a worker;
- sexual violence against a worker.

Workplace Harassment

The OHSA defines workplace harassment as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. The definition of workplace harassment includes workplace sexual harassment.

Workplace harassment can involve unwelcome words or actions that are known or should be known to be offensive, embarrassing, humiliating or demeaning to a worker or group of workers, in a workplace. It can also include behaviour that intimidates, isolates or even discriminates against the targeted individual(s).

This may include:

- making remarks, jokes or innuendos that demean, ridicule, intimidate, or offend;
- displaying or circulating offensive pictures or materials in print or electronic form;
- bullying;
- repeated offensive or intimidating phone calls or e-mails; or
- workplace sexual harassment.

Workplace Sexual Harassment

The OHSA defines workplace sexual harassment as:



- engaging in a course of vexatious comment or conduct against a worker, in a workplace because of sex, sexual orientation, gender identity or gender expression where the course of comment or conduct is known or ought reasonably to be known to be unwelcome, or
- making a sexual solicitation or advance where the person making it is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know the solicitation or advance is unwelcome [s. 1(1) of the OHSA].

This definition of workplace sexual harassment reflects the prohibitions on sexual harassment and sexual solicitation found in Ontario's *Human Rights Code*.

Workplace sexual harassment may include without limitation:

- asking questions, talking, or writing about sexual activities;
- rough or vulgar humour or language related to sexuality, sexual orientation or gender;
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form;
- leering or inappropriate staring;
- invading personal space;
- unnecessary physical contact, including inappropriate touching;
- demanding hugs, dates, or sexual favours;
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes;
- verbally abusing, threatening or taunting someone based on gender or sexual orientation; or,
- threatening to penalize or otherwise punish a worker if they refuse a sexual advance.

Roles and Responsibilities of Workplace Parties

Employer:

- Ensure that measures and procedures in the violence and harassment prevention program are carried out. Hold management accountable for responding to and resolving complaints of violence.
- Ensure compliance by all who have a relationship with the organization, such as contractors, volunteers, etc.
- Post a copy of this policy in the workplace.
- Conduct regular risk assessments.
- Establish control measures.
- Establish and deliver training and/or professional development for administration staff and teachers.
- Integrate safe behaviour into day-to-day operations.
- Develop a reporting process for incidents of workplace violence and harassment.
- Investigate all reports or threats of violence/harassment in a prompt, objective and sensitive way.
- Take corrective action that is proportionate to the incident.



- Provide response measures, including providing the complainant and the respondent with the results of the investigation in writing.
- Facilitate medical attention and support for those involved directly or indirectly.
- Ensure any deaths or critical injuries are reported to a Ministry of Labour (MOL) inspector, the police (as required), and health and safety representative, as well as investigated. Send the report explaining the circumstances to all parties in writing within 48 hours of the occurrence. Include information and particulars prescribed by the *Occupational Health and Safety Act* and regulations.
- Ensure a report goes to WSIB of all accidents where a worker loses time from work, requires healthcare, earns less than regular pay for regular work, requires modified work at less than regular pay or performs modified work at regular pay for more than seven days.

Managers/Supervisors:

- Enforce policy and procedures and monitor worker compliance.
- Identify and alert staff to violent persons and hazardous situations.
- Investigate all workplace violence using the organization's accident investigation procedure, and contact the police as required.
- Facilitate medical attention for employee(s) as required.
- Debrief those involved in the incident either directly or indirectly.
- Immediately report a death or critical injury to an MOL inspector, the police (as required), Health and Safety representatives and investigate the circumstance to all parties in writing within 48 hours. Include information and particulars prescribed by the regulations.
- Issue a report to the employer and WSIB on all lost-time accidents where a worker requires healthcare, earns less than regular pay for regular work, requires modified work at less than regular pay or performs modified work at regular pay for more than seven days. Copies of accident information where there is no critical injury must be provided to the JHSC and the trade union within four days of the occurrence, as prescribed by the *Occupational Health and Safety Act*.
- Ensure the workplace violence and harassment prevention program is reviewed at least once a year.

Employees:

- Participate in education and training programs so you can respond suitably to any incident of workplace violence or harassment.
- Understand and comply with the violence and harassment prevention policies and related procedures.
- Report all incidents or injuries of violence/harassment or threats of violence/harassment to your supervisor immediately. This can be verbal but must also be reported in writing.
- Inform the Health and Safety representatives about your concerns regarding the potential for violence/harassment in the workplace.
- Contribute to risk assessments.
- Seek support when confronted with violence/harassment or threats of violence.



- At least once a year, participate in a review of the workplace violence and harassment prevention program.

Reporting and Investigation

- Workers are to report all violence-related incidents or hazards to their manager or supervisor. This report can be made confidentially at the employee's request. However, sharing information to investigate the incident, ensure the safety of others and prevent recurrence may be necessary (e.g., contents of a police report).
- The manager or supervisor receiving the report investigates it and ensures that measures are taken to safeguard employees and curtail the violence or harassment. No report of workplace violence/harassment or risks of violence may be the basis of reprisal against the reporting employee.
- The employer reports all injuries to the MOL and WSIB as required by the *Occupational Health and Safety Act* and *Workplace Safety and Insurance Act*.

Response Procedures

- The manager or supervisor documents all reports of workplace violence/harassment, hazards and measures taken to address them.
- If the resolution of the incident is beyond the authority of a manager or supervisor, she/he must make the Executive Director aware of the report. The Executive Director involves other managers or supervisors in the investigation as appropriate (e.g., when the incident involves clients or employees under another manager's or supervisor's area of responsibility).
- Management reviews all incident reports, monitors trends and makes recommendations to the Executive Director for prevention and enhancements to the workplace violence and harassment prevention program.
- The Executive Director reviews reports of workplace violence/harassment and ensures that actions are taken.
- The managers or supervisors who investigate the reported incident warn all staff who might be affected about dangerous situations. They also tell the reporting employee about the outcome of the investigation to help minimize the chance of similar incidents.
- If a violent incident results in a critical injury to a worker, the Health and Safety representatives investigate the incident or injury (Section 9(31) OHSA) and reports to the MOL and JHSC.

Accountability

All workplace parties are accountable for complying with the policy, program, measures and procedures related to workplace violence.

**Records**

All records of reports and investigations of workplace violence and harassment are kept for five years.

Policy Review

This workplace violence and harassment prevention policy and program will be reviewed annually.

Dated at _____ on _____, 20__

Signed _____

(Senior management to sign)



APPENDIX --- Workplace Violence and Harassment Reporting Procedures

Any member of Sistema Toronto who believes that he or she is threatened or who experiences or witnesses any workplace violence or harassment as defined in the policy above must promptly report it. In the event of immediate danger, please contact the relevant emergency responders (call 911).

When threatening or violent behaviour is connected to Sistema Toronto or carried out on Sistema Toronto property, the employee must report incidents immediately using the following procedure:

1. All staff are responsible for reporting threats, violence or workplace harassment to their supervisor or manager. If the employee's direct supervisor is involved in the act, the employee should contact the Executive Director or Chair of the Board of Directors. In all cases, reports must be filed in writing using the Sistema Toronto Violence/Harassment/Discrimination Complaint Form.
2. If the perpetrator has no relationship to the organization (Type I) or has a personal relationship with an employee (Type IV), the supervisor consults with upper management and contacts the police department. The police are also to be called in incidents involving serious, life-threatening injuries to any student, client or employee.
3. Supervisors must investigate all reports of violence or workplace harassment. If cases of staff-to-staff, staff-to-management, or management-to-staff incidents, upper management and the Board of Directors may get involved.
4. Sistema Toronto takes all reported incidents of violence and workplace harassment seriously and will not ignore, condone or tolerate disruptive, threatening or violent behaviour by any member of the organization.
5. Managers, supervisors, staff or visitors engaged in such behaviour shall be removed from the premises as quickly as safety permits. They shall be banned from access to Sistema Toronto premises pending the outcome of an investigation. The investigation will be conducted by the selected response team members who will be assembled at the direction of the manager/administrator/director or his/her designate.
6. Depending on the circumstances of the incident or complaint, a workplace harassment investigation could be carried out by:
 - a. someone in the workplace (such as a manager or a supervisor);
 - b. someone associated with the workplace or organization (such as the Board of Directors or from a business association); or
 - c. someone from outside the workplace or organization (such as a licensed private investigator, a human resource professional, or a lawyer).
7. Stages in an investigation generally include:
 - a. a review of the details of the incident or complaint, including any relevant documents;
 - b. an interview or interviews with the worker alleging harassment;
 - c. an interview or interviews with the alleged harasser, if he or she works for the same employer;
 - d. an interview or interviews with the alleged harasser, if he or she is not a worker and if it is possible and appropriate;



- e. separate interviews with relevant witnesses;
 - f. examination of relevant documents or other evidence that pertains to the investigation (such as emails, notes, photographs, or videos);
 - g. a decision about whether a complaint or incident is workplace harassment; and
 - h. preparation of a report summarizing the incident or complaint, the steps taken during the investigation, the evidence gathered, and findings (such as whether workplace harassment occurred, did not occur, or that it was not possible to make a determination). The final results of the investigation will be supplied to both the alleged harasser and the worker alleging harassment in writing, as well as any corrective action that has been or that will be taken as a result of the investigation.
8. If an investigation shows that workplace violence or harassment has taken place, corrective action will be based on the severity of the behaviour. Corrective action could include, but is not limited to, apologies, education, counselling, shift changes, reprimands, suspension, job transfer, or termination of employment.
9. Sistema Toronto will do its best to preserve and protect the anonymity of those involved and confidentiality in the alleged case. However, it may not be possible to preserve confidentiality or anonymity of those involved as it may be necessary for Sistema Toronto to take action, including consultation with others.
10. In no circumstances will any person who in good faith reports an incident of threats, harassment, intimidation or violence, or assists in its investigation, be subject to any form of retribution, retaliation or reprisal.
11. Any person who makes or participates in such retribution or retaliation, directly or indirectly, will be subject to disciplinary action. A person who believes s/he has been or is being subjected to retribution or retaliation should immediately notify the Executive Director (or Board Chair) or file a reprisal complaint with the Ministry of Labour.

Employee Violence/Harassment/Discrimination

Instructions for completing this form: This form is intended for the use of employees only to report complaints and/or incidents they believe violate Sistema Toronto's Workplace Violence and Harassment Policy. Please ensure that you fill out every section of the form accurately, attach any supporting documentation you may have and ensure that it has been signed and dated. If you are unable to attach relevant supporting documentation, please attach a list detailing the documentation and persons who may be in possession of it. Upon completion of the form, please provide it to management immediately.

Employee (Complainant) Information

First Name	Last Name
Telephone Number	Alternative Telephone Number
Email	Work Location

Details of Person(s) Involved in the Complaint

Person 1

First Name		Last Name
Telephone Number	Alternative Telephone Number	Work Email
<input type="checkbox"/> Respondent (alleged to have engaged in wrongdoing) <input type="checkbox"/> Witness <input type="checkbox"/> Other: _____		

Person 2

First Name		Last Name
Telephone Number	Alternative Telephone Number	Work Email
<input type="checkbox"/> Respondent (alleged to have engaged in wrongdoing) <input type="checkbox"/> Witness <input type="checkbox"/> Other: _____		

Details of Person(s) Involved in the Complaint (Continued)

Person 3

First Name		Last Name
Telephone Number	Alternative Telephone Number	Work Email

Employee Harassment/Discrimination

Complaint Ground (check all that apply):

- | | |
|--------------------------------------------|--------------------------------------------------------------------|
| <input type="checkbox"/> Age | <input type="checkbox"/> Record of Offence |
| <input type="checkbox"/> Ancestry | <input type="checkbox"/> Reprisal |
| <input type="checkbox"/> Citizenship | <input type="checkbox"/> Sex (including Pregnancy & Breastfeeding) |
| <input type="checkbox"/> Colour | <input type="checkbox"/> Sexual Orientation |
| <input type="checkbox"/> Creed/Religion | <input type="checkbox"/> Sexual harassment (Sex) |
| <input type="checkbox"/> Disability | <input type="checkbox"/> Sexual harassment (Sexual orientation) |
| <input type="checkbox"/> Ethnic Origin | <input type="checkbox"/> Sexual harassment (Gender Identity) |
| <input type="checkbox"/> Family Status | <input type="checkbox"/> Sexual harassment (Gender Expression) |
| <input type="checkbox"/> Gender Expression | <input type="checkbox"/> Workplace harassment |
| <input type="checkbox"/> Gender Identity | <input type="checkbox"/> Workplace violence |
| <input type="checkbox"/> Marital Status | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Place of Origin | (other): _____ |
| <input type="checkbox"/> Race | |

Employee (Complainant) Signature

Date (yyyy-mm-dd)