

## [NAME] Symphony - Personnel Policies

For reference to Ontario Employment Standards, see <http://www.labour.gov.on.ca/english/es/factsheets>

\* These clauses will need to be updated when the admin office moves off of XXX campus.

**Work Schedule:** The [NAME] Symphony office hours are generally between 9 a.m. and 5 p.m. Monday through Friday. Additional hours on concert days are 2 hours prior to concert start through to 30 minutes after concert end. The work week for full-time staff is not to exceed 8 hours a day, or 44 hours a week. While attendance at concerts and certain meetings is expected, additional after hours meetings attended on behalf of the [NAME] Symphony, will be deemed as overtime if the 44 hours are exceeded. If agreed to in advance in writing, overtime worked may be taken off in lieu over the next two or more weeks; in other words, to average the hours worked over two or more weeks so as not to exceed 44 hours per week. The [NAME] Symphony standard lunch period is 30 minutes.

**Paydays:** Employees are paid on the 15th and 30th of each month.

**Travel:** \$0.30 per km, plus tolls and parking for approved travel expenses upon submission of travel claim form. Per diem expenses are \$25 per day for meals outside the [NAME] Region. A travel advance for extended travel may also be requested.

**\* Holidays:** Statutory holidays, plus additional days between Christmas and New Years when [NAME] office is officially closed.

**Vacation:** At the end of the employee's first year as a full-time employee of the [NAME] Symphony, an employee is entitled to 10 days (2 weeks) of paid vacation, unless otherwise agreed to in writing. Before scheduling a vacation, the employee must obtain approval. Requests for personal holidays must be made in writing not less than 10 days in advance of the requested date.

- Vacation time may be taken in increments of one full day but in all cases must be prescheduled and pre-approved. One day of vacation for every five days that an employee is entitled to may be carried over to the following year.
- The [NAME] Symphony does not provide paid vacation time for part-time employees.

When going on vacation, staff are expected to set up an automatic reply on their email account with this information and include emergency contact information. If a voicemail box is held at the [NAME] office, staff are expected to leave a similar message on outgoing voicemail message.

**Sick Time:** Sick days are provided for illness of the employee, their spouse or children. Employees should use their personal days or vacation days for non-illness related time off. All full-time employees will receive sick days according to the following schedule:

- Employees will be eligible for paid sick days after 6 months of employment. After 6 months of employment, employees will be eligible for one sick day for every two months worked from date of hire, with a maximum of 5 days in their first year of employment.
- Every succeeding calendar year, employees will be eligible for 5 sick days. Sick days may not be accumulated and carried over from year to year

If the employee becomes ill while on vacation, but the employee is not hospitalized, the employee's absence is charged against vacation time.

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To request sick leave, the employee should call the Executive Director before 9 a.m., leaving a message if necessary.

**Bereavement Leave:** Employees will be paid for up to five days to attend the funeral of a close relative, such as a partner or spouse, children, parents, grandparents, siblings and corresponding in-laws. If additional time off is required, employees should talk to their direct supervisor.

Time off without pay may be provided so that employees can attend the funeral of individuals other than those listed. Employees may take unused vacation or personal time but, sick days can not be used.

**Family Medical Leave:** An employee can take Family Medical Leave up to eight weeks to provide care and support to a specified family member who has a serious medical condition with a significant risk of death occurring within a period of 26 weeks. This medical condition and risk of death must be confirmed in a certificate issued by a qualified health practitioner.

Family Medical Leave is available to you whether you apply for federal Employment Insurance compassionate care benefits or not. If you are applying for Employment Insurance (EI) compassionate care benefits, a copy of the medical certificate submitted to Human Resources and Skills Development Canada may also be used for the purpose of family medical leave.

**Jury Duty:** Employees will be paid their full salary during an absence mandated by jury duty. If an employee receives any compensation for this duty, they should present it to their manager as a temporary payroll adjustment, unless prohibited by law. Employees must present a copy of the Jury Summons to their manager.

**\*Severe Weather:** the office will be closed when [NAME] office is closed due to severe weather.

**Termination and Vacation Pay:** When employment ends for any reason, vacation time earned but not taken by the employee will be included in the employee's final paycheck. At the same time, vacation time taken in advance will be deducted from the final paycheck.

**Benefits:** The [NAME] Symphony does not offer its employees a benefits plan.

**Injury or accident on the job:** refer to the Ontario Employment Standards, at <http://www.labour.gov.on.ca/english/es/factsheets>

**Medical expenses resulting from a work-related injury:** consult \_\_\_\_\_ for details on our coverage.

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### Financial Policies

**Business Expense Reimbursement:** The company will reimburse employees for expense which are directly business related to include: travel expenses, office supplies, and mileage incurred while traveling on business. Employees must submit receipts for all expenses. Employees should consult with their manager prior to business trips to confirm eligible expenses.

**Cheque Requests:** To generate cheques for approved and budgeted expenses, staff must submit an invoice or detailed cheque requisition form to the bookkeeper by Monday at 2pm. The cheque will be signed Tuesday morning by the Treasurer and ready to pick up or mail (please specify which) by Tuesday afternoon. No cheques will be issued without invoice or completed cheque requisition. Please be aware of vacation schedules, especially during the summer months.

**Petty Cash:** The Bookkeeper is responsible for one \$100 petty cash float held in the administration office. The Librarian is responsible for one \$100 petty cash float held in the production office or library. The Education Director/Summer Music Camp Director is responsible for one \$400 petty cash float held in the administration office of the Summer Music Camp from June 1 and to be returned to the office within 1 week after camp is over. Petty cash floats are also issued to the Bingo Leaders on a regular basis, at amounts as approved from time to time by the Treasurer and the Executive Director.

Petty cash floats are expected to be balanced regularly. When replenishment of the fund is needed or at the request of the bookkeeper a petty cash report will be submitted to the bookkeeper. This report will include receipts, paid invoices and any other details explaining how existing funds were spent on authorized and budgeted items. Replenishment cheques will be available for pick up from the bookkeeper by the Tuesday afternoon following receipt of a complete petty cash report, if the report is received by the bookkeeper by 2pm on the Monday.

**Office Supplies:** All supplies are ordered by the Bookkeeper. Please anticipate the supplies needed for any project and submit a detailed request for additional supplies required to the Bookkeeper by email at least 2 weeks in advance. If print materials will be needed to be re-printed (i.e. envelopes, letterhead, or postage paid return envelopes) please give the Bookkeeper at least 3 weeks notice to make these arrangements.

**Bulk Mailouts or Copying:** When mailing or copying more than 25 pieces for one project or campaign, please complete a tracking form and submit to the Bookkeeper including information on what account and project the expenses need to be charged against. This will also help the Bookkeeper to flag when supplies are getting low.

## [NAME] Symphony - Personnel Policies

### Hiring Procedures

**Equal Opportunity:** [NAME] Symphony is an equal opportunity employer. It does not discriminate against employees or applicants for employment on the basis of race, color, sex, gender, religion, creed, national and ethnic origin, age, citizenship, status as a perceived or actual victim of domestic violence, disability, marital status, sexual orientation, or any other legally protected status.

**Posting of Job Openings:** All non-musician vacancies are posted on the [NAME] Symphony's web site for a minimum of five (5) working days, and an email notice is distributed to through the enews list. No job offer will be extended to any candidate prior to five (5) working days from the initial date of posting. If an internal candidate exists, under certain conditions the posting requirement may be waived. Otherwise, the position will be posted as stated above.

**Interviewing job candidates:** Except for temporary contracted positions (i.e. summer camp apprentices), all part time and full time staff will be interviewed by an appointed hiring committee or two people or more. Candidate questions will be set in advance to best judge the fit of the applicants with the job description of the position being filled.

**Checking references:** The policy of the [NAME] Symphony is to perform reference checks on prospective employees.

**Offering employment:** All offers of employment will be made in writing to the successful candidate after the reference checks is complete.

**Termination:** Employees who voluntarily resign from the [NAME] Symphony are asked to provide at least two week advance notice of their resignation. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work. If a terminating employee is eligible for any incentive compensation, bonus, and/or awards, they must be actively employed on the date the compensation, bonus or awards are presented or paid, in order to receive the compensation, bonus or award.

**Exit Interview:** This allows the [NAME] Symphony the opportunity to receive information on an on-going basis regarding staff attitudes and provides a mechanism for staff who leave the employ of the [NAME] Symphony to share their work-life experiences. It is essential to hear from those individuals who separate their services for any reason, either through termination, transfer or promotion.

## [NAME] Symphony - Personnel Policies

### New Employee and Internal Orientation

**\* General information:** On the first day of hire, a key is provided or applied for, email account is applied for, and voice mail is set up. Instruction is provided on proper timesheet completion if needed and use of office equipment, including copier, fax, voicemail and email. Information is provided on operation of security system, use of and reordering office supplies, and location of washroom facilities and direction to restaurants, parking and other amenities.

The new hire is expected to read fully all print material and information posted online including company programs, history, strategic planning and other information in the members and sponsors section. The employee is expected to sign up for the [NAME] regularly mail e-news bulletins through the web site.

**Dress Code Policy:** The [NAME] maintains a business casual working environment. All employees should use discretion in wearing attire that is appropriate for the office and customer interaction.

**Mail:** To allow for accountability, all incoming mail is opened by one assigned staff person, usually the Executive Director. All mail addressed to the [NAME] or [NAME] staff (unless marked personal and confidential) is opened and sorted into appropriate mail folders.

**Telephone and Computer Use:** The [NAME] understands that when employees work during the week it is occasionally necessary to conduct personal business during office hours. However, employees should limit their personal use of the telephone and computer during office hours. Because telephone and e-mail systems are provided by the [NAME] at its expense for business use, all messages sent by or received on those systems are company documents. The Company reserves the right to access and to disclose the messages sent or received on the voice mail or e-mail systems. Employees should also be aware that “deleted” messages from the computer screen may not actually be deleted from the e-mail system. Employees who abuse this policy are subject to disciplinary procedures up to and including discharge.

Because [NAME] Symphony computers hold sensitive documents and are limited in their memory and processing capabilities, employees are not permitted to load any new programs onto the computers without permission from the Executive Director, nor are they allowed to download programs or large files from the internet.

**Email:** The [NAME] has a storage limit of 50MB with its service provider, XXX, for both web page and email storage. It is preferred that [NAME] staff using XXX email addresses as their primary email (as opposed to it being forwarded to another email address) download their messages off the server and onto their desktop using programs such as Eudora or Outlook, and make sure messages are deleted from the server. If you only read your XXX email using their webmail, please copy large email or any messages you wish to save onto a hard drive folder on your desktop and delete from XXX.

**Annual Reviews:** Every summer between June and September [NAME] staff will be expected to participate in an annual review process with their direct supervisor and the Executive Director. These reviews are guidelines for improvements in the working relationship between the individual and the organization, and with other individuals within the organization. The completed documents are the exclusive property of the [NAME] Symphony Association and will be filed in the organization's personnel files.

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**Staff access:** Employees may review the contents of their personnel file at reasonable times by arranging for such a review through the Executive Director. However, the contents of the file remain the exclusive property of the [NAME] Symphony. Copies of materials contained in the file may be made only with the approval of the Executive Director.

**Complimentary Tickets:** Any comp ticket requests need to be submitted my email to Subscriber and Donor Services by the Monday prior to the concert. Tickets will be assigned on the day of the concert, best available, and can be picked up 30 minutes prior to concert time. All requests must include full address for people using the tickets.

**Guest Artist Complimentary tickets:** Guest artists are generally offered 4 complimentary tickets per performance. In their contract, they are asked to request their tickets 1 week prior to the concerts.

**Musician Discount Tickets:** Orchestra musicians are entitled to 10% off regular ticket prices. Musicians should request their discounted tickets by email to \_\_\_\_\_ or by fax \_\_\_\_\_ by the Monday prior to the concert. Tickets will be assigned best available at the time of ticket order. They can be picked up 30 minutes prior to concert start time.

**Complimentary ticket vouchers:** The [NAME] Symphony makes tickets for selected concerts available for charities and non-profits to use in fundraising events. Requests for these ticket vouchers need to be emailed, faxed or mailed to the [NAME] Symphony office, and need to include charity and event details (date, time, place) and a mailing address. Ticket vouchers and brochures will be mailed within 2 weeks of the request. Voucher recipients will need to call the [NAME] and provide their name, address and contact phone or email to reserve tickets for the concert. Any voucher holder who does not make reservations prior to arriving at the concert will be seated with the best seats available. In the case of a sell-out, there may not be tickets available for them.

**Privacy Policy:** The [NAME] Symphony applies the following principles to govern the collection, use and disclosure of personal information: accountability, identifying the purposes for the collection of personal information, obtaining consent, limiting collection, limiting use, disclosure and retention, ensuring accuracy, providing adequate security, making information management policies readily available, providing individuals with access to information about themselves, and giving individuals a right to challenge an organization's compliance with these principles.

For details on the [NAME] Web Site Privacy Policy: [http://www.\[NAME\].org/privacy.php](http://www.[NAME].org/privacy.php)

### [NAME] .ORG PRIVACY POLICY

The privacy of our users is important to us. We know you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This notice describes our privacy policy. By visiting [NAME]symphony.org, you are accepting the practices described in this Privacy Policy and agree, without limitation or qualification, to be bound by this Privacy Policy.

### SITE OWNERSHIP, OPERATION AND PRODUCTION

Www.[NAME].org is owned and operated by the [NAME] Symphony Association.

# **[NAME] Symphony - Personnel Policies**

## **INFORMATION GATHERED**

We do not collect information that personally identifies individuals except when individuals knowingly provide such specific information on a voluntary basis. When you register information on the [NAME] Symphony site, that information is collected and maintained solely by the [NAME] Symphony Association. We will not disclose any personal information to outside parties unless the user was advised otherwise at the point and time of collection. Wherever and whenever personal information is collected on [NAME]symphony.org, we make an effort to include a link to this Privacy Policy on that page. You can choose not to provide certain information; however, such choice may restrict your ability to take advantage of many of our features.

## **INFORMATION USAGE**

We advise that we will be performing statistical analysis of user behaviour and characteristics, in order to measure interest in and use of the various sections of our site so as to improve design and navigation and to gather marketing information. Only aggregated data from these analyses, not individual data, will be used for this purpose. In addition, we also use the information that you provide to communicate with you. We offer free electronic and other information to users on a voluntary subscription basis. Users may remove themselves from any mailing list by following the instructions contained in every communication provided.

## **USE BY CHILDREN**

If you are under eighteen (18) be sure to obtain your parent's or guardian's permission before you send any information about yourself (name, address, email address, etc.) to us or anyone else over the Internet. We encourage parents to get involved with their child's online use and to be aware of the activities in which they are participating.

## **COMPANION INFORMATION**

When someone other than yourself is accompanying you to a concert or event reserved through [NAME] .org, we may collect personally identifiable information about that individual. You should obtain the consent of such other individual prior to providing any such information to us.

## **CONTESTS**

Users participating in [NAME]symphony.org contests may be required to submit varying degrees of personal information, depending upon the nature of the particular contest. The specific information to be collected and how it will be used will be disclosed in the general contest rules and regulations and/or in related correspondence.

## **EXTERNAL LINKS**

Be aware that [NAME] .org has links that take you to other sites that may collect personally identifiable information about you. We hope that all third parties involved adhere to our policies regarding the privacy of our users. However, this Privacy Policy does not cover third party data collection practices and we do not assume any responsibility for the actions of third parties.

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## **COOKIES**

Users should be aware that certain non-personal information and data may be automatically collected through the [NAME]symphony.org site through the operation of what are called cookies. Cookies are small text files that identify an individual computer's browser entering a website. They allow the site to track that browser's movement through the site over several sessions. Through cookies, a website can recognise repeat users, facilitate the user's access to and use of the site, and allow a site to track usage behaviour that will allow content improvement. We use cookies only for the above-mentioned purposes and will not use them to identify users or to track other usage.

If you do not want a cookie placed on your computer as a result of using [NAME] .org, you may disable cookies altogether by modifying the Preferences section of your Netscape or Internet Explorer browser. Note that it is possible that some aspects of [NAME]symphony.org may be unavailable to you if you choose this option.

If you have no problem accepting cookies, but wish to be informed of their appearance, you may turn on a warning prompt by modifying the cookie warning section also located in the Preferences section of your Netscape or Internet Explorer browser.

## **BUSINESS TRANSFERS**

Customer information is considered a business asset and therefore, in the event that all or substantially all of the [NAME] Symphony Association's assets are acquired, customer information will, of course, be one of the transferred assets.

## **PROTECTION OF SITE AND OTHERS**

We release personal information when we believe releases are appropriate to comply with law or to protect the rights, property, or safety of [NAME]symphony.org, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk protection.

## **SITE SECURITY**

We have security measures in place to attempt to protect against the loss, misuses, and alteration of your user data under our control. In all cases, the information is retained in secured facilities and protected from unauthorised access. Only authorised employees who have a need to know your information for the purposes described in this Privacy Policy have access to the information you choose to provide to us. While we cannot guarantee that loss, misuse, or alteration of the data will not occur, we make every effort to prevent such unfortunate occurrences.

## **CHANGES TO PRIVACY POLICY**

This Privacy Policy was produced and posted on [NAME]symphony.org on May 30, 2001. We reserve the right to modify or amend this Privacy Policy at any time and for any reason. Please check this Privacy policy periodically for changes. Your continued use of this site following the posting of changes to this Privacy Policy will be deemed to be acceptance by you of those changes.



## **[NAME] Symphony - Personnel Policies**

### **Other policies for future development.**

#### Performance Assessment Procedures

Performance assessment cycle  
Performance assessment process  
Dealing with performance issues  
Discipline: when the positive approach does not work  
Separation from employment checklist  
Communications by the supervisor regarding personnel issues  
Leave-taking procedures

#### Financial Management

Budget management and financial reporting - should be developed in 06/07  
Signing Authorities - should be developed in 06/07  
Periodic review of standard suppliers - should be developed in 06/07  
Major Gifts, receipt of - should be developed in 06/07  
Investment of retained earnings - should be developed in 06/07  
Capital expenditures

#### Supplementary Information

Discrimination or sexual harassment complaints  
Complaints regarding programs or staff

#### Data Practices

Policy  
Procedures  
Definitions  
Security of Records  
External releases  
Internal releases  
Use of data  
Legal procedures  
Destruction of records