

1. Event and Program Health and Safety Policy - August 1, 2025

Applies to: All Employees, Volunteers, Market Vendors and Community Partners and otherwise as outlined below

CreativeHub 1352, along with its Team Members, must take reasonable precautions to ensure that the workplace is safe. The organization complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario.

Our community members also play a part in ensuring a safe and healthy environment for everyone to enjoy. This policy outlines the expectations for everyone involved in CreativeHub's events and programs, including markets and festivals.

Team Members or volunteers who have immediate health and safety concerns or identify potential hazards should contact their immediate Supervisor. Market Vendors and Community Partners should contact the Market Manager or the Executive Director.

1.1 Alcohol, Substance Abuse and Impairment

Alcohol consumption or illegal drug use is not permitted during work and/or volunteer hours on the premises. From time to time, with the Executive Director's permission, alcohol may be used to celebrate an occasion/event. Team Members are trusted to refrain from being impaired at any CreativeHub event where the Team Member is representing CreativeHub. It is the expectation that vendors and community partners would refrain from the consumption of alcohol or illegal drugs while engaging with the public during markets and festivals.

Any employee who is concerned over their own substance abuse is encouraged to seek medical support, and, if appropriate, request accommodation.

1.2 Indoor Air Quality & Scent-free Workplace

Indoor air quality can lead to many health issues. CreativeHub recognizes this and attempts to minimize the risks associated with indoor air quality and the effects on its Team and Community Members during in-person events. In the spirit of inclusivity, Team Members, vendors and community partners working in-person are requested to refrain from wearing any strong scents. Issues pertaining to air quality should be reported to the Supervisor.

1.3 Smoke Free Environment

When working in-person at an enclosed workplace associated with CreativeHub, smoking is not permitted at any time. An 'enclosed workplace' is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling.

1.4 Workplace Violence and Harassment Policy and Program

Applies to: All Employees, Volunteers, Vendors and Community Partners

Policy and Program Statement

CreativeHub 1352 is committed to providing an environment in which everyone is treated with respect and dignity. Violence or harassment will not be tolerated from any person including customers, clients, other employees, supervisors, workers, volunteers, vendors, community partners and members of the public.

Consequences

Upon the conclusion of any investigation/s, employees or volunteers found to be engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment with or without cause, removal from Boards, committees or volunteer activities and possibly criminal charges. Vendors or community partners may have their contracts cancelled and may not be welcomed back to CreativeHub events. Police or other authorities may be contacted depending on the circumstances.

While the following is in the language of workplace violence and workers, CreativeHub applies the same definitions to all events and programs taking place at the Small Arms Inspection Building, and applies the following to all workers, volunteers, vendors and members of community partners.

Definitions

Workplace Harassment means engaging in a course of vexatious comment or conduct against a worker that is known or ought reasonably to be known to be unwelcome or sexual harassment.

Sexual harassment means:

- a) engaging in a course of vexatious comment or conduct against a worker 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

b) making a sexual solicitation or advance where the person making the solicitation or advance 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 that the solicitation or advance is unwelcome.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment.

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.

This may include:

- 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;
- kicking an object the worker is standing on such as a ladder; or
- trying to run down a worker using a vehicle or equipment such as a forklift.

Accidental situations – such as someone tripping over an object and pushing another person as a result – are not meant to be included.

Does the person need to intend to hurt the worker? For workplace violence to occur, a person must apply, attempt to apply, or threaten to apply physical force against a worker. However, they do not need to have the capacity to appreciate that these actions could cause physical harm.

For example, a person may have a medical condition that causes them to act out physically in response to a stimulus in their environment. This would still be considered workplace violence.

Workplace violence could also include situations where non-team members, for example, members of the public attending events, are fighting and a team member is injured when they intervene. The non-team members may not have intended their violence to spill over to anyone else, but they used physical force, which ultimately caused physical injury to a team member.

These situations will be taken into account when assessing the risks of workplace violence and when dealing with incidents.

Domestic violence/team members

A person who has a personal relationship with a team member– such as a spouse or former spouse, current or former intimate partner or a family member – may physically harm, or attempt or threaten to physically harm, that employee at work. In these situations, domestic violence is considered workplace violence.

What to do if you believe you are being harassed?

If you believe you are being harassed, speak to the person who is harassing you. Some harassing behaviour can be due to disputes arising due to misunderstandings and miscommunications. At other times, the alleged harasser is not aware that their behaviour is inappropriate. Confronting the harasser in a professional manner may resolve the situation. See CreativeHub's policy on Conflict and Dispute Resolution for more information. You may also wish to consult with your supervisor, Executive Director or the Board Chair or HR Director for further information.

If this isn't possible or if the behaviour isn't resolved, report the incident as outlined below. Keep any related documentation, including emails and phone logs, along with a written record of

- when and where you were harassed
- what was said or done
- who said or did it
- the names of any witnesses.

Reporting Incidents of Violence or Harassment

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner. Workplace violence incidents will be investigated as soon as management is aware of the incident, regardless of whether a complaint was filed.

Who to Report the Incident to: Team members are encouraged to report any incidents of workplace harassment to their supervisor or the Executive Director. If the person committing the harassment is the employee's supervisor or the Executive Director, incidents should be reported to the Board of Directors, specifically the HR Director or the Chair of the Board. (Please note that the person designated as the reporting contact should not be under the direct control of the alleged harasser.)

How to Report Workplace Harassment: Team members can report incidents or complaints of workplace harassment verbally or in writing. When submitting a written complaint, team members can use the workplace harassment complaint form (see attached). Complaints may be made without completing the complaint form.

The report of the incident should include the following information:

- (a) Name(s) of the team member who has allegedly experienced workplace harassment and contact information
- (b) Name of the alleged harasser(s), position and contact information (if known)
- (c) Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)
- (d) Details of what happened including date(s), frequency and location(s) of the alleged incident(s)
- (e) Any supporting documents the worker who complains of harassment may have in his/her possession that are relevant to the complaint.
- (f) List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

Investigations

Human Resources, management or their designate as appropriate will investigate and deal with all complaints or incidents of workplace harassment in a fair, respectful and timely manner. Information provided about an incident or about a complaint will not be disclosed except as necessary to protect workers, to investigate the complaint or incident, to take corrective action or as otherwise required by law.

The Board Chair, Board HR Director or Executive Director depending on the situation, will ensure that an investigation appropriate to the circumstances is conducted in a timely manner. The investigation must be completed in a timely manner and generally within 90 days or less unless there are extenuating circumstances (i.e. illness, complex investigation) warranting a longer investigation.

Depending on the circumstances, the alleged harasser may be suspended with or without pay while the investigation is taking place. If an alleged harasser has been suspended without pay and, upon the conclusion of the investigation the harasser is

deemed not to have harassed the complainant, the harasser will be paid their regular wages for any lost time.

Investigation Process

The person conducting the investigation whether internal or external to the workplace will, at minimum, complete the following:

The investigator must ensure the investigation is kept confidential and identifying information is not disclosed unless necessary to conduct the investigation. The investigator should remind the parties of this confidentiality obligation at the beginning of the investigation.

The investigator must thoroughly interview the team member who allegedly experienced the workplace harassment and the alleged harasser(s), if the alleged harasser is an employee of the employer. If the alleged harasser is not an employee, the investigator should make reasonable efforts to interview the alleged harasser.

The alleged harasser(s) must be given the opportunity to respond to the specific allegations raised by the team member. In some circumstances, the team member who allegedly experienced workplace harassment should be given a reasonable opportunity to reply.

The investigator must interview any relevant witnesses employed by the CreativeHub who may be identified by either the team member who allegedly experienced the workplace harassment, the alleged harasser(s) or as necessary to conduct a thorough investigation.

The investigator must make reasonable efforts to interview any relevant witnesses who are not employed by the CreativeHub if there are any identified.

The investigator must collect and review any relevant documents.

The investigator must take appropriate notes and statements during interviews with the worker who allegedly experienced workplace harassment, the alleged harasser and any witnesses.

The investigator must prepare a written report summarizing the steps taken during the investigation, the complaint, the allegations of the worker who allegedly experienced the workplace harassment, the response from the alleged harasser, the evidence of any witnesses, and the evidence gathered. The report must set out findings of fact and come to a conclusion about whether workplace harassment was found or not.

Results of the Investigation

Within 10 days of the investigation being completed, the team member who allegedly experienced the workplace harassment and the alleged harasser, if they are an employee, will be informed in writing of the results of the investigation and any corrective action taken or that will be taken by the CreativeHub to address workplace harassment.

Confidentiality

Information about complaints and incidents shall be kept confidential to the extent possible. Information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless disclosure is necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law. While the investigation is on-going, the team member who has allegedly experienced harassment, the alleged harasser(s) and any witnesses should not to discuss the incident or complaint or the investigation with each other or other workers or witnesses unless necessary to obtain advice about their rights. The investigator may discuss the investigation and disclose the incident or complaint-related information only as necessary to conduct the investigation. All records of the investigation will be kept confidential.

Handling Complaints

CreativeHub will set out any interim measures that may be taken after the complaint is received and during the investigation, if appropriate. If a complaint of harassment is found, measures appropriate to the circumstances including discipline up to and including termination of employment or contracts with or without cause will be taken.

Record Keeping

The Director of HR or their designate will keep records of the investigation including:

- a) a copy of the complaint or details about the incident;
- b) a record of the investigation including notes;
- c) a copy of the investigation report (if any)
- d) a copy of the findings
- e) a summary of the results of the investigation that was provided to the team member who allegedly experienced the workplace harassment and the alleged harasser, if an employee of the CreativeHub
- f) a copy of any action taken

All records of the investigation will be kept confidential. The investigation documents, including this report should not be disclosed unless necessary to investigate an incident or complaint of workplace harassment, take corrective action or otherwise as required by law. Records will be kept for a **minimum** of one year after the incident date.

Adherence

All Employees, Volunteers, Vendors and Community Partners are expected to adhere to this policy and will be held responsible for not following it.

Good Faith Reporting

CreativeHub encourages team members, vendors, community partners and members of the public to report any incidents of harassment promptly and honestly. Reports of harassment will be taken seriously and investigated promptly and impartially as outlined in this policy and program. People making reports of harassment are protected from retaliation or adverse consequences as a result of making such reports, provided that the reports are made in good faith. However, anyone who makes knowingly false or malicious reports may be subject to disciplinary action or other action appropriate to the circumstances.

This provision ensures that everyone feels safe and supported in reporting instances of harassment without fear of reprisal, while also discouraging false accusations by holding everyone accountable for making reports in good faith.

Further Information or Assistance

If you need further assistance, please contact the Market Manager, the Executive Director, the Board HR Director or the Chair of the Board.

This policy and program is made in accordance with Ontario's Occupational Health and Safety Act (OSHA). For additional resources including the Ministry of Labour's Guideline on Workplace Violence and Harassment: Understanding the Law, please refer to the Ministry of Labour web-site at ontario.ca/labour.

Event and Program Harassment Complaint Form Instructions

If you believe you have been harassed by a CreativeHub team member, volunteer, vendor or community partner, please complete the Event and Program Harassment Complaint Form (last two pages of this document) and submit it to the Board HR Director at hr@creativehub1352.ca, who will treat it with the strictest confidence.

1.5 Conflict & Dispute Resolution

Regrettably, conflict can occur in any working or community environment. In an effort to resolve conflict in an expedient, yet fair manner, CreativeHub supports the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the supervisor (Market Manager), Executive Director or Director for Human Resources (the “management representatives”). The management representative will listen to the concerns and, in consultation with the complainant, will recommend action to resolve the situation. This may include arranging a meeting between those involved in the dispute. The goal of the meeting and any action is resolution of the issue.
- Management representatives are encouraged to consult with the Director of Human Resources for employment-related disputes. For disputes involving volunteers, the Director of Volunteers should be consulted.
- If the management representative is unable to resolve a workplace dispute, the issue should be escalated to the Chair of the Board. The Chair of the Board will determine the appropriate action to be taken to resolve the issue.

Team Members are reminded of their rights under the Ontario Human Rights Act, Ontario Employment Standards Act, and Ontario’s Occupational Health and Safety Act to report any violations to the appropriate government body without fear of reprisal. CreativeHub respects this right, and commits to refraining from taking any form of retaliatory action against any Team Member who chooses to exercise their rights under any applicable law or regulation.

Event and Program Harassment Complaint Form Instructions

If you believe you have been harassed by a CreativeHub team member, volunteer, vendor, community partner or member of the public at an event hosted by CreativeHub, please complete this report and submit it to the Board Director for Human Resources at hr@creativehub1352.ca, in accordance with the provisions outlined in the Workplace Harassment Policy and Program found in the Event and Program Health and Safety Policy . Please refer to the Workplace Harassment Policy and Program for further information. ***Please print clearly.***

Attach a separate page/s if necessary.

The person who experienced the alleged harassment is referred to as the 'complainant'. The person who did the alleged harassing is referred to as the 'alleged harasser'.

Details of the Complaint of Workplace Harassment

Please describe in as much detail as possible the harassment incident(s), including: (a) the names of the parties involved; (b) any witnesses to the incident(s); (c) the location, date and time of the incident(s); (d) details about the incident(s) (behaviour and/or words used); (e) any additional details. (Attach additional pages if required)

Relevant Documents/Evidence

Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. If you are not able to attach documents and they are relevant to your complaint, please list the documents below. If someone else has relevant documents, please note that below or on a separate page.

Complainant Signature

Date

Complainant Name	
Complainant Position	
Complainant's Manager Name (if applicable)	
Alleged Harasser Name	
Alleged Harasser Position	
Date of Latest Incident	
Is this the first incident?	<p>_____ Yes _____ No</p> <p>If no, please list date/s of previous incidents below</p>
Name of person completing this report, if it's not the Complainant	

Is this the first incident/s? _____ Yes _____ No. *If no, please complete the following table.*

Previous Incidents

Incident Date (DD-MM-YR)	Summary	Reported? Yes or No	Name of person incident reported to	Position of person incident reported to