



VOLUNTEER HANDBOOK

Effective: June, 2025

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1. Welcome

Welcome to the CreativeHub 1352! CreativeHub 1352 is a non-profit organization dedicated to bringing creative people together to strengthen arts, culture, and community in Mississauga. Through collaborations with local partners, we offer a diverse range of year-round programs in the arts, heritage, and environmental stewardship and education, engaging people from across the city and beyond.

2. Land Acknowledgement

The CreativeHub 1352 wishes to acknowledge and honour the land upon which the Small Arms Inspection Building is situated as the historical and traditional territory of First Nation peoples. We recognize and thank the Anishinabek (Ojibway), Huron-Wendat, Haudenosaunee (Iroquois) and Mississaugas of the Credit First Nation for their stewardship of these lands over millennia and are grateful to have the opportunity to work here and continue to honour the heritage and build community on this territory.

3. Address

Creative Hub 1352 operates at the Small Arms Inspection Building, owned and operated by the City of Mississauga.

Small Arms Inspection Building Address: Lakeshore Road East, Mississauga, ON. L5E 1E9

CreativeHub 1352 Mailing Address: 42B Woodlawn Avenue, Mississauga, ON. L5G 3K6

4. Team Members Definition and Handbook Organization

The term “Team Members” in this handbook refers to employees, independent contractors, volunteers and board members collectively. Each section of this handbook identifies who the section applies to, using this terminology.

5. CreativeHub 1352

Throughout this handbook, CreativeHub 1352 is referred to as any of the following:

- CreativeHub 1352
- CreativeHub

- The “company” or the “organization”

These terms are used interchangeably and all refer to the CreativeHub 1352.

6. Company Overview

Applies to: All Volunteers

6.1. Background

CreativeHub 1352 is a non-profit organization dedicated to bringing creative people together to strengthen arts, culture, and community in Mississauga. Through collaborations with local partners, we offer a diverse range of year-round programs in the arts, heritage, and environmental stewardship and education, engaging people from across the city and beyond.

Our journey began with the Lakeview Legacy Community Foundation, later known as the Small Arms Society, which led the successful effort in 2008 to save the historic Small Arms Inspection Building (SAIB) from demolition. Since 2018, CreativeHub 1352 has worked with the City of Mississauga to transform this landmark into a vibrant community hub. As the building’s lead tenant and key partner, we continue to expand our programming days each year, bringing our creative vision to life in this unique and historic space.

6.2. Our vision

A thriving arts community in Mississauga through inspiring programs and creative spaces.

6.3. Our mission

We foster creativity and connection through placemaking, environmental and heritage stewardship, and arts programming.

6.4 Values

Empowerment: We believe in the power of art, culture, and heritage to enrich peoples’ lives and build community

Community: We believe in placemaking and animating public spaces for everyone to engage and be inspired.

Inspiration: We believe in thinking outside the box, fostering innovation in the built and natural spaces we steward.

6.5 Principles

Equity, diversity, and inclusion: We make our events and programs accessible, inclusive and honour the diversity of our community.

Innovation: We encourage collaborative, multidisciplinary initiatives that bring creative and flexible uses to the SAIB and surrounding areas.

Fair compensation: We champion local talent, and ensure emerging and established artists are valued for their time and expertise.

Organizational stability: We manage our organization responsibly, investing in systems that support CreativeHub 1352's financial and operational sustainability, so we can continue doing the good work we do.

Partnership: We value and cultivate meaningful partnerships with the City of Mississauga and collaborate with other organizations and institutions to leverage our combined expertise and communities to co-create impactful events and programs.

6.6 Who We Serve:

CreativeHub 1352 serves a diverse community of artists, residents, and visitors in Mississauga and surrounding communities. We engage local creators, cultural organizations, and environmental advocates, while fostering connections between longstanding and new community members.

Our programs, events, and spaces are open to individuals of all backgrounds, with a focus on inclusivity, creativity, and collaboration. As the neighborhood grows, we're excited to engage new artists, residents, and partners, ensuring that our offerings continue to meet the needs of an evolving community.

CreativeHub 1352 aims to make the Small Arms Inspection Building a vibrant, inclusive gathering place where the past, present, and future come together for years to come.

6.4. What We Do

At CreativeHub 1352, we bring communities together through dynamic arts, culture, and environmental programming. We transform underutilized spaces into vibrant creative hubs, fostering collaboration between artists, residents, and organizations. Through events, festivals, markets, and workshops, we champion artistic innovation, heritage preservation, and sustainable community development.

At its heart, CreativeHub 1352's mission elevates the need for community creative hubs. Our mission is rooted in 'Place-making' — a process that seeks to strengthen people's relationships with their community public spaces. We believe in the power of our multidisciplinary programming which combines the arts, culture, heritage and environmental stewardship to support inclusive experiences and opportunities for learning.

Connect: We create welcoming spaces where diverse community members connect over shared interests in arts, culture, heritage, and environmental stewardship, building meaningful relationships that enrich our collective experience.

Collaborate: We bring together voices and expertise from various disciplines, sectors, and communities, honoring past legacies while shaping a vibrant future together through innovative programming.

Create: We empower individuals and communities to express themselves, imagine possibilities, and transform public spaces through dynamic arts and cultural programming that fosters a sustainable, inclusive future.

7. Our Commitment

Applies to: All Volunteers

The CreativeHub 1352 is committed to ensuring that its internal policies and practices are free of barriers, emphasize the value of diversity, and promote full participation to ensure dignity, respect, and equal access for volunteers, participants, staff and residents. Through our processes and practices, we are working to eliminate barriers for people who are usually underrepresented in Canada's workforce – Indigenous people, those of the LGBTQ2S+ community, people with disabilities, racialized persons, and women.

7.1 Accessibility Statement

CreativeHub 1352 is committed to meeting the accessibility needs of persons with disabilities in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). We strive to ensure that our programs, services, and spaces are inclusive and barrier-free. If you require accommodation to participate fully as a volunteer, please contact us and we will work with you to meet your needs in a respectful and timely manner.

8. Accessible Leadership & Transparency

Applies to: All Volunteers

It is our intention to create a safe and welcoming space for all volunteers, where staff and leadership are approachable and open to honest communication. We aim to foster a culture of transparency, trust, and collaboration, where volunteers feel valued and connected to the broader community supporting the mission and vision of CreativeHub 1352. Volunteers are always welcome to reach out to staff or board members with questions, ideas, or concerns related to their involvement. While we are committed to open communication, we also recognize that some matters must remain confidential.

We trust that our volunteers will respect this and help maintain a positive and respectful environment.

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9. Diversity, Equity & Inclusion (DEI)

Applies to: All Volunteers, and otherwise as noted

9.1. Introduction

CreativeHub 1352, as an organization, is deeply rooted in the belief that fostering a workplace environment founded on the principles of diversity, equity, and inclusion is not just a corporate endeavor, but a moral obligation. We recognize that the harmonious coexistence of diverse perspectives, backgrounds, and experiences is not just a catalyst for innovation but also a fundamental element that fortifies our organization's foundation. With unwavering commitment, we pledge to uphold these principles in every facet of our operations.

9.2. Embracing Diversity

Our commitment to diversity is not limited to mere acknowledgment; it is a resolute effort to actively seek out, embrace, and celebrate individuals from diverse racial, ethnic, gender, sexual orientation, age, disability, and socioeconomic backgrounds. We believe that our collective strength lies in our differences, and we are dedicated to cultivating an environment where these differences are not only respected but integrated into the very fabric of our organizational culture.

9.3. Promoting Equity

Equity is the cornerstone of our organizational ethos. We are steadfast in ensuring that every member of our organization has equitable access to opportunities, resources, and recognition, regardless of their background. We conduct rigorous evaluations of our policies, practices, and procedures, addressing any systemic disparities, and thereby guaranteeing fairness in all aspects of employment, from recruitment to professional growth.

9.4. Pronoun Usage

Respecting individuals' pronouns is an integral part of our commitment to DEI. We encourage everyone to share their pronouns. Pronouns will be respected.

9.5. Inclusion as a Fundamental Practice

Inclusion, for us, is not a token gesture but a fundamental practice ingrained in every interaction, decision, and initiative. We foster an environment where every individual feels valued, heard, and respected. Open dialogues, diverse perspectives, and a culture of mutual respect form the cornerstone of our commitment to inclusion. We understand that true

inclusion transcends tolerance; it embraces and appreciates the unique qualities that each individual brings to the table.

9.6. Our Ongoing Commitment

Our commitment to diversity, equity, and inclusion is not a one-time policy; it is an ongoing journey that requires continuous effort and vigilance. We invest in comprehensive training and education programs, set measurable goals, and conduct regular assessments to gauge our progress. Our organization undertakes periodic reviews of our policies and practices, eliminating bias and ensuring that our commitment to fairness remains unwavering.

9.7. Community Engagement and Outreach

Our dedication to DEI extends beyond the confines of our organization. We actively engage with our employees, clients, and communities, fostering partnerships and initiatives that promote diversity, equity, and inclusion on a broader scale. Through these collaborations, we aspire to be an agent of positive change, contributing to a society where inclusivity is not just a buzzword but a lived reality.

In conclusion, at CreativeHub 1352, our commitment to diversity, equity, and inclusion is not a formality; it is the bedrock upon which our organization stands. We invite every member of our organization to join us in upholding these principles, ensuring that our workplace is not just a space of employment, but a sanctuary where every individual is valued and respected for who they are.

10. Non-Disparage Clause

Applies to: All Volunteers

CreativeHub 1352 is committed to fostering a positive and respectful environment. We ask that volunteers refrain from making negative or disparaging comments—whether spoken or written—about CreativeHub, its staff, board members, fellow volunteers, sponsors, or partners.

If you have concerns or issues during your time with us, we encourage you to speak directly with a staff member or the Director of Volunteer Development. You may also reach out to the Executive Director or a board member if additional support is needed to help resolve the matter in a respectful and constructive way.

11. Professionalism

Applies to: All Volunteers

When volunteering with CreativeHub 1352, we ask that you dress and behave in a way that reflects the welcoming and professional spirit of our organization. Please choose attire that is appropriate for the setting and respectful to others.

We also ask that volunteers avoid the use of excessive or inappropriate language, as it can be disruptive and disrespectful to fellow volunteers, staff, and the public. Let's work together to create a positive and inclusive environment for everyone involved.

12. Performance Expectations

Applies to: All Volunteers

12.1. Introduction

CreativeHub 1352 is committed to fostering a positive and engaging volunteer environment. This section outlines how we support volunteers in fulfilling their roles and contributing to the organization's success.

12.2. Supportive Approach

We want volunteers to feel confident and supported in their work with CreativeHub. Our team takes a collaborative and respectful approach to volunteer engagement, focusing on open communication, shared understanding, and continuous learning.

12.3. Volunteer Involvement

Volunteers are encouraged to take an active role in their experience by asking questions, sharing feedback, and seeking support when needed. We value your contributions and are here to help you succeed in your role.

12.4. Expectations

Clear expectations for each role are outlined during onboarding and through communication with the Director for Volunteer Development or the responsible CreativeHub staff member. If anything is unclear, volunteers are encouraged to ask for clarification to ensure a smooth and positive experience.

12.5. Communication and Feedback

Staff and coordinators will offer guidance and feedback to help volunteers succeed and feel empowered in their roles. Any feedback is intended to be constructive and supportive. Volunteers are always welcome to raise concerns or request additional support at any time.

12.6. Steps for Addressing Concerns

When challenges arise, we will take the following approach:

- **Informal Conversation:** If an issue is identified, staff will speak with the volunteer to clarify expectations and offer support. This is a chance to work together on solutions.

- **Follow-Up Plan:** If needed, a brief plan may be created to outline areas for improvement, clarify expectations, and provide additional support or training.
- **Ongoing Issues:** If concerns persist, we may explore whether the current volunteer role is the right fit, and in some cases, may end the volunteer placement.

Our goal is always to handle any concerns with respect, openness, and a shared commitment to a positive experience for all involved.

13. Attendance

Applies to: Volunteers

Volunteers play an important role in the success of CreativeHub 1352's programs and events. We rely on your commitment to attend scheduled shifts and be punctual.

If you are unable to attend your scheduled shift, or expect to be late or need to leave early, please notify the Director of Volunteers or your staff contact as soon as possible — ideally with advance notice — so alternate arrangements can be made.

Consistent attendance and communication help us ensure smooth operations and support for fellow volunteers, staff, and the public.

Volunteers may ask the Volunteer Captain/Supervisor to sign their hours log at the end of their shift.

Accommodation

If you require any accommodations to support your participation as a volunteer, please let us know. We are committed to creating an inclusive environment and will work with you to determine reasonable accommodations in accordance with applicable laws and best practices. All information shared will be kept confidential and handled respectfully.

14. Conflict of Interest and Gifts/Gratuities

Applies to: All Volunteers

Volunteers are trusted representatives of CreativeHub 1352 and are expected to avoid situations where personal interests could conflict—or appear to conflict—with their role in the organization.

What is a Conflict of Interest?

A conflict of interest may arise when a volunteer's personal, financial, or professional relationships could improperly influence their actions or decisions on behalf of CreativeHub.

If you are unsure whether a situation represents a conflict, or if a real or perceived conflict arises, you are expected to disclose it to the Director for Human Resources or Executive Director as soon as possible. There is no assumption of wrongdoing—transparency is key.

14.1. Examples of Conflict of Interest

Examples include:

- Receiving personal or financial benefit from a vendor, partner, or participant due to your role at CreativeHub
- Recommending or engaging a business or service in which you or your family have a financial interest, without disclosure
Accepting substantial gifts or benefits that could be seen as influencing your volunteer role

Any undisclosed conflicts will be reviewed by the Executive Director and/or Director for Human Resources, or the Chair of the Board. If a conflict is determined, appropriate action may be taken, including removal from your volunteer role.

14.2. Gifts/Gratuities

Applies to: Volunteers

Volunteers may occasionally be offered small tokens of appreciation from vendors, partners, or members of the public. CreativeHub 1352 permits the acceptance of modest gifts or gratuities, generally valued at **\$200 CAD or less**, provided they are appropriate and align with the spirit of community engagement.

Whenever possible, such gifts (e.g., branded items or samples) should be shared with the broader volunteer team or staff to maintain transparency and inclusiveness.

All gifts—regardless of value—should be disclosed to the Director of Volunteer Development or Executive Director. Gifts exceeding \$200 in value must be reported and may need to be returned, accompanied by a polite explanation that it conflicts with CreativeHub's policies. We encourage individuals or companies wishing to support the organization to consider making a **donation to CreativeHub 1352** in place of a personal gift.

Volunteers should **not offer gifts on behalf of CreativeHub** to suppliers, donors, or partners without prior approval from the Executive Director.

15. Privacy Policy

Applies to: All Volunteers

15.1. Introduction

CreativeHub 1352 respects the privacy of all volunteers and is committed to protecting personal information. This Privacy Policy outlines our practices regarding the collection, use, disclosure, and protection of volunteer personal information.

CreativeHub adheres to the principles of the Personal Information Protection and Electronic Documents Act (PIPEDA), which ensures that personal information is collected, used, or disclosed only for purposes that a reasonable person would consider appropriate.

15.2. Collection of Personal Information

CreativeHub may collect the following types of volunteer information:

- Legal name, contact details, emergency contact information
- Volunteer application or resume
- Availability and shift records
- Criminal record checks/Vulnerable Sector Screening (if applicable)
- Notes related to volunteer role and performance

Purpose: Volunteer information may be collected and used for:

- Scheduling and communication
- Event and program coordination
- Health and safety
- Legal or grant compliance

Consent: Your consent will be requested when required by law, and the specific purposes for collecting your information will be communicated to you clearly.

15.3. Use and Disclosure of Personal Information

Internal Use

Information you provide will only be accessed by authorized CreativeHub staff or board members and used for the purposes for which it was collected.

Third Parties

Information may be shared with third-party service providers (e.g., volunteer management systems, background check services) only when necessary and under confidentiality agreements.

15.4. Security of Personal Information**Protection**

CreativeHub takes reasonable precautions to protect your personal information from unauthorized access, disclosure, or misuse.

Retention

Volunteer records will be retained only as long as needed to fulfill the stated purposes or as required by law. Typically, this is up to seven years after your volunteer involvement ends.

15.5. Access and Correction**Access**

Volunteers may request to view or update the information we have on file. Please contact the Director for Volunteer Development or Executive Director with your request.

Correction

If you believe any of your information is inaccurate or outdated, notify us and we'll take reasonable steps to correct it.

15.6. Questions and Concerns

The Director of Human Resources serves as the Privacy Officer for CreativeHub 1352. Any questions or concerns about your personal information should be directed to them.

15.7. Changes to this Privacy Policy

This Privacy Policy may be updated periodically. By continuing to volunteer with CreativeHub 1352, you acknowledge and accept the current version of the policy.

This policy is for informational purposes and does not create a contract or legal obligation between volunteers and CreativeHub 1352.

16. Confidential or Proprietary Information

Applies to: All Volunteers

During your time as a volunteer, you may be exposed to confidential or proprietary information relating to CreativeHub 1352. This may include non-public details about events, participants, partners, or internal operations.

Volunteers agree not to disclose or use any confidential information outside of their role with CreativeHub unless required by law or with prior written permission.

Examples of confidential information include:

- Personal information about staff, volunteers, or participants
- Program or event plans not yet publicly released
- Donor or sponsor details
- Strategic, financial, or operational data

Confidential information remains the sole property of CreativeHub 1352 and must not be copied, shared, or retained beyond your time with the organization.

By volunteering with CreativeHub, you agree to maintain the confidentiality of any sensitive information you access, even after your volunteer role ends.

17. Use of Company Property & Confidentiality

Applies to: All Volunteers

Volunteers are expected to treat all CreativeHub 1352 property and information with care and respect. This includes materials, equipment, and any confidential or sensitive information you may come across during your volunteer activities.

If you are given access to documents or equipment, please ensure they are used only for CreativeHub-related purposes and returned in good condition. Volunteers should not share any internal information, documents, or participant details outside of CreativeHub unless given explicit permission.

If your volunteer role ends, we ask that any materials or information in your possession be returned promptly to CreativeHub staff.

22.2. Related policies

- Privacy Policy
- Confidential or Proprietary Information
- Intellectual Property
- Computer, Software and Related Equipment
- Emails and Communications, including Social Media

18. Emails and Communications, including Social Media

Applies to: All Volunteers

CreativeHub is a community-based not-for-profit organization that respects the rights of all individuals. All correspondence, including social media, should align with this statement and CreativeHub's mission, vision, mandate and goals.

CreativeHub trusts that any correspondence, including emails, letters, documents, social media posts (collectively referred to as "Communications") done while conducting business on behalf of the CreativeHub is done in a respectful and professional manner. For professionalism and consistency, all Communications must be done in accordance with CreativeHub's branding guidelines. This includes email signatures for CreativeHub employees. Branding guidelines encompass CreativeHub's logo, colour, style and font, and are in alignment with who CreativeHub is.

Offensive or inappropriate language is prohibited in all communications. The correct use of pronouns, grammar, spelling and punctuation is expected. In some cases where social media platforms are used, short forms or common terms that are not grammatically accurate may be acceptable provided they are in alignment with CreativeHub's brand.

Team members are encouraged to write clear, concise, well-structured emails and communications. Team members are encouraged to acknowledge and respond to communications promptly (within 24 hours). With emails, descriptive subject lines are encouraged. Subject lines should indicate if the message is time-sensitive.

18.1. Social Media

- a. Team Members are trusted to be respectful and considerate when using social media associated with CreativeHub. This includes personal social media, where the Team Member can be associated with CreativeHub.
- b. Any negative social media posts that can be associated with CreativeHub must be reported and immediately removed.

- c. On-line posts or behaviour that is not aligned with CreativeHub's brand will be reviewed and, if requested, must be immediately removed.
- d. The disclosure of proprietary, confidential or sensitive information about CreativeHub, its Team Members, vendors, clients, members, donors or partners is strictly prohibited.
- e. Copyrights, including intellectual property rights, must be respected when posting on social media
- f. Team Members no longer associated with CreativeHub are requested to update their social media profiles within five (5) business days of the change.
- g. When sharing photos of individuals associated with CreativeHub through social media, permission of the individuals must be received, in advance.
- h. During events, CreativeHub reserves the right to take photos of participants and to share these photos for promotional purposes, without the use of names. Individuals who prefer not to have their photo used on social media are requested to advise the Executive Director.
- i. Team Members are requested to refrain from promoting any products, services, or other organization or any political party in a way that suggests CreativeHub's endorsement without explicit permission.

18.2. Breaches

Potential breaches of this policy will be investigated by the Executive Director, Chair of the Board and/or their designate. Appropriate action, including alerting legal authorities, or termination of employment for cause, will be taken against any individuals who post or otherwise communicate illegal or hateful information associated with CreativeHub through any social media platforms.

19. Expense Reimbursement

Applies to: All Volunteers

CreativeHub may agree to reimburse a Team Member for personal expenses related to conducting business on behalf of the CreativeHub. Approval of the Executive Director, in writing, is required. Original detailed receipts must be submitted, along with an Expense Report form approved by the CreativeHub. Original detailed receipts must include information such as item/s purchased, taxes paid, date, vendor name and GST/HST number, and person/s involved. Credit card receipts must be accompanied by the detailed receipt. Expenses should be submitted within thirty (30) days of the expense being incurred. The CreativeHub reserves the right to deny any reimbursement

if the appropriate receipt/s are not provided, or if the expenses are submitted after thirty (30) days.

20. Health and Safety

Applies to: All Volunteers and otherwise as outlined below

The CreativeHub, 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.

Team Members who have health and safety concerns or identify potential hazards should contact their immediate Supervisor.

All volunteers must follow CreativeHub 1352's [Incident Reporting Policy](#) and promptly report any incident, near miss, or safety concern to staff using the required Incident Report Form.

20.1. 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.

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

20.2. 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 Members during in-person events. In the spirit of inclusivity, Team Members working in-person are requested to refrain from wearing any strong scents. Issues pertaining to air quality should be reported to the Supervisor.

20.3. 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.

20.4. Workplace Violence and Harassment Policy and Program Updated May 2025

Applies to: All Volunteers

Policy and Program Statement

CreativeHub 1352 is committed to providing a work environment in which all workers are treated with respect and dignity. Workplace violence or harassment will not be tolerated from any person in the workplace including customers, clients, other employers, supervisors, workers, volunteers, 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. Police or other authorities may be contacted depending on the circumstances.

Definitions

Workplace harassment means 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 or workplace sexual harassment.

Workplace sexual harassment means:

- a) 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
- 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 OSHA 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 a worker tripping over an object and pushing a co-worker 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 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 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 Volunteers are expected to adhere to this policy and will be held responsible for not following it.

Good Faith Reporting

CreativeHub encourages team members 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. Team members 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, team members who make knowingly false or malicious reports may be subject to disciplinary action or other action appropriate to the circumstances.

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

Further Information or Assistance

If a team member needs further assistance, they should contact the Executive Director, the Chair of the Board, or the Board HR Director.

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.

Workplace Harassment Complaint Form Instructions

If you believe you have been harassed by a CreativeHub team member, please complete this report and submit it in accordance with the provisions outlined in the Workplace Harassment Policy and Program found in the Employee Handbook. 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 bullying and 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	
Alleged Harasser Name	
Alleged Harasser Position	
Date of Latest Incident	
Is this the first incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No If no, please list date/s of previous incidents
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	

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

20.5. Conflict & Dispute Resolution

Regrettably, conflict can occur in any working 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, Executive Director or Director for Human Resources (the “management representative”). 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.

21. Criminal Records

Applies to: All Volunteers

CreativeHub adheres to the Ontario Human Rights Code, which prohibits discrimination in employment on the basis of a criminal conviction unless the conviction is directly related to the job or a bona fide occupational requirement. As a nonprofit organization and a community member, the CreativeHub is sensitive to any criminal convictions of Team Members that may result in negative publicity that has the potential of affecting the continued operations relationships with government entities or the community, and/or and current or future funding, of the CreativeHub.

Any Team Members who have been convicted of a criminal offence that meets the following criteria is required to disclose the information to the Executive Director and the Chair of the Board:

- directly related to the job, work required, or volunteer activities including board activities
- bona fide occupational requirement
- may result in negative publicity to the CreativeHub that has the potential of affecting continued operations, relationships with government entities or the community, and/or any current or future funding

The Executive Director, in consultation with the Chair of the Board and/or their designate/s, will investigate the issue in a fair, equitable and confidential manner to determine the relevance of the criminal record and any required action to be taken.

21.1. Criminal Record Search/Vulnerable Sector Screening

Any Team Members who are required to work with vulnerable individuals may be required to submit to an appropriate Criminal Record Search, which will be done at the Team Member's own expense. This includes, but is not limited to, working with or supervising youth under the age of 19, the elderly, and people living with disabilities. At its discretion, CreativeHub may agree to cover the cost of a Vulnerable Sector Screening.

22. Acknowledgement and Agreement

I, _____, acknowledge that I have read and understand the following:

- CreativeHub 1352 Volunteer Handbook Effective May, 2024

By signing below, I understand and agree to the following:

- I have electronic access to the Volunteer Handbook
- Compliance with these policies and any related processes is a condition of employment
- These policies are subject to change with or without advance notice
- Failure to comply may result in disciplinary action up to and including termination of employment with or without cause depending on the circumstances

Name: _____

Signature: _____

Date: _____