

Definitions

Anti-racism: a set of practices and systems designed to eliminate racism. Racism includes racist ideologies, prejudiced attitudes, discriminatory behaviours, structural arrangements and institutionalized practices resulting in racial inequality as well as the fallacious notion that discriminatory relations between groups are morally and scientifically justifiable.

Access: the ability of or extents to which communities or residents can attain needed services and achieve full participation in the planning, development, administration and delivery of those services. Access includes client access and organizational access.

Equity: practices designed to remove systemic barriers to equality of outcome by identifying and eliminating discriminatory policies and practices.

Discrimination: the act of treating a person unequally by imposing unequal burdens or denying benefits, rather than treating a person fairly on the basis of individual merit. Discrimination is usually based upon personal prejudices and stereotypical assumptions related to at least one of the grounds set out in this Policy.

Workplace rules, policies, procedures, requirements, qualifications or factors may not be directly or intentionally discriminatory but may nonetheless have an adverse effect. This may create barriers to achievement and opportunity and must be addressed.

Harassment: a course of conduct of comments or actions that are unwelcome or should be known to be unwelcome. A person has the right to be free of humiliating or annoying behaviour that is based on one or more grounds in the Code.

B: POLICY AND ACTIONS ON ANTI-RACISM, ACCESS & EQUITY

Governance

As part of its strategic vision, Tafelmusik is committed to achieving diverse representation on its Board of Directors. This is achieved by ensuring an equitable and thorough nominations process, in which our general membership has ratification powers through elections at Tafelmusik's Annual General Meeting.

As identified in its strategic planning process, the Board of Directors is committed to outreach beyond the current Board membership if necessary to achieve diverse representation. The strategic planning process addresses outreach, education, family programming, tour and home market programming to our diverse community. The Board identifies diverse and fitting candidates who are committed to the mandate of Tafelmusik to provide strong leadership in all areas. The organization will seek education and training on diversity.

Employment

Tafelmusik is committed to achieving representation of diverse groups on its staff by ensuring that members of diverse communities have equitable access to employment. This includes recruitment and selection of staff with the requisite skills, staff development, performance evaluation, retention, promotion, and termination. Tafelmusik ensures that the employment notices are communicated through varied media. Tafelmusik staff will post employment equity information, and will be sent to equity seminars to increase the members of the organization's knowledge in this area when and where required.

Services

Tafelmusik is committed to ensuring that its services and programs are accessible to diverse communities. This involves constant review of current outreach, communications, programme planning, to ensure Tafelmusik's artistic, audience and community goals are being met.

Tafelmusik continues to develop significant outreach programmes in non-traditional venues, satellite venues, and family matinees to access a much broader cross-section of the community. The developing artistic vision for the main stage and education programming also reflects world music and artistic traditions when appropriate. Tafelmusik continues to be committed to international touring that, by nature, involves an cultural exchange with in an international context.

In addition, Tafelmusik takes into consideration provision of services to disadvantaged individuals, low-income persons, families in poverty, and equity-seeking communities. This will be done through free education programming to ensure that children of all walks of life have equal access, student and senior discounts and rush ticket prices. High-need schools will be targeted for education programmes and in-class work. Free community concerts will also continue. Our

current venue, Trinity St. Paul's Church (designated as an historic site), is improving access for people with disabilities, and this allows a greater access to Tafelmusik performances. Tafelmusik's administration is housed in the basement of the church that only has stair access to its offices.

Training and Education

Tafelmusik is committed to ensuring that those involved in the delivery of services and programs have the knowledge, understanding and skills to work with and provide services to members of diverse communities, particularly equity-seeking communities.

Tafelmusik will ascertain the people and organizations with the appropriate expertise to seek advice on specific programming, education and outreach matters.

Information and Communications

Tafelmusik will continue its broad-based subscription and single ticket marketing, publicity & media, and outreach initiatives to ensure that we reach diverse communities.

C: HUMAN RIGHTS COMPLAINT PROCEDURE

Definitions

Complainant: the individual alleging the discriminatory treatment or behaviour

Respondent: the individual against whom the allegation of discrimination is made.

Employee: for the purpose of this policy, the term employee includes employees working with Tafelmusik.

Musicians: The procedures for the Tafelmusik musicians are covered under the Core Orchestra General Agreement.

Volunteer: The term volunteer includes volunteers working with Tafelmusik.

Avenues of Complaint

A Complaints Committee (the "Committee") composed of at least one member of each of the Board of Directors and the Administrative Staff will be formed to deal with complaints. Where appropriate, the Committee will consult with the Managing Director, the President of the Board of Directors and/or the Secretary of the Board of Directors.

Any individual named in a complaint will not be eligible to serve on the Committee with respect to that complaint.

Right to Complain

Employees and volunteers have the right to complain about situations they believe to be discriminatory or harassing in nature. Individuals named in the complaint have the right to clarify and defend themselves with regard to actions outlined in the complaint. The organization is committed to a fair process for all involved.

This policy prohibits reprisals against employees because they have complained or have provided information regarding a complaint. Alleged reprisals are subject to the same complaints procedures and penalties as complaints of discrimination.

Advisor

An Advisor will be available for consultation to anyone that feels that she or he has been discriminated against or harassed, and to anyone who has been accused of discrimination or harassment. The Advisor will be familiar with the complaint process and this entire policy and can provide advice and information to both a potential complainant and respondent.

Reporting a Complaint

Although complainants may first choose to make a verbal complaint, a written summary of the incident will be required.

Complaints should be reported as soon as possible. If the complaint is delayed beyond three months, the complainant should outline the reason for the delay in reporting the incident(s).

A letter of complaint should contain a brief account of the offensive incident(s), when it occurred, the person(s) involved and the names of witnesses, if any. The letter should be signed and dated by the complainant.

Investigation

Within five working days of receiving a complaint, the Committee must initiate the investigation process. An internal investigator(s) will be appointed to examine the circumstances of the complaint. An external investigator will be appointed if deemed appropriate. No one in a position of direct authority over any of the people involved in a complaint will be so appointed.

As soon as possible after receiving the complaint, the investigator(s) will notify the individual(s) being named in the complaint. All individuals named in the complaint have a right to reply to the allegations against them and the right to have counsel involved in the proceedings.

All Individuals named in the complaint as witnesses will be interviewed.

Settlement and Mediation

With the consent of the complainant and the respondent, the investigator may attempt to mediate a settlement of a complaint at any point prior to or during an investigation.

Every effort will be made to reach a settlement satisfactory to the complainant and the respondent.

Confidentiality

All individuals involved with a complaint must ensure the matter remains confidential. The investigator will release information only on a need-to-know basis. Whenever possible, investigation reports are presented in a summary format without the names of witnesses.

Findings and Recommendations

Once the investigation is complete, the investigator will prepare a written report summarizing investigation findings.

Final Decision

Both the complainant(s) and the respondent(s) have a right to review and comment on the investigation findings with the Committee. The Committee will then make a

final decision or make such other determination its deems appropriate in relations to what the circumstances warrant.

Remedy

A response to a founded complaint could include remedial action ranging from:

- requiring the respondent to provide a verbal or written apology;
- giving a verbal or written reprimand with a copy to the respondent's personnel file;
- dismissal of the respondent.

If the findings do not support the complaint, Tafelmusik might:

- make a recommendation for training or better communications; or
- recommend that no further action is necessary.

It may be that no action is taken against the respondent, but there might be a need for some management or systemic activity.

A person who is found by the Committee to have made a frivolous or vexatious complaint may be subject to corrective/disciplinary action.

Timeframe

Complaints should be reported within three months of the incident. If the report is made after three months, an explanation of the delay should accompany the complaint.

Complaints will be dealt with in a timely manner.

Records

When remedial action requires discipline of an employee, a record of the disciplinary action will be placed on an individual's personnel file. All other records of the investigation will be kept separate and apart from the personnel file.

Ontario Human Rights Commission

This internal procedure is available to individuals to resolve complaints of discrimination or harassment. Parties also have recourse to the Ontario Human Rights Commission, however, once a grievance is filed with OHRC, the internal procedure is not an option.