



## **Standard Reporting Process**

### **Purpose:**

The Standard Reporting Process has been developed to support open communication, healthy dialogue, and problem solving across all levels of Persephone Theatre's organization. The intention of this process is to enable concerns to be brought forward, be treated respectfully, investigated appropriately, and responded to in a timely manner.

The Reporting Process should cover any situation and help Personnel determine

- when you should talk to someone, and to whom;
- what to expect when you raise a concern; and
- how to handle a concern if it is brought to you.

### **Scope:**

This process should be used for issues such as conflict resolution, safety concerns, disagreements, hurt feelings, etc. This process differs from the Whistleblower Policy which would be used for high-level concerns with a strong fear of repercussions. When clear incidents of harassment or discrimination have occurred, the complainant should follow the reporting process detailed within Persephone Theatre's Anti-Discrimination Policy.

### **Step 1: Address the Concern with The Individual(s) Involved**

The first step to addressing a concern in a professional setting is to raise the issue with the other person/people involved. If that fails to resolve the issue, follow the Communication Ladder (below).

### **Step 2: Reporting**

When reporting a concern, please include the following (if known):

- name of individuals involved and/or description of individuals
- date and time
- any prior history that may be relevant, however minor
- any witnesses, including names and contact information
- location(s)
- what was happening just prior to, or during
- any relevant environmental factors (e.g., weather, noise level, light level)
- any physical evidence

When reporting a concern, the following guidelines are recommended:

- 1) Personnel should bring forward their concerns to their immediate supervisor.
- 2) There are times when bringing a concern forward to an immediate supervisor does not seem like the best thing to do. The concern may be a sensitive matter that involves that supervisor. Sometimes the supervisor is aware of the concern, but has not provided a satisfactory response,

or has not acted upon the matter. In these cases, Personnel may approach whichever level of management, executive, or Board member they are comfortable with. The important thing is to bring concerns forward to someone who has the authority to help resolve them.

- 3) If Personnel fear reprisal and/or are not comfortable using the Communication Ladder, they are encouraged to follow the “Whistleblower Policy”.

### **Step 3: Approaches to Address and Resolve a Complaint**

Persephone Theatre encourages parties to resolve concerns as early as possible. Any concerns regarding an organizational practice or procedure will be investigated immediately. Any concerns involving an alleged respondent may be approached in any of the following ways, as determined by the person receiving the concern:

- 1) Direct approach is to approach the individual(s) in person or writing to resolve the concern.
- 2) Supported approach is when a co-worker, supervisor, or AD/GM engages you and the other person to attempt to resolve the issue, and follows up with both parties to ensure that the concern(s) have been addressed.
- 3) Contracted approach is a confidential process in which both parties are helped by a neutral and unbiased professional to find a resolution. This process must be agreed to by both parties, typically in writing.
- 4) Investigative approach occurs when other options are not suitable.
  - a. Process: The concerned party and the respondent will both be interviewed along with any individuals who may be able to provide relevant information.
  - b. Fairness: All concerns will be investigated in the same manner with the aim of promoting fairness and equality.
  - c. Documentation: All meetings, discussions, and steps taken with a third party or in an investigation will be documented. Documents relating to a concern will be kept in a secure location. If the investigation fails to find evidence to support the concern, no related documentation will be placed on the file of the respondent. Persephone Theatre must retain all documentation for seven (7) years for informational purposes in the event that there is an internal appeal or a complaint filed with an outside agency.
  - d. Outcomes and Remedies: Persephone Theatre will act swiftly to ensure that the concern is remedied as soon as possible, and may do so in a number of ways. Where the investigation determines the validity of the concern and the matter has been successfully resolved, outcomes may include moving the respondent to another department, changing the respondent’s job duties, or a letter of apology. Actions taken to remedy a concern should not have a negative effect on the individual(s) who reported the concern. The focus of the employer will be to ensure that the concern is appropriately remedied, and to restore workplace harmony.
  - e. Discipline: If the investigation indicates the concern is valid, the respondent will be disciplined appropriately.
  - f. Reporting Back: Persephone Theatre will provide both parties with written or verbal confirmation of findings, indicating either that the investigation found evidence to

support the concern and the resulting next steps, or that there is no evidence to support the concern and the matter has been closed.

#### **Step 4: Appeal Option**

Within 30 days either party may appeal the resolution. The appeal should be made to the individual who the incident was initially reported to, or to a person on the next level of the Communications Ladder.

#### **Step 5: Right to File a Complaint with Outside Agency**

The reporting process is meant to provide effective mechanisms for preventing and addressing concerns at Persephone Theatre. Alternately, every employee has the right to file a complaint with an outside agency such as the Saskatchewan Human Rights Commission, the Workers' Compensation Board, or the Occupational Health and Safety Division of the Labour Standards Branch of the Saskatchewan Ministry of Advanced Education, Employment, and Labour.

Where appropriate and applicable, Personnel may also bring concerns forward to Equity or IATSE representatives. Under the Canadian Actors' Equity Association's Respectful Workspace Policy "Not In Our Space", Respectful Workspace Advisors can be contacted by Email: [notinOURspace@caea.com](mailto:notinOURspace@caea.com) or by Phone: 1-800-387-1856. For further information, please consult Equity's Respectful Workplace Policy. Members of IATSE Local 300 can be contacted at [iatse300@sasktel.net](mailto:iatse300@sasktel.net) or by phone at (306) 370-5744.

#### **Standard Reporting Process Questions & Answers**

##### **What is the role of the person to whom the complaint was taken?**

- To remain unbiased.
- To carefully review the information, clarify the issues, and make sure the information pertains specifically to the allegations.
- To conduct a thorough and complete investigation.
- To determine the facts of the case and substantiate them. Meaning each claim or statement made by the Witnesses, Complainant(s), and Respondent(s) will be verified.
- To ensure all witnesses and parties involved are given a fair opportunity to present their side of the events.
- To follow the Communication Ladder should the concern need to be elevated.
- To collect and verify all information in an accurate and well-organized manner prior to reporting the findings.
- To look for options to resolve the issue at the earliest opportunity and explore these options with the parties involved.
- To report findings that are fair and just to both parties, with the understanding that any information gathered could be used by an outside agency, such as the Human Rights Commission, at a future date.
- To provide both parties with written or verbal confirmation of findings, indicating either that the investigation found evidence to support the concern and the resultant remedy, or that there is no evidence to support the concern and the matter has been closed.

### **What can I expect when I raise a concern?**

- You will receive a fair process and a report of the findings.
- You may be asked questions to clarify the issue and gain necessary insight.
- You will be informed of the immediate next steps and given an estimated timeline for completion.
- You will be provided with a verbal and/or written confirmation of the findings, outcomes, and remedies at the conclusion.

### **What happens if a concern is brought forward about me?**

- You will be informed a concern has been reported and what the nature of the concern is.
- You will have an opportunity to present your side of the events.
- You will be informed of the next steps and an estimated timeline for completion.
- You will be provided with verbal and/or written confirmation of the findings, outcomes, and remedies at the conclusion.

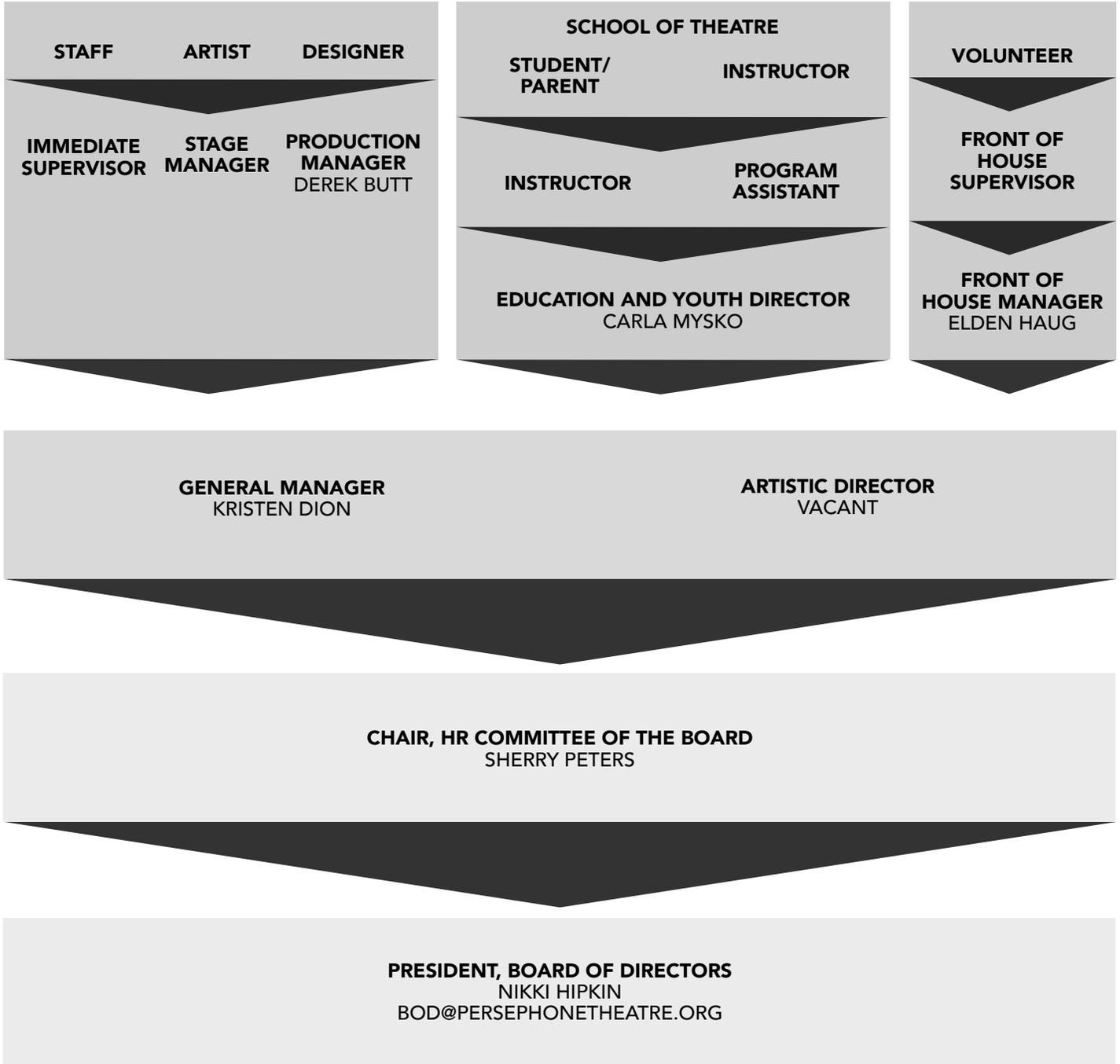
### **What the purpose of the Communication Ladder?**

The communication ladder identifies clear lines of communication and authority levels. By sharing concerns with someone who has the authority and the responsibility to address them, the issue can be resolved directly in a professional, efficient, and effective manner.

Last revised: Oct. 7, 2020

# COMMUNICATIONS LADDER

ESCALATIONS



WHERE APPROPRIATE AND APPLICABLE, PERSONNEL MAY ALSO BRING CONCERNS FORWARD TO EQUITY OR IATSE REPRESENTATIVES. UNDER THE CANADIAN ACTORS' EQUITY ASSOCIATION'S RESPECTFUL WORKSPACE POLICY "NOT IN OUR SPACE", RESPECTFUL WORKSPACE ADVISORS CAN BE CONTACTED BY  
**EMAIL: NOTINOURSACE@CAEA.COM OR BY PHONE: 1-800-387-1856.**

FOR FURTHER INFORMATION, PLEASE CONSULT EQUITY'S RESPECTFUL WORKPLACE POLICY. MEMBERS OF IATSE LOCAL 300 CAN BE CONTACTED AT **ATSE300@SASKTEL.NET OR BY PHONE AT (306) 370-5744.**