

Calgary Arts Summer School Association, operating as Cassa Musical Arts: Participant Protection and Inclusion Policy

Policy Statement:

Cassa is fully committed to safeguarding the overall welfare of all participants in its programs. It recognizes its responsibility to promote safe practices and to protect participants from any type of harm, abuse, and exploitation. Cassa also recognizes its responsibility to provide an inclusive and supportive environment, free from discrimination of any kind. It is committed to fostering an inviting environment where participants feel safe, welcome, and respected. The purpose of this document is to outline the roles and expectations related to Cassa's responsibility towards its participants.

Scope:

This policy applies to all Cassa participants, who engage in Cassa-related activities, by any means of communication - electronic, telephone, social media, and face-to-face.

Definitions:

Participant(s): includes, but is not limited to, students, clinicians, instructors, contractors, parents, guardians, volunteers, audience members, auditors, site facilitators, and custodians.

- 1) **Bullying:** the hostile or demeaning behaviour by an individual(s) in the Cassa community, where the behaviour is intended to cause harm, fear, or distress to one or more other individuals in the school community, including psychological harm, or harm to an individual's reputation. Bullying may take forms, which may include but are not limited to, coercion, harassment, assault, hurtful teasing, or threat of force.

Bullying can take different forms, which may include, but are not limited to, the following:

- physical – pushing, hitting, etc.
 - verbal – name-calling, threats, etc.
 - social – exclusion, rumours, etc.
 - cyber – using digital technology to harass, demean or threaten, etc.
 - psychological – gaslighting, manipulation, undermining confidence and/or self-esteem, etc.
- 2) **Discrimination:** an action or a decision that treats a person or a group of people negatively for ethnicity, religious beliefs, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, or sexual orientation.
 - 3) **Diversity:** the full range of uniqueness within humanity. Dimensions of diversity include, but are not limited to, those identified in the discrimination definition as well as, the following:
 - a. culture and linguistic diversity
 - b. family composition
 - c. language
 - d. physical attributes
 - e. socio-economic status

- 4) Harassment: any behaviour, intentional or unintentional, which shows a pattern of repeated behaviour that disparages, humiliates, or harms another person, and denies an individual's dignity, or respect, or is demeaning, or humiliating, to another person.
- 5) Abuse: Any action that intentionally harms or injures another person and may include, but is not limited to, the following behaviours:
 - a. physical abuse: hitting, biting, choking, pushing
 - b. psychological or emotional abuse: name calling, yelling, insulting, mocking, ignoring, excluding
 - c. sexual abuse: any non-consensual sexual activity between any participants, including the production of, or exposure to, sexually explicit photos, recordings or conversations
 - d. verbal abuse: any language that seeks to coerce its victim and cause them to doubt themselves

Procedures and Application:

Obligations:

Cassa will ensure a safe and supportive environment in all programs by implementing the following procedures, relating to participant protection and inclusion. Cassa will take all concerns about a breach of these procedures seriously and will respond with the complaint resolution process and applicable disciplinary actions. The procedures for such an investigation are contained in a separate document.

Registration and Attendance:

The Cassa registration process requests information about mental or physical disabilities, religious or cultural preferences. Cassa will request specific information about who will be transporting, or have access to, students of Cassa programs and may ask for identification, for those persons picking up and dropping off minor aged students. Permission must be granted by Cassa prior to early drop-offs, and early, or late, pick-ups.

Attendance will be checked by the instructors and the administrator regularly, throughout the day.

Should students have a problem, they are to communicate their reservations to the instructor, or to another instructor, or member of the Cassa team, immediately.

Appropriate and Inappropriate Touch:

During a Cassa program, any physical touch must be informed and consensual. Instructors may touch a student, to assist with their learning, if the touch is directly related to the instruction being conducted.

Supervision and Oversight

Students under the age of 18 are not allowed to leave the venue without parental, or instructor, permission.

Social Media:

- 1) Unless directly related to the work done for Cassa programs during instruction time, students are expected to limit their personal social media use.
- 2) Only persons specifically authorized, are permitted to post to social media on behalf of Cassa.

- 3) When using social media for Cassa it is prohibited to disclose:
 - any personal information or photos without prior consent
 - financial or legal data
- 4) Social media sites include, but are not limited to, Facebook, YouTube, Instagram, Twitter or Snap Chat.

Best Practices for Cassa Online Programs (Cassa Piano, Cassa Pedagogy, and Cassa Masterclasses):

- 1) Re Devices Used:
 - Ensure that the device is up to date on software, with an anti-virus product and patches.
 - Ensure that the current web browser is up to date, and use the “incognito mode.”
 - Block, or close, the webcam lens when not in use.
- 2) Conduct safe online programs (Some of the following points may not be applicable, depending on the online meeting software in use.):
 - Never share the meeting ID publicly, and use a password to join.
 - Enable the ‘Waiting Room.’
 - Disable the ‘Join Before Host.’
 - Disable the ‘File Transfers.’
 - Ensure that the host, or transferred host, is the only one(s) who can share.
 - Prevent participants from saving the chat.
 - Disable the option for participants to record locally.
 - Control screen sharing and annotation so that only the host, or transferred host, can share and annotate, where necessary.
 - Disable ‘Private Chat’ between users; use only ‘Public Chats.’
 - Remove a participant if they were not invited, or if they become disruptive.

Facility Security:

All entrances to the Cassa facilities will remain locked from the outside, except at the beginning and the end of the day, when students and staff are arriving or leaving. Entranceways will be monitored by the program or facility administrators, and late arrivals will ring a bell to be admitted.

During public performances at a Cassa facility, the venue doors will either be locked, once the performance commences, or entrances will be monitored by Cassa personnel.

Students, aged 14 years and under, will arrive at and leave from, the theatre or main hall, accompanied by parents or designated guardians.

During all of the in-person programs, Cassa personnel will regularly monitor the bathrooms, the halls, and all of the physical spaces used within a facility.

Dismissal Policy:

A Cassa Board of Director member and a Management Team member, is required to be present, should a contractual or financial discussion be necessary on-site, or should a dismissal of an instructor, contractor, or student, need to take place on-site.

Cassa Participant Conduct:

- 1) Treat everyone with fairness, dignity, respect, and care.
- 2) In addressing and working with participants in Cassa programs, all are expected to use appropriate, supportive language, at an acceptable volume, at all times. Participants should never be made to feel inferior.
- 3) Never engage in bullying, harassment, inappropriate relationships, discrimination, or abuse of any kind.
- 4) Never consume alcohol, cannabis or any other restricted/prohibited substances before, or while, working with students during Cassa activities.
- 5) Never swear or use inappropriate language.
- 6) Respectfully challenge behaviours or attitudes that are inconsistent with Cassa policies to the Cassa President at: president@cassamusicalarts.com, or the Creative Director at: cassa1@telus.net.
- 7) Anyone who has reason to believe that a person has been, or there is substantial risk that they will be abused or neglected by a parent/guardian, has a legal duty under the Child, Youth and Family Enhancement Act to promptly report the matter by calling the **Child Abuse Hotline at 1-800-387-5437**.
- 8) Please follow all of the policies contained in this handbook, where appropriate.

Contractor and Volunteer Screening Policies:

This section outlines Cassa's screening policies and procedures for new volunteers and contractors.

As an organization that works with vulnerable populations, Cassa recognizes its obligation to take on reasonable steps to protect those in its care, and it employs a serious and thorough approach to screening all potential contractors, and volunteers.

Identifying and Managing Risk:

Because all Cassa volunteers and contractors are in direct, supervised contact with vulnerable populations, all positions occupy at least a medium level of risk exposure, as defined by Public Safety Canada in the Best Practice Guidelines for Screening Volunteers publication:

<https://www.publicsafety.gc.ca/cnt/rsrscs/pblctns/bpg-scrng-vls/index-en.aspx>

Position Descriptions:

There are two types of positions that work in direct contact with Cassa students - volunteers and instructors.

Volunteers:

- 1) Volunteers are in direct, supervised contact with participants. Volunteer positions fulfill several goals, activities, tasks, and responsibilities including:
 - Supervising classroom activities
 - Assisting instructors with classroom management
 - Contributing to a non-discriminatory and respectful learning environment
 - Co-supervising activities that take place outside of the classroom
 - Working at the casino

- 2) Personal traits and qualities needed:
 - Maturity, integrity, respectful behaviour, and self-control
- 3) Orientation and training:
 - All volunteers will receive orientation and training from an experienced Cassa contractor, before beginning work with the association.
- 4) Support, supervision, and evaluation:
 - All new volunteers will receive supervision from an experienced Cassa contractor at the beginning of their work with Cassa, until such time as the Cassa contractor is satisfied that the volunteer may work in an unsupervised environment.
- 5) Working conditions:
 - Cassa volunteers will actively contribute to safe, inclusive and respectful working environments.

Contractors/Instructors:

- 1) Instructors are in direct, supervised contact with vulnerable populations.
- 2) Instructor positions fulfill several goals, activities, tasks, and responsibilities, including:
 - Planning and leading classroom activities
 - Instructing students in group sessions
 - Classroom management
 - Contributing to a non-discriminatory and respectful learning environment
- 3) Supervising activities that take place outside the classroom.
- 4) Skills, experience, and qualifications needed:
 - Instructors are successful pedagogues with significant professional experience in their fields
- 5) Personal traits and qualities needed:
 - Maturity, integrity, respectful behaviour and self-control
 - A deep passion for teaching and assisting students to discover their full potential
- 6) Orientation and training:
 - All instructors will receive orientation and training from an experienced Cassa contractor before beginning work with the association.
- 7) Support, supervision, and evaluation:
 - All new instructors will receive supervision from an experienced Cassa contractor at the beginning of their work with Cassa, until such time as the Cassa contractor is satisfied that the instructor may work in an unsupervised environment.
- 8) Working conditions:
 - Cassa instructors will actively contribute to safe, inclusive, respectful working environments.
- 9) Police Check: All instructors will provide a Vulnerable Sector Police Information Check (VSPIC) at their own expense. These police checks must be renewed every 5 years. Cassa will keep a paper copy of the document for all instructors. In addition, a checklist will be maintained in the Black Book on Google. The Creative Director and Office Manager are responsible for keeping these records up to date.
- 10) Potential instructors: All potential instructors will submit a formal resume outlining their education, experience, and qualifications.
 - All potential instructors will complete a face-to-face interview with a Cassa contractor.
 - All potential instructors will provide three personal references, who are not spouses,

dependents, or other family members, but may be a Cassa contractor or director, as one of the three. One reference should be a supervisor from their primary employer, if applicable.

Review:

This policy will be reviewed as required to ensure its effectiveness and to incorporate any changes as necessary.

Training:

All instructors and contractors will receive a copy of this policy, to ensure that they are familiar with Cassa policies and procedures.

Unacceptable conduct:

Regarding unacceptable conduct, which may not meet the threshold of this policy, the investigation and punishment of any matter should be at the discretion of the President, and/or the Creative Director.

The President, and/or the Creative Director, are not obligated to pursue or act on any matter, at their discretion.