



## INCIDENT RESPONSE PROTOCOL

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*Schenectady Light Opera Company ("SLOC") is committed to creating a safe and caring theater environment which allows all volunteers, contractors, patrons, guests and associates to experience, learn and participate in the performing arts.*

*SLOC is also committed to the timely and effective handling of incidents that threaten the well-being of our volunteers, contractors, patrons, guests and associates.*

### **What is an incident?**

SLOC defines an incident as any complaint, threat, or allegation against SLOC or any of its volunteers, contractors, patrons, guests and associates.

### **How do I report an incident?**

Anyone who is aware of, or becomes aware of, any complaint, threat, or allegation against SLOC or any of its volunteers, contractors, patrons, guests and associates, is encouraged to report such behavior to a Director, Producer or a member of the Board.

- ! If a report is made to a Director, Producer or other person who is not a member of the Board, that person must immediately inform a member of the Board.**
  
- ! PERSONS WHO ARE NOT MEMBERS OF THE BOARD MUST NOT INITIATE ANY FACT-GATHERING OR OTHER INVESTIGATION OR REMEDIATION ON THEIR OWN AS IT MAY UNDERMINE THE INTERNAL INVESTIGATION AND BE INCONSISTENT WITH LEGAL PROCESS. ANY AND ALL KNOWLEDGE OF THIS MATTER SHOULD BE KEPT CONFIDENTIAL.**

Reports of sexual harassment may be made electronically, verbally or in writing. A form for submission of a written complaint is attached to this Policy, an electronic version is available at [sloctheater.org/incident](http://sloctheater.org/incident), and all Parties are encouraged to use this complaint form. Parties who are reporting sexual harassment on behalf of other Parties should use the complaint form and note that it is on another Party's behalf.

## Who handles an incident?

In the event of an incident, SLOC's Board will create an **Incident Response Team**, specific to that incident, which will consist of a sub-group of Board Members and/or Leadership Members. This team will coordinate and align key resources during an incident, and carry out critical functions such as investigation and analysis, communications, training and awareness, and documentation.

The Incident Response Team must include:

- one (1) Board Officer; and
- two (2) Board Members.

To ensure an independent and unbiased investigation, and to protect against any conflicts of interest, the Board may, at its discretion, appoint a Leadership Member<sup>1</sup> to serve on a specific Incident Response Team in lieu of one (1) Board Member.

## How are incidents handled?

Upon receipt of an incident report:

1. The Board will meet either in person or telephonically/electronically to determine which Officer, Board Members and/or Leadership Members will be assigned as the Incident Response Team.
2. The Incident Response Team will conduct an immediate review of the allegations, and take any interim actions, as appropriate.
  - a) If complaint is oral, encourage the individual to complete a "Complaint Form" in writing.
  - b) If complainant refuses, or if incident is broadcast through media and/or social media prepare a Complaint Form based on the reporting.
3. If documents, emails or phone records are relevant to the allegations, take steps to obtain and preserve them.
  - a) Request and review all relevant documents, including all electronic communications.
4. Interview all parties involved, including any relevant witnesses.
5. Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
  - a) A list of all documents reviewed, along with a detailed summary of relevant

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<sup>1</sup>"Leadership Member" means a Director of one of SLOC's committees: Artistic, Audience Services, Education, Facilities, Finance, Fundraising, Membership & Volunteers, Public Relations & Advertising, and Technical.

- documents;
  - b) A list of names of those interviewed, along with a detailed summary of their statements;
  - c) A timeline of events;
  - d) A summary of prior relevant incidents, reported or unreported; and
  - e) The final resolution of the complaint, together with any corrective actions action(s).
6. Present investigative findings to the Board and determine next steps.
  7. Keep the written documentation and associated documents in SLOC confidential records.
  8. Promptly notify the complainant of the final determination and implement any corrective actions identified in the written document.