



POLICY ON COMMUNICATIONS

In order to ensure clarity and consistency in our approach to communications with the media and other subsidiaries, staff, volunteers and officers of the Aeolian Hall Performing Arts Centre, Bishop Cronyn Memorial Centre, and the Aeolian Hall Board of Directors shall adhere to the following communications strategy.

At all times, communications relating to an emergency or an urgent situation as determined by the Executive Director, the Board Chair or in his/her absence, the Board Vice Chair shall come from the Executive Director or in his/her absence the Board Chair or a designate at his/her discretion. All others shall respond with “on matters such as this, the Executive Director speaks on behalf of the organization” until such time that they are informed otherwise by the Executive Director and/or Board Chair/Vice Chair.

Requests for an interview or comment or requests for additional information relating to a show or event shall be made directly to the Executive Director such that support is provided to staff members and a decision is made as to who is best suited to speak to the issue. This ensures alignment of views with a proactive communication strategy. Should staff, a volunteer, or an officer of the organization take the request, they shall forward such request to the Executive Director without comment. The Executive Director may and will forward such requests to staff, volunteers or an officer of the organization as he/she sees fit – or may field the request at his/her discretion, or decline it entirely. Requests for follow-up or an appeal of the Executive Director’s decision shall follow the same path.

The Executive Director shall, on occasion, request that another individual carry out such oversight and discretion. Generally speaking, the first designate shall be the General Manager. Should the General Manager be unavailable, the Executive Director may request that staff, a volunteer or an officer of the organization take on this role. The General Manager may and will forward such requests to staff, volunteers or an officer of the of the organization as he/she sees fit. Should the Executive Director be unable to make this designation, the Chair or Vice Chair of the Board shall do so on his/her behalf.

Musicians and musical directors who are unpaid by the Organization (PMCL, RebelHeart Collective) are bound by the terms of this document as well as by whatever confidentiality clauses have been signed. When asked to speak on behalf of the Aeolian Hall, it’s Board or programs, musicians shall consult with the Artistic Director to ensure consistency and accuracy of messaging.

At all times, staff, volunteers and officers of the organization are reminded that should they speak on behalf of the Hall, they do so with the highest regard for professionalism, decorum and respect for the organization, the neighbourhood, our programs and the City of London.

REVIEWED & ACCEPTED

NAME, the Employee

Date (MM/DD/YYYY)