

**SASKCULTURE INC.  
BOARD OF DIRECTORS POLICY**

<b>Policy Name:</b>	Treatment of Consumers	<b>Number:</b> EL-2
<b>Policy Type:</b>	Executive Limitations	<b>Date Approved:</b> April 2000 <b>Latest Revision:</b> June 2000

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With respect to interactions with consumers, or those applying to be consumers, the General Manager shall not cause or allow conditions, procedures or decisions which are unsafe, disrespectful, undignified, unnecessarily intrusive, or which fail to provide adequate confidentiality and privacy.

Further, without limiting the scope of the above statement by the following list, the General Manager shall not:

1. Use application forms or procedures that elicit information for which there is no clear necessity
2. Use methods of collecting, reviewing, storing or transmitting client information that fail to protect against improper access to the information elicited
3. Fail to establish with consumers a clear understanding of what may be expected and what may not be expected from the service offered
4. Fail to inform consumers of this policy, or to provide a grievance process to those consumers who believe that they have not been accorded a reasonable interpretation of their protections under this policy
5. Fail to inform, assist, and advise eligible cultural groups with regards to access and accountability procedures for Saskatchewan Lotteries Trust Fund for Sport, Culture and Recreation
6. Fail to provide for arms length adjudication
7. Permit staff to adjudicate funds granted to the cultural community

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