



# CTN POLICY MANUAL

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**Adopted:**

**May 25, 1994**

**Revised:**

**May 9, 1995**

**Revised:**

**September 4, 1997**

**Revised:**

**April 6, 2004**

**Revised:**

**August 26, 2014**

**COMMUNITY TELEVISION NETWORK (CTN)**

**Policy Manual**

**Table of Contents**

Section I: MISSION STATEMENT	p. 3
Section II: GENERAL POLICIES	p. 3
Section III: SERVICES	p. 4

## **SECTION I:**

## **MISSION STATEMENT**

Community Television Network is committed to providing multimedia resources and programming to serve diverse public interests and strengthen the fabric of the Ann Arbor community.

## **SECTION II:**

## **GENERAL POLICIES**

### **A. Eligibility To Use CTN Services:**

1. A resident of the City of Ann Arbor or a verified representative of an Ann Arbor area non-profit organization. CTN will not discriminate on the basis of race, color, sex, religion, sexual orientation, disability, Vietnam Veteran status, age, national origin, condition of pregnancy, family responsibilities or marital status, physical or mental limitations, source of income, educational association, gender identity or HIV status in the provision of services.
2. 18 years or older. Minors age 14-17 may qualify for certain CTN services by having a custodial parent or legal guardian accept full legal and financial responsibility for the actions of the minor.
3. Minors age 12-13 may be eligible for certain CTN services provided a custodial parent or legal guardian accepts full legal and financial responsibility for the actions of the minor AND is present for all required workshop training, facility reservations, and equipment/facility usage. To be eligible for CTN services, both the minor and parent or legal guardian must be residents of the City of Ann Arbor.
4. Client Definition: For the purpose of this policy document, the term "client" shall refer to an individual or organization that utilizes a CTN service (e.g. "client producer", "client program presenter", "client workshop participant").

### **B. Cost of Services: Most CTN services are provided free of charge. See CTN Procedures Manual.**

### **C. Liability and Indemnification:**

1. It is the client's responsibility to know and understand all applicable CTN policies, procedures, and forms.
2. Clients assume complete financial and legal liability, and assume all risk, for their activities during utilization of CTN services.
3. CTN and the City of Ann Arbor assume no responsibility for client actions, and will be indemnified and held harmless for any claims or damages resulting from client utilization of CTN services.

D. Rules of Conduct:

1. While using CTN facilities or services, clients will not engage in any activity that violates federal, state, or local law.
2. No alcoholic beverages are allowed on CTN premises at any time.
3. Smoking is not permitted anywhere on CTN premises.
4. CTN is not responsible for any materials, equipment, or other items brought into or left at CTN.

E. Refusal of Services: CTN staff may refuse service if a Client:

1. Interferes with the orderly conduct of CTN business.
2. Fails to comply with any CTN policy, rule, or procedure.
3. Is suspected of being under the influence of alcohol or drugs.
4. Provides false representation as CTN or City staff.
5. Makes false or misleading statements on CTN forms.
6. Fails to follow direction/instructions from CTN staff.

F. Appeal Process: Clients may appeal a decision by CTN staff by using the process delineated in the CTN Procedures Manual.

G. Information Requests: CTN is a service of the City of Ann Arbor, therefore, requests for information not generally made available to the public will be released only in accordance with the City's Freedom of Information Act policy. See CTN Procedures Manual.

**SECTION III:**

**SERVICES**

A. Programming:

1. A Client presenting a program assumes complete responsibility for the content of the program being submitted to CTN. The submission to CTN of a program in no way insulates those involved in the production of the program from criminal or civil liability for the content of the program.
2. The CTN production equipment, facilities, and channels may not be used for the presentation or production of advertising material designed to promote the sale of commercial products or services. Program material that advertises or promotes a commercial product or

service, or solicits for funds, is prohibited. CTN reserves the right to remove programming that is determined to be in violation of this policy.

3. The CTN production equipment, facilities, and channels may not be used for the dissemination of any information, directly or indirectly, involving lotteries as defined in Section 76.213 of the Rules of the Federal Communications Commission.
  4. Federal law provides that any person who transmits programming not protected by the U.S. Constitution over cable systems may be fined or imprisoned. CTN channels **MAY NOT** be used to present material that is obscene or otherwise violates federal, state, or local law. CTN reserves the right to remove programming that is determined to be in violation of this policy.
  5. CTN will provide a mechanism for the submission of formal complaints concerning the content of any program. The process will be used whether the complaint is filed by a viewer, staff, or some other person. See CTN Procedures Manual.
  6. A Client presenting a program is required to fully and accurately complete all applicable CTN forms prior to, or at the time of, submission of a program.
  7. A Client presenting a program assumes complete liability for the content of the programming he/she presents, and shall defend and indemnify and hold harmless the City of Ann Arbor and Community Television Network and their officials and employees from any and all claims which may arise from the Client's program.
  8. A disclaimer stating that CTN is not responsible for Public Access program content will be played on the channel.
  9. CTN reserves the right to the first use of a program produced in whole or in part with CTN production facilities.
  10. CTN will not review or censor video material submitted for the Public Access channel.
- B. Technical Requirements: CTN reserves the right to establish minimum technical standards and preserve the integrity of the CTN transmission signal. See CTN Procedures Manual.
- C. Program Archiving:
1. Programs produced with CTN equipment may be archived for a variety of purposes, including, but not limited to: historical archive of local media content; placement in a program; derivative use for promotional, contest, or instructional purposes.

2. CTN reserves the right to erase an archived program at its sole discretion.
- D. Program Scheduling: Determination of the program schedule is at the discretion of the CTN staff. Program presenters are required to fully and accurately complete all applicable CTN forms prior to the submission of a program. See CTN Procedures Manual.
- E. Outreach Services: CTN will provide a variety of outreach services, such as, but not limited to: facility tours, workshops and programs, which will be promoted via a variety of communication tools. See CTN Procedures Manual.
- F. Production Workshops: CTN will provide training in media production via a series of regularly scheduled workshops. See CTN Procedures Manual.
- G. Production Facilities: CTN will provide a variety of media production facilities, including but not limited to: portable field production, editing, and studio. Certification is required prior to use of CTN production facilities. See CTN Procedures Manual.
- H. Producer Responsibilities:
1. A Client producer is responsible for all facility usage, volunteers, guests, talent and equipment relating to his/her production including, but not limited to, damage or loss of equipment. Damage or loss of equipment will be cause for immediate suspension of a Client's right to facilities use until full compensation is made.
  2. A Client producer holds copyright to his/her production and is responsible for all program content and legal considerations.
  3. Productions using CTN equipment must fully credit CTN at the end of a program for facilities use and assistance.
  4. Clients and/or program guests may not enter staff areas including, but not limited to, the front desk, offices, master control, equipment storage, or engineering areas without permission of the staff. Office equipment and supplies are not available for use by Clients or guests.
- I. Underwriting/Compensation:
1. Underwriting (the provision of goods, service, and/or money), is allowed for the support/improvement of a production. All underwriting must be registered with CTN on an Underwriting Disclosure Form. Failure to do so will be cause for immediate suspension of the user's privileges to use CTN facilities. See CTN Procedures Manual.

2. Underwriting/sponsorship support is not permitted for the personal gain of the program producer/presenter.
  3. Financial underwriters of the program may be acknowledged by name and/or logo only at the beginning and/or end of the program. No addresses, telephone numbers or other promotional information is permitted.
- J. Violations: Violation of CTN policy and/or procedures may be grounds for suspension, or other sanctions, including but not limited to reimbursement for damaged or lost equipment. See CTN Procedures Manual.
- K. Applicable Procedures: Rules and procedures associated with CTN services are delineated in the CTN Procedures Manual, which is available for review at the CTN office or online at [www.a2gov.org/ctn](http://www.a2gov.org/ctn). A copy of this document will be provided upon request.
- L. Event/Meeting Coverage: CTN encourages any Ann Arbor non-profits or Government organizations to provide coverage of their own event or community meeting for telecast on CTN channels. However, as a service to the community, whenever possible, CTN will provide video production service in support of local events or community meetings. See the CTN Procedures Manual for event/meeting coverage request guidelines.