



## *Membership Policies*



I.	Introduction	Pg. 3
	a. Statement of Purpose	
	b. What is Cheshire TV?	
	c. Funding, Management and Governance	
	d. Mission Statement and Philosophy	
	e. Location	
	f. Membership	
II.	Standards of Conduct	Pg. 4
	a. General Standards	
	b. Prohibited Materials	
	c. Interaction with Staff and Volunteers	
	d. Sexual Harassment Policy	
	e. Statement of Non-Discrimination	
III.	Use of Resources	Pg. 5
	a. General Policies	
	b. Reservations	
	c. Editing Facilities	
	d. Studio Facilities	
	e. Cancellations & No Shows	
	f. Training & Certification	
IV.	Production Services	Pg. 6
V.	Programming	Pg. 6
	a. General Policies	
	b. Minimum Requirements For Cablecast	
	c. Technical Standards	
	d. Labeling Requirements	
	e. Mature Content	
	f. Scheduling	
	g. Series Programs	
	h. Live Programs	
VI.	Underwriting & Sponsorship	Pg. 9
VII.	Prohibited Content	Pg. 9
VIII.	Viewer Feedback & Complaints	Pg. 9
IX.	Program Ownership & Distribution	Pg. 10
	a. Content Rights & Responsibilities	
	b. Disposition of Programs, Duplications, Distribution	
X.	Rules Violations and Penalties	Pg. 10
	a. Minor Violations and Resulting Penalties	
	b. Major Violations and Resulting Penalties	
	c. Grievance Procedures	

## **I. Introduction**

Cheshire TV (CTV) policies are designed to make the most effective use of our resources and ensure that all who wish to participate have an opportunity to do so on a fair and non-discriminatory basis.

These policies shall be amended from time to time to reflect the changing needs of CTV. The most recent version can be obtained by visiting the studio or checking our website at [www.cheshiretv.org](http://www.cheshiretv.org)

CTV reserves the right to waive any self-imposed regulation when such a waiver is deemed to be in the interest of the community.

### **a. Statement of Purpose for PEG Channel**

Public, Educational and Government (PEG) access channels exist to give individuals who otherwise might not have access to the media an opportunity to display and showcase their talent, knowledge, interests and any other information with the rest of their community, and thereby enhance the quality of life in the community.

### **b. What is CTV?**

CTV is a non-profit 501(c) 3 corporation established to operate and manage facilities for **Public, Educational, and Governmental (PEG)** access on the cable television system in the communities of Keene, Marlborough and Swanzey (the "Community").

CTV provides and maintains video production and post production resources and channel time to individuals that meet qualification criteria (referred to as "Producers" and/or "Members").

### **c. Funding, Staffing, Management and Governance**

Our funding comes primarily from Franchise Fees paid to the City of Keene by subscribers of Time Warner Cable. Additional funding is sought in the form of donations from individuals, corporations and organizations. Further operating funds are obtained from nominal fees and charges for some optional services provided by CTV.

Operations are managed by the Executive Director, and governed by the CTV Board of Directors. Operations are supported by staff members, and/or volunteers.

### **d. Mission Statement and Philosophy**

"CTV exists to encourage citizens to exercise their right to free speech, and to foster awareness of their community through democratic use of electronic media by providing access to cable television and for the purpose of non-commercial communication within the community."

### **e. Location**

CTV is located at 76 Winter St. in Keene, next to the Keene library. Entry is through the main entrance only, on the East side of the building, which faces the library. Metered parking is available all around the building.

Telephone: (603) 283-6621

Fax: (603) 903-1277

Email: [info@CheshireTV.org](mailto:info@CheshireTV.org)

Website: [www.CheshireTV.org](http://www.CheshireTV.org)

### **f. Membership**

Individuals who wish to use our resources are required to become members of CTV. Membership is free of charge for those who meet any of the following criteria:

- Resident of Keene, Swanzey, Marlborough, or within the franchise area
- Employee of a company, town or school within the franchise area
- Students attending educational institutions full time within the franchise area

Members **must** provide proof of this eligibility when applying for membership, and annually upon renewal. The following forms of ID are accepted:

- NH Driver's License or Non-Driver State ID for residents
- Company or School ID with photo for non-residents
- Photo ID with secondary form of ID showing proof of eligibility Resident of Keene,

Any person that does not meet the free membership criteria has the option of becoming a member by paying an annual membership fee of \$50.00. This fee may be waived in exchange for volunteer hours with management approval.

The minimum age for membership is 14, however, members under the age of 18 are required to have a parent or legal guardian **present** to sign all required forms.

Staff members may request identification from any member wishing to use resources at any time.

***Members are independent Producers and are not employees of CTV, and should never represent themselves as such, nor speak on behalf of CTV, nor give any indication that they are acting or speaking on behalf of CTV.***

## **II. Standards of Conduct**

### **a. General Standards**

All individuals will conduct themselves in a responsible and appropriate manner, and will not interfere with CTV activities or programs, or its members.

CTV has a zero-tolerance policy towards verbal or physical abuse, threats or acts of violence towards any person. Any such behavior will result in the immediate removal from the facilities of the individuals involved, and permanent revocation of membership privileges.

Any action or behavior that adversely affects the safety of others is prohibited.

CTV computers, fax machines, and telephones are for use by CTV staff ONLY.

Personal property is not the responsibility of CTV.

Members may only access areas of the building leased by CTV. ***All other areas are off-limits.***

### **b. Prohibited Materials**

- Food, Beverages, Gum and Smoking are prohibited in all CTV areas.
- Being under the influence of alcohol or drugs while using CTV resources is prohibited
- Possession of any weapon is prohibited.

### **c. Interaction with Staff and Volunteers**

CTV reserves the right to refuse to provide access to any person who is under the influence of alcohol or drugs; interferes with the orderly conduct of business; refuses to cooperate with or in any way abuses or disrespects staff, volunteers, and community members; has misused resources; violates any CTV policy.

### **d. Sexual Harassment Policy**

It is the policy of CTV to provide an environment in which all may work and learn in an atmosphere of respect for the dignity and worth of all. It must be free of sexual harassment. Sexual harassment is not only illegal but also unacceptable and impermissible conduct. Harassment on the basis of sex constitutes unlawful sex discrimination. Unwelcome sexual advances, requests for sexual favors, and other verbal, non-verbal and/or physical conduct of a sexual nature constitutes sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of achievement or related matters; (2) submission to or rejection of such conduct by an individual is used as the basis for achievement or related matters affecting an individual, or (3) such conduct has the purpose or effect of unreasonably interfering with individuals performance, ability to achieve, or related matters,

or creating an intimidating, hostile or otherwise offensive environment. Behavior of this nature should be immediately reported to staff, the Executive Director and/or the Board of Directors.

**e. Statement of Non-Discrimination**

No member shall be denied access to CTV equipment or facilities or channel time on the basis of race, color, sex, sexual preference or orientation, gender identity, age, veteran status, ancestry, national or ethnic origin, disability, or religious or political affiliation.

**III. Use of Resources**

**a. General Policies**

- CTV resources are available only for the production of programs to be cablecast on the channel. *Use for private, recreational or commercial purposes is strictly prohibited.*
- Programming must be submitted within 14 days of the use of resources. Members who do not provide programming within this time will be charged the value of the use of the resources as specified on the reservation form signed at the time the equipment is checked out.
- Resources are available only to certified members.
- Members are responsible for any loss or damage to equipment checked out to them. Never: leave equipment unattended; leave equipment in a car; loan the equipment to anyone; attempt to use the equipment in hazardous environments or conditions; or do anything that would place you, other people, equipment or property in danger.

**b. Reservations and Checking Resources Out and In**

- Members wishing to use resources to produce a program must make a reservation specifying the resources they require, what day *and* time they wish to pick them up, and what day *and* time they will return them.
- Resources are available for members to reserve on a first-come, first-served basis.
- Reservations are non-transferable. The producer making the reservation must be present at check out and cannot send a substitute. This applies to returning equipment; the person checking equipment in must be the same person that checked the equipment out.
- A \$10.00 per item, per day fee will be charged for equipment returned later than the stated return time/date.
- CTV reserves the right to limit the length and number of reservations based on demand.
- Producers using CTV cameras must use unused tape stock purchased from CTV.

**c. Editing Facilities**

- Editing time must be reserved by members certified in the use of the editing equipment.
- No more than two people are permitted in an editing session at any time.
- Members using the editing computers must comply with all posted instructions.
- Cancellations must be made within twenty-four hours.
- CTV editing computers will be periodically “cleaned”. Any media not in a show folder will be deleted.

**d. Studio Facilities**

- Reserved for the length of the program plus one half-hour before and after taping.
- Producers are strongly encouraged to test all equipment prior to starting a show.
- All crew must be certified members of CTV, and check in with staff upon arrival.
- No crew or talent should arrive earlier than the reservation.
- Studio must be clean and ready for next use at the end of reservation.
- A \$10 fee charge will be charged any time the studio is not restored properly

**e. Cancellations / No Shows**

If a producer does not show up within fifteen minutes of reservation time, the reservation may be cancelled to make the resources available to others.

## **f. Training and Certification**

CTV offers opportunities for members to become familiar and comfortable with equipment and facilities. Certification is required for all equipment and facilities use, and training is available by appointment.

## **IV. Production Services**

CTV offers production services to Producers at no charge beyond the cost of materials. Services are available on a first-come, first-served basis, subject to availability of resources. The Executive Director will meet with the Producer to review the requirements of the program and determine the appropriate level of staff involvement. In cases where CTV staff provides the production needs for a Producer, cancellations must be made two weeks in advance. Cancellations made within two weeks will result in a \$30 cancellation fee to offset the cost of scheduling staff.

## **V. Programming**

### **a. General Policies**

Any person may submit a program for cablecast, whether they or a member or not. For CTV purposes, the individual submitting the program is considered the Producer. Producers are solely responsible for and should be familiar with the content of that program. CTV does not review programs or preview programs before they are cablecast, but does require that certain minimum requirements be met.

Pre-recorded programs may be submitted for cablecast as an mpg2 file on a data DVD, or as a standard playable DVD. Programs not on these formats must be transferred to one of the approved formats prior to being cablecast. The Producer can make this transfer, or pay CTV for this service.

All paperwork must be properly completed before a program can be cablecast. The cablecast master will be retained by CTV for 30 days. *Unclaimed media may be disposed of after 30 days.*

### **b. Minimum Requirements For Cablecast**

All submitted programs *must* include the following:

- A 10 second opening disclaimer slate of black background, with white text in a plain legible font such as Arial or Times New Roman, in a size that fills the screen without affecting the aspect ratio of the text, with no movement, music, or other audio, except of the text below, that states the following, verbatim:

*“The following program was provided by an independent producer solely responsible for its content. The opinions expressed do not necessarily represent the views of CTV, its staff, Board of Directors, or underwriters.”*

- A title that is the same as the name of the program on the paperwork submitted
- The program content also must meet technical standards as set forth below, contain no prohibited material and follow guidelines for commercial content.
- The end of the program must have, at minimum, a credit for the Producer, and correct sponsor acknowledgement (in cases where sponsorship or underwriting were obtained)
- A 10 second closing disclaimer slate of black background, with white text in a plain legible font such as Arial or Times New Roman, in a size that fills the screen without affecting the aspect ratio of the text, with no movement, music, or other audio, except of the disclaimer text, that states the same as the opening disclaimer, except that the word “preceding” should be used in place of the word “following”.

It is acceptable to substitute the words “this channel” for “CTV”.

*Any program presented without these requirements can have them inserted by CTV for a fee.*

**c. Technical Standards**

Technical standards are based on the premise that no program should cause a viewer to think that their TV or other home equipment, CTV, or the cable system is having technical difficulties.

- Lack of signal must not appear anywhere within the program
- No rolling, tearing, or jumping
- Colors must accurately reproduce original colors.
- White levels which are too high distort the audio portion of the signal and are unacceptable
- Audio levels that are between -5dB and +5dB during playback are appropriate
- Program media may only contain the program being cablecast

Technical standards may be waived in cases where the program is of a “one time” event. In such cases, the Producer may provide a written explanation to the Executive Director. A disclaimer advising viewers that portions of the program may have technical issues must then be inserted at the head of the program either by the Producer or by CTV for a nominal fee.

**d. Labeling Requirements**

Programs must be labeled on the media in legible lettering with the following information:

- Program Name as listed on the Request For Cablecast, with episode # and air date, if part of a series
- Program length in hours, minutes and seconds
- Producer’s name and telephone number

**e. Mature Content**

“Mature content” is defined as:

- Nudity – depictions of buttocks, genitalia, or female breasts;
- Depictions or descriptions of sexual or excretory material or behavior in a manner so patently offensive as to breach local, state or federal law;
- Adult language – defined as that which would not normally be heard on an over-the-air network at the same time of day;
- Graphic violence – visual and/or audio depiction of especially vivid, brutal, and/or realistic acts of violence or similarly graphic medical procedures.

The Producer is required to inform CTV of mature content when the Request for Cablecast is completed. CTV will then schedule the cablecast between the hours of 10:00 pm and 4:00 am, commonly known as “safe harbor” hours.

In addition, a program containing mature content must have a 10 second disclaimer following the standard opening disclaimer, consisting of a slate of black background, with white text in a plain font such as Arial or Times New Roman, in a size that fills the screen without affecting the aspect ratio of the text, with no music, voiceover (except V/O of the text below) or movement, that states the following, verbatim:

**"The following program contains material which may not be suitable for all viewers.  
Parental and viewer discretion is advised."**

The Producer has the option of CTV placing this disclaimer on the program for a fee.

In the event a program airing on CTV receives a complaint that the mature content policy has been violated, the program will be immediately removed from the schedule and reviewed. If the policy has been violated, the program will be cablecast only in the safe harbor hours and the Producer will be contacted and given written explanation of the policy.



## **f. Scheduling**

Before any program will be scheduled for cablecast, it must be submitted according to the requirements in Section 2B, along with the completed paperwork.

The CTV schedule runs from 12:00:00 am Sunday to 11:59:59 pm Saturday. In order to be listed in the schedule, programs must be submitted for air no later than close of business two Fridays prior to the schedule week.

All available time slots are allocated on a first-come, first-served basis. Specific time slot requests will be honored *when possible*, but CTV reserves the right to schedule programs at our discretion to meet the needs of the channel. In some cases, programs of a time-critical nature will pre-empt regularly scheduled programming.

All submitted programs that meet the requirements will be shown at least once. CTV reserves the right to schedule any program, including series programs as often and in any time slot it deems appropriate. The Producer may request limited playback, and can indicate this on the forms.

The following criteria will determine priority of cablecast whenever there is a scheduling conflict:

1. Programs produced by CTV members
2. Programs produced by non-members
3. Imported Programs
4. Repeats of previously cablecast programs

## **g. Series Programs**

A series is defined as a program that is cablecast at the same time, on the same day, each week.

To request a series slot, a Producer must submit two complete episodes. CTV will provide a list of available time slots to choose from. Once that time slot is selected, the Producer must submit a new episode every week to keep that time slot. Series slots will be forfeited if the producer fails to provide new original programming for more than two consecutive time slots.

After 20 consecutive non-repeating episodes have been submitted, the Producer can submit a written request for a hiatus during which time the Producer has the option of submitting repeats for up to three consecutive weeks. In some cases, a waiver can be obtained by submitting a written request for an extension showing the reason and length of time for a hiatus. Waivers will be granted at the sole discretion of management. Once a time slot has been released, it is available to any Producer.

## **h. Live Programs**

Time slots and studio time for live programs must be scheduled at least 30 calendar days in advance of the live program.

Due to the technical demands of live programming, a Producer must successfully produce two live-to-tape programs before being certified to schedule a live program.

The live cablecast will be cancelled if any of the following provisions are not met:

The Producer must be present and check in with staff one hour prior to the start of the live program.

Crew and talent are required to arrive and check in with staff thirty minutes prior to the start of the live program.

A live-event qualified staff member must be present for live programs.

Live programs with a studio audience require at least one usher or audience wrangler, fire safety regulations must be met, and no admission may be charged without prior arrangements with management.

Live programs require a *certified* crew member for each of the following crew positions:

- Camera operator for each manned camera
- A Cable Page for each handheld camera
- Floor Director

- Technical Director (Switcher Operator)
- Graphics and Video Playback
- Audio Engineer

## VI. Underwriting & Sponsorship

Producers are encouraged to seek underwriting, sponsorship, grants or other assistance for their production. Because CTV offers its equipment and facilities at no charge to the Producer, and the non-profit nature of PEG channels, specific policies are in place regarding crediting underwriters and sponsors of programs:

Credit for underwriting can be shown at the beginning and end of the program, and/or breaks during the program.

Sponsor messages must include verbiage approximating a “PBS” style: “This program is brought to you in part by...” and may include the name, generic location, website and general nature of the business. Graphics, text, video, music and voiceover may all be included as part of this message

***Pricing or sale information, calls to action, comparisons/contrasts, Street addresses, hours of operation, telephone numbers and pricing are not acceptable.***

Producers must disclose all details of sponsorship arrangements in writing and submit this information with their Request for Cablecast form. If at any time any program at or using CTV resources earns income exceeding one hundred dollars, CTV is entitled to 10% of all gross monies received from the sponsor or underwriter.

CTV reserves the right to seek and/or approve sponsorship and collect funds for any programming produced or cablecast at CTV facilities.

***Producers are strongly encouraged to review their sponsor message plans with management to avoid violating this policy.***

## VII. Prohibited Content

The following programming content is prohibited:

- Any material in violation of local, state or federal law
- Solicitation of funds or material for any and all purposes including the promotion, advertising and sale of commercial products and services. This includes but is not limited to:
  - Having the intent to make a profit
  - Any solicitation of funds by and/or for individuals
  - Any lottery/raffle information
  - ***Community-based licensed non-profits are exempt from this rule.***

## VIII. Viewer Feedback And Complaints

CTV exists to serve its members and Producers, and does not control the content of programs or the actions or opinions of producers. We do, however, encourage and welcome feedback from viewers. All comments should be addressed to:

Cheshire TV  
PO Box 903  
Keene, NH 03431

Feedback can also be made available to the producers of specific shows through their contact information, or through CTV.

Any complaints regarding the content of any program will be referred to the Producer. Any complaint that a program is in violation of CTV policy will be reviewed. If the program is found to be in violation of any policy, it will be immediately removed from cablecast, or in the case of a violation of mature content policy, it will be moved to safe harbor hours.

## **IX. Program Ownership and Distribution**

### **a. Content Rights and Responsibilities**

Producers maintain copyrights and ownership of the programs they produce, and must release CTV from any and all liability resulting from cablecast of the program.

The use of the CTV name, logo or anything intended to identify the program as a production of CTV is prohibited.

### **b. Disposition of Programs, Duplication, Distribution**

No duplicates will be made for distribution nor will the program be lent out to other channels or persons without the express written permission of the Producer.

It is the Producer's responsibility to pick up their program after 30 days. After that time, CTV retains the right to dispose of or recycle such media.

Producers must take all media with them during production and post-production. CTV is not responsible for media left at the facility.

## **X. Rules Violations and Penalties**

### **a. Minor Violations and Resulting Penalties**

Penalties for minor violations will be based on a 12 month rolling calendar:

First offense - Verbal warning

Second offense - Written warning

Third offense - 30 day suspension of use of equipment and facilities

Fourth offense - Permanent suspension

Minor violations include but are not limited to:

- Failure to cancel reservations, no show
- Late return of equipment without approval
- Mishandling of equipment
- Eating, drinking, or smoking in inappropriate areas
- Failure to return facilities to proper condition after use
- Loitering
- Neglect of policies and procedures

### **b. Major Violations and Resulting Penalties**

Penalties for major violations will NOT be based on a rolling calendar:

First offense: 90-day suspension of all equipment and facilities privileges.

Second offense: Permanent forfeiture of privileges.

Major violations include, but are not limited to:

- Unauthorized or commercial / profit-making use of equipment or facilities
- Harassment of any individual
- Handling off-limits equipment or being in-off limits areas
- Falsifying forms
- Taking equipment without authorization/theft
- Abuse of equipment, including reconfiguration or attempted repair
- False statements regarding any CTV operation and/or its staff
- Committing any unlawful act while on the premises or while using CTV equipment
- Vandalism

- Possession or use of any illegal substance
- Possession or use of any weapon.

Additionally, any costs incurred will be paid by the member.

No penalties will be interpreted to deny the user of access to channel time, only the privilege of use of CTV equipment and facilities.

**c. Grievance Procedures**

Members are strongly encouraged to resolve differences at the staff level. Any grievance regarding policies shall first be discussed with the CTV management. If this does not result in a satisfactory resolution, or if the grievance is with the Director, a formal grievance may be filed with the Board using the following procedure:

Anyone aggrieved by the management, or a decision of the Director or any interpretation of the policies may file a written appeal to the CTV board. The appeal should specifically describe the grievance and cite applicable policies. Supporting documents and statements may be included. The CTV board will, within thirty days of receipt of written grievance, hold a hearing on the complaint. The CTV Director will be provided a copy of the written complaint. No formal rules of evidence or procedure will be required for such a hearing, but the CTV Board will hear all evidence it deems relevant to the matter, and will permit all involved parties to address the issues raised.

Within thirty days of the close of a hearing, the CTV Board will issue a final written decision.



# Membership Form

76 Winter Street.  
Keene, NH 03431  
603-283-6621  
www.CheshireTV.org

*Please print legibly*

First Name\*: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone\*: \_\_\_\_\_ Mobile Phone: \_\_\_\_\_

Email Address\*\*: \_\_\_\_\_

\_\_\_\_\_ Please add me to the volunteer crew email list.

I understand that the use of Cheshire TV equipment and/or facilities for video production constitutes agreement to Cheshire TV policies and procedures as specified by the Handbook, training courses, and/or staff instructions.

I understand that when representing myself as a member of Cheshire TV that I will abide by the established code of conduct, and that I am personally responsible for the content contained in programs that I produce and/or submit.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Legal Guardian (For Minors)

\_\_\_\_\_  
Da

\* CTV requires a contact name and phone number which will be given upon request regarding inquiries about any program you submit.

\*\*Email is the official means of communication between CTV and its members.

PROOF OF ELIGIBILITY: \_\_\_\_\_ MEMBER #: \_\_\_\_\_ STAFF: \_\_\_\_\_

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