



Policy Handbook 2016

Code of Ethics
Rights and Responsibilities
Harassment Policy
Disciplinary Procedure

Required Reading for All Volunteers & Staff

Code of Ethics

- **You** are our most precious resource.
- You have the right to carry out your duties without fear of physical or verbal harassment. You have the right to perform your duties free from insult or innuendo.
- Please wear your SVFF T-Shirt with pride. This identifies you as a volunteer to the audience.
- You are a representative of the Festival.
- Be courteous and helpful to anyone who needs your help.

Rights, Responsibilities and Conduct

As a Shelter Valley Volunteer,

- make every effort to present the Festival to the public in a positive way and shall not do anything to intentionally embarrass the Festival.
- refrain from smoking while on duty and only smoke in posted smoking areas at the Festival site.
- not use / consumption of alcohol by any volunteer who is on duty on the Festival site.
- not use / consume illegal substances by any volunteer on the Festival site. Disregarding this regulation will result in immediate dismissal of the volunteer(s) from the Festival site.
- be aware of the time commitment & responsibilities of your task(s) prior to accepting a role, and honour that commitment.
- be on time for all meetings and activities associated with your task - this helps everyone.
- inform your Crew Chief quickly if are unable to meet any of your responsibilities.
- ask a Yellow Shirt if you don't know the answer to a question.
- report the problem to any Yellow Shirt or Board member if at any time you feel unsafe.
- sign this form before you start your role, pick up your meal / name tag and sign in.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

- adhere to this list (the SVFF Code of Ethics).

As a Shelter Valley Volunteer,

You have the right to:

- Festival admission pass
- access to Hospitality food
- a volunteer t-shirt
- invitation to volunteer events
- free onsite camping
- vehicle access to the volunteer parking area
- recognition as an SVFF volunteer
- appreciation for the contribution you make
- information about Festival policies and procedures
- membership in the SVFF organization, and voting membership after volunteering for two years.

As a Shelter Valley Volunteer

Your conduct needs to:

- Be a responsible and enthusiastic SVFF ambassador.
- Do not commit illegal, violent or unsafe acts.
- Treat everyone at the Festival with respect.
- Keep confidential any information that SVFF has entrusted with you.
- Don't reserve your spot in front of any stages until after the gates open and ticket holders have access to the Festival.
- Don't transfer your meal tag to anyone else.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.



If you don't keep to the SVFF Code of Ethics, and don't perform your Volunteer duties, you will be dismissed from your role and you'll have to leave the Festival site.

We need every person to do their part to make SVFF great!

Harassment policy

Shelter Valley Folk Festival follows the Ministry of Labour Safety policy that considers the festival to be the workplace of volunteers, staff, performers, artists, harvest food vendors and contributors on the festival site. We commit to a harassment-free workplace.

1. What is harassment?

Harassment is the improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known would cause offence or harm.

It comprises

- objectionable act(s),
- comment(s) or
- display(s) that:
 - demean,
 - belittle, or
 - cause personal humiliation or
 - embarrassment,
 - and any act of intimidation
 - or threat.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

It also includes harassment within the meaning of the Canadian Human Rights Act (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction).

Harassment is normally a series of incidents but can be one severe incident which has a lasting impact on the individual.

Sexual and Workplace harassment

Workplace and sexual harassment are both unwanted and offensive. They both leave the person feeling demeaned, intimidated or embarrassed. They go beyond the bounds of normally accepted behaviour. While sexual harassment has sexual overtones, workplace harassment is a form of discrimination resulting from prejudice. Harassment can take many forms, from the subtle to the overt. It may occur once or many times. Harassment is offensive, degrading, inappropriate, threatening, and illegal. It is a violation of the Ontario's Human Rights Code.

Harassment occurs when the behaviour is one-sided and not wanted by the victim. The victim may be male or female, of any ethnic or religious background, of any age, mental or physical ability. The harasser may also be of any ethnic or religious background, age, gender, mental or physical ability. The harasser ought reasonably to have known that the behaviour would be unwelcome. The behaviour may occur in any situation involving the volunteer, staff or performer relationship.

Harassment may include threats of loss of your position with the Festival. The harasser may make these threats specifically or may imply them. The harasser may not actually threaten or have any physical contact, but may create an intimidating, hostile or offensive work setting for the victim.

The harasser may be a performer, board member, coordinator, staff, a fellow volunteer or anyone else on the festival site including members of the public.

The victim may be any of these as well. Sexual Harassment is unwelcome behaviour of a sexual nature. It is one type of harassment in the workplace.

The Supreme Court of Canada defines sexual harassment in the workplace as “unwelcome conduct of a sexual nature that detrimentally

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

affects the work environment or leads to adverse job-related consequences for the victims of the harassment”.

Examples of sexual harassment

- suggestive remarks or gestures;
- compromising invitations or requests;
- verbal abuse;
- display of sexually offensive materials;
- unwelcome leering or whistling;
- sexual jokes which cause awkwardness or embarrassment;
- unwelcome enquiries or comments about an individual’s sex life;
- unwelcome remarks about a person’s physical attributes or appearance;
- touching, patting, pinching or other unwelcome physical contact;
- outright demands for sexual favours;
- physical assault or indecent exposure.

What is seen as sexual harassment by one person may not be by another. Just because the harasser is treating one of your fellow volunteers the same way and that person doesn’t mind, doesn’t mean you aren’t being harassed. This is why it is important for you to let the harasser know that you do not welcome the behaviour, and that it makes you feel uncomfortable. If the behaviour persists despite your objections, then it is sexual harassment.

Good natured flirting or jesting which both parties find acceptable, or a romance to which both parties willingly consent, are not considered to be sexual harassment.

Workplace harassment includes harassment of a person due to their race, ethnic background, religion, physical or mental capabilities, gender identity or sexual orientation.

Sexual harassment is a form of workplace harassment.

It is possible for a person to experience both types of harassment at the same time. For example, a person who is being sexually harassed may be treated that way because of his or her race.

Workplace harassment does not include the legitimate exercise of an individual’s supervisory authority. But how you exercise that authority must be done in a respectful, courteous manner.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

Examples of workplace harassment

- unwelcome remarks, jokes or taunting about a person's race, religious beliefs, colour, physical or mental disability, marital status, age, ancestry or place of origin, someone with whom they associate, sexual orientation, gender identity;
- refusing to converse or work with an employee based on any of the above-noted grounds;
- insulting gestures or practical jokes based on any of the above-noted grounds;
- display of racist or offensive pictures or materials;
- any unwelcome behaviour toward a person because of the race, religious beliefs, colour, physical or mental disability, marital status, age, ancestry or place of origin, someone with whom they associate, sexual orientation, gender identity;
- unwelcome enquiries or comments about an individual's personal life;
- unwelcome remarks about a person's physical attributes or appearance; and
- physical assault.

Ethnic or Gender Related Jokes

Sometimes people tease each other back and forth about their ethnic background. No offense is meant by the teasing, and none is taken. Often, though, the jokes only go one way. Sometimes, members of a group that is being made fun of tolerate and just laugh off the comments.

However, most often jokes and other comments about specific groups are offensive. They reinforce negative stereotypes, and contribute to ethnic, racial or gender discrimination.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

2. What do I do if I am being harassed?

It is natural to feel embarrassed, intimidated or guilty. You may think that if you just ignore the harassment, or give non-verbal cues that you don't welcome it, it will stop. However, it is important to verbalize your concerns. Harassment rarely goes away on its own – in fact, it usually gets worse.

In many cases, the person does not intend to harass you. Some people use the guise of good-natured teasing to isolate someone who is different. What they consider good-natured teasing may hurt or embarrass the other person. In those cases, it is important to let the person know you do not appreciate their behaviour.

Immediately inform the harasser that his or her behaviour is unwelcome and unwanted. Do so before witnesses, if possible. If the situation makes this difficult, ask your Crew Chief or YS (Coordinator) to assist you. You may even want them to represent you. Your YS will gladly do this for you.

Once you inform the harasser that the behaviour is unwelcome, he or she will normally stop. If you've tried to resolve the situation on your own with no success, you now need to get someone else involved. Contact the Volunteer Coordinator.

Make a written record of the dates, times and nature of the behaviour, and the names of any witnesses. If the harassment consisted of verbal remarks, try to write down the exact words used.

Also, record what you did to stop the behaviour or show disapproval. Do this as soon as possible after the harassment occurs, so the details are still fresh in your memory. Once you have noted things down, sign and date your account of the incident. Keep a copy of this written record.

You may still be able to resolve the complaint informally with the help of your Coordinator and/or the Manager of Volunteers. This may be as effective as a formal complaint and is less time consuming and less visible. Severe situations of harassment, however, may call for an immediate formal complaint, which would then involve Shelter Valley Folk Festival's Board of Directors. You are the best person to decide which route to take. You may choose to discuss this with the Volunteer Coordinator.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

Informal complaint

Contact your YS Coordinator. If the harasser is your supervisor, advise the Volunteer Coordinator. Provide them with a copy of the written record. They will advise you of your options and ask you how you would like to proceed. You may request them to resolve the complaint informally by intervening on your behalf. A formal investigation will not take place. The Coordinator and/ or the Manager of Volunteers will encourage the parties involved to discuss the situation, either face to face or through them, and come to an agreement.

Formal complaint

You may wish to file a formal written complaint immediately with the Volunteer Coordinator and the Board of Directors. They will start an immediate investigation into the incidents of harassment. Members of the Human Resources Committee of the Board, along with the Volunteer Coordinator and your area Coordinator will meet with the complainant(s) and the harasser(s) separately to obtain each person's version of the incidents. They will give each person a chance to respond to the allegations made against them. A report will then be prepared for the committee via the Volunteer Coordinator, or one of the members of the HR committee of the Board.

The sooner you make a complaint, the easier it is to establish facts and resolve the situation.

In extreme cases, harassment may be an assault. In that event you can also lay a complaint with the police.

If you are experiencing harassment, please note that all information collected in the process will be held in confidence. Only those people directly involved in the process will have access to the information collected. Moreover, they will receive only as much information as they need to receive. This would include the complainant, and the alleged harasser, any witnesses, and others involved in resolving the complaint.

Note: If your harasser is a Coordinator, you must make your complaint to the Volunteer Coordinator. In the case of a staff

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

member, the HR committee of the Board will be involved. If it is a performer, the AD will become involved.

3. What to do if someone accuses me of harassment?

Make sure you understand the exact behaviour that is making the person uncomfortable.

Apologize, and stop the behaviour immediately. If you think there has been a misunderstanding about the behaviour between you and the person, ask your Coordinator to work with you to resolve the situation on an informal basis.

Each person reacts differently to certain situations. What is harassment to one person may not be to another. In cases such as this, the person who is uncomfortable with the behaviour has a responsibility to let you know their feelings. However, you also need to notice how an individual reacts to your behaviour. Look for body language that indicates the person is uncomfortable with what you are doing or saying. If you are unsure of their reaction, ask the person if your behaviour is unwelcome.

Situations of more obvious harassment (such as touching of a more sexual nature or physical assault) will be viewed on the basis that you ought reasonably to have known your behaviour was unwelcome.

The results of the behaviour, rather than the intentions behind them, are what matter. If your behaviour is unwelcome by the victim, and causes the person to feel uncomfortable, embarrassed or degraded, then it is harassment. Please refer to the examples of both sexual and workplace harassment.

How do I make sure I don't offend someone?

There are some comments and behaviours that are obviously offensive. There are others that you may not realize are degrading, embarrassing or insulting.

As well, what is considered offensive may vary from person to person.

The easiest way to find out what offends a particular person is to ask them. If you are unsure about a certain term or gesture, ask them how they feel about it.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

4. What are the obligations of a coordinator / staff / board member?

- You have an obligation to provide a harassment-free environment.
- You can be held responsible if it is determined that sufficient actions to prevent the harassment were not taken.

What can coordinators / staff / board members do to prevent harassment?

- Be a role model. Never engage in or condone behaviour that could be interpreted as harassment.
- Watch for signs that harassment is taking place. Rumours, sudden turnover or skipped shifts, decreased motivation and poor job performance may indicate that harassment is taking place.
- Respond to complaints promptly and with appropriate confidentiality.
- Take steps to protect a volunteer who makes a complaint in good faith from retaliation.

5. What are the obligations of a volunteer / coordinator / staff / board member?

If you see what you believe to be harassment taking place, discuss your concerns with the recipient of the behaviour.

Ensure that they want something done about it. Be supportive and understanding if the person discusses the situation with you.

Encourage them to take steps to stop the offending behaviour. If the person is too intimidated to take action, offer to accompany them in taking the matter forward to the Coordinator in their area, or the Volunteer Coordinator.

If you have relevant information, be willing to share it. This will help the victim if an investigation takes place.

In instances that involve crude language, jokes, name-calling or leering, the harasser's behaviour is apparent to more people than just the victim. Tell the harasser that you consider their actions inappropriate. This gives them the opportunity to stop behaving in that manner, and may prevent a formal complaint being made against them.

If you have witnessed harassment, and a formal investigation is conducted into the incident(s), you will be interviewed by the investigator to find out what you saw. You may also be asked to give

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

a statement to a member of the Human Resources Committee of the Board.

Every volunteer should be aware of Shelter Valley Folk Festival's policy on sexual and workplace harassment.

Complaints not requiring investigation.

It is recognized that some complaints will be made under circumstances in which an investigation is not required.

Circumstances under which the festival may choose not to investigate a complaint are as follows:

- **Frivolous:** a complaint intended merely to harass or embarrass.
- **Vexatious:** complaint that has no basis in fact or reason, with its purpose to bother, annoy and embarrass the festival.
- **Bad Faith:** filing the complaint with intentional dishonesty or with intent to mislead.
- **Second Hand Complaint:** presenting rumour, innuendo, the complainant has not come forward and the event did not happen to you.

Reasons for not investigating complaints by reason of the above definitions must be explained in writing to the complainant and advise them of the ability to appeal to the Human Resources Committee of the Board.

All complaints disposed through this section must be reported to the board via the Human Resources and Volunteer Coordinator.

***Remember ...
preventing harassment is
everyone's responsibility***



This is required reading for all volunteers. You will need to agree with this SVFF document.

Evaluation of Volunteers

Each Crew Chief and Coordinator (Yellow Shirt) is expected to be aware of the performance of all volunteers on his/her crew.

The Volunteer Coordinator will be responsible for meeting with delinquent volunteers to discuss their future involvement with the festival.

In the case of a dispute, the Volunteer Coordinator and the Human Resources Committee of the Board will be asked to resolve the issue.

If a final decision means the loss of future involvement, the appeal procedure detailed under Disciplinary Procedures may be implemented.

Disciplinary Procedure

The following guidelines are designed to deal with problems that may arise during the Festival. While protecting individual volunteers, they also provide a structure and chain of command for dealing with an unpleasant occurrence:

1. Anyone who witnesses a volunteer acting inappropriately or violating the Code of Ethics should contact one of the following:

- Coordinator (Yellow Shirt) of the crew the volunteer belongs to first, if expedient.
- Volunteer Coordinator (Volunteer YS)
- Any member of the Operating Committee (YSs).

The individual taking the complaint should verify the infraction and complete an incident report form available from the Volunteer Coordinator / HR Committee of the Board. A copy is found at the back of this Handbook.

2. This incident report form must be signed and given to the Volunteer Coordinator or submitted at a later time by being sent to the Festival office. The Volunteer Coordinator will follow-up with the volunteer involved.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

3. If the incident is serious enough to require removal of the volunteer's badge, the volunteer must be informed that there is a process to appeal the decision. The volunteer's YS (Coordinator) must also be notified so that arrangements can be made for their replacement.

4. If the volunteer feels that he/she is being unfairly treated and wishes to regain volunteer status during the weekend, they may request an immediate meeting of the following:

- Volunteer Coordinator
- Two members of the HR Committee of the Board.

The decision of this group will be binding for the duration of the Festival.

Thank you!

Shelter Valley Folk Festival wishes to express tremendous thanks to the Edmonton Folk Festival for the guidance and use of their volunteer resources.

Sources:

<http://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>

"Policy on Harassment Prevention and Resolution" Canada.ca

<http://www.ohrc.on.ca/en/learning/what-discrimination/harassment>

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

<http://www.ohrc.on.ca/en/learning/what-discrimination/harassment>

<http://www.edmontonfolkfest.org/volunteers>

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

SVFF Incident Report Form

Date of Incident: _____ Time: _____ AM PM

Date of Report:(If different from above)_____ Time:_____ AM
PM

Name of Person Reporting Incident:_____

Contact Information of Person Reporting the Incident: _____

Name of Injured or Affected Person (if different from above)_____

Contact Information of Injured or Affected Person (if different from above):_____

Status of Injured or Affected Person:

- Employee
- Volunteer
- Ticket Buyer
- Other (please specify)_____

Specific Location of Incident: _____

Name(s) of Person Reported To: _____

Name(s) & Contact Information of Witness(es):_____

Was any Equipment, Machinery or Tools Involved? (if so, please describe):_____

Did the Incident Involve any:

- Injury,
- Property Damage or
- Loss of Service?

Please Describe the Incident: (include map or diagrams if helpful)_____

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

Please Describe What Medical Attention (if any) was Provided: _____

What is the Current Status of the Person Affected: _____

Date: _____ Signature _____

Thank you for helping to make Shelter Valley Folk Festival a safer place to work and volunteer!

Office Use:

What Conditions Contributed to the Incident? _____

Was the Health and Safety Policy followed? Did any unsafe acts contribute to this incident? _____

What Action is Being Taken to Prevent a Recurrence? _____

Date Board Chair/HR Committee of the Board notified of Incident: _____

Signature/Title: _____ Date: _____

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

Death or Critical Injury

If this incident involves a death or critical injury the Ontario Ministry of Labour must be notified **immediately**. (Toll-free:1-877-202-0008 Fax:905-577-1316) and a report must be submitted to the Ministry of Labour within 48 hours*.

“critical injury” means an injury of a serious nature that,

- (a) places life in jeopardy,
- (b) produces unconsciousness,
- (c) results in substantial loss of blood,
- (d) involves the fracture of a leg or arm but not a finger or toe,
- (e) involves the amputation of a leg, arm, hand or foot but not a finger or toe,
- (f) consists of burns to a major portion of the body, or
- (g) causes the loss of sight in an eye.

If the incident involves a death or critical injury, the immediate accident site must not be altered except for the purposes of:

- (a) saving life or relieving human suffering;
- (b) maintaining an essential public utility service or a public transportation system; or
- (c) preventing unnecessary damage to equipment or other property.

*The report to the Ministry of Labour must include the following information:

- the name and address of the employer or constructor,
- the nature and the circumstances of the occurrence and the bodily injury sustained,
- a description of the machinery or equipment involved,
- the time and place of the occurrence,
- the name and address of the person who was killed or critically injured,
- the names and addresses of all witnesses to the occurrence,
- the name and address of the physician or surgeon, if any, by whom the person was or is being attended for the injury, and
- steps taken to prevent a recurrence and recommendations for remedial action or alternative work procedures.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.

This is required reading for all volunteers. You will need to sign at check-in that you have read and agree with this SVFF document.