



FOR VOLUNTEERS

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HARASSMENT POLICY

The Edmonton Folk Music Festival considers the festival to be the workplace of the volunteers, staff, performers concessionaires, crafters and contractors on the festival site. We commit to a harassment-free workplace.

1. What is harassment?

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 Human Rights, Citizenship and Multiculturalism Act.

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 Edmonton Folk Music 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.

Harassment usually involves one person who tries to exercise perceived power over others. The harasser may be a performer, staff, board member, coordinator,

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 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.

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 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 or racial discrimination.

2. What to do if you are 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 Coordinator to represent 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 your Coordinator or the Manager of Volunteers.

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 the Volunteer Committee. You are the best person to decide which route to take. Discuss this with your coordinator and/or the Manager of Volunteers.

Informal complaint

Contact your coordinator. If the harasser is your supervisor, advise the Manager of Volunteers. 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 Manager of Volunteers and the Volunteer Committee. They will start an immediate investigation into the incidents of harassment. Members of the Volunteer Committee along with the Manager of Volunteers & the 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 Manager of Volunteers.

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 Manager of Volunteers. In the case of a staff member or performer, the Producer will become involved.

3. What to do if someone accuses you 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 & workplace harassment.

How to make sure you 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.

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 or Manager of Volunteers. 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 a statement to the Volunteer Committee.

Every volunteer should be aware of the Edmonton Folk Music Festival 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:

- A) Frivolous; a complaint intended merely to harass or embarrass.
- B) Vexatious; complaint that has no basis in fact or reason, with its purpose to bother, annoy and embarrass the festival.
- C) Bad Faith; filing the complaint with intentional dishonesty or with intent to mislead.
- D) 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 written format to the complainant and advise them of the ability to appeal to the Volunteer Committee.

All complaints disposed through this section must be reported to the board via the Volunteer Committee.

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

Sources

Sexual And Workplace Harassment Information Booklet:
Government of Alberta Personnel Administration Office

Sample Harassment Policy: Alberta Human Rights and
Citizenship Commission

*Developing And Implementing Effective Harassment
And Sexual Harassment Policies:* Alberta Human Rights
and Citizenship Commission

Preventing Violence and Harassment at the Workplace:
Alberta Human Resources & Employment

Edmonton Folk Music Festival

10115 - 97 A Avenue
Edmonton, AB T5K 2T3

PH: 780-429-1899 Volunteer Responsibilities

CODE OF ETHICS

1. All volunteers shall make every effort to present the Festival to the public in a positive way and shall not do anything to intentionally embarrass the Festival.
2. There shall be no use/consumption of alcohol by any volunteer who is on duty on the Festival site, including the Beer Garden. Off duty volunteers must not wear Festival T-shirts while in the Beer garden and must not consume alcoholic beverages elsewhere on site.
3. There shall be no use/consumption of illegal substances by any volunteer on the Festival site. Disregard of this regulation will result in immediate dismissal of the volunteer(s) from the Festival site.
4. All volunteers shall treat other volunteers, performers, staff and the public with respect. If a problem arises, resolution should be deferred to the Manager of Volunteers, a Coordinator, the Volunteer Committee or the Production Manager.
5. Volunteers shall make every effort to fulfill responsibilities of crew membership. Failure to contribute minimum requirements or failure to fulfill shift commitment without satisfactory excuse (which may require documentation) can result in dismissal from the Festival.
6. No volunteers shall use to their own advantage any property or monies belonging to the Festival. All volunteers must be honest and trustworthy.
7. Any volunteer in the position of Crew Coordinator or Assistant Coordinator must set a positive example for other volunteers. They must be prepared to respond to greater expectations, take on more responsibilities and follow through on commitments. Failure to fulfill commitments will result in their replacement as Coordinators for the next Festival.

Please note: In the past, on-duty volunteers, especially those working in the Festival Kitchen and the Beer Garden, or at Festival Parties, have reported incidents of rudeness from off-duty volunteers. This is a reminder that disrespectful behavior to any fellow volunteers is in violation of the Code of Ethics and will result in disciplinary action.

Volunteers, whether on or off duty, on the Festival site or at parties must have badges visible at all times and be prepared to show them when asked. Volunteers must be prepared to show their badge to Beer Garden personnel if asked.

Evaluation of Volunteers

Each Crew Coordinator is expected to be aware of the performance of all volunteers on his or her crew. The Crew Coordinator, along with the Manager of Volunteers, will be responsible for meeting with delinquent volunteers to discuss their future involvement with the Festival.

In the case of a dispute, the Volunteer Committee 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.

RIGHTS AND RESPONSIBILITIES

Volunteer Responsibilities

1. Read and adhere to the Code of Ethics; be aware of the consequences of violation.
2. Work your scheduled shifts as designated by your Coordinator during the Festival weekend.
3. Be available and on time for assigned shifts.
4. Inform your Crew Coordinator well in advance if you are unable to work any scheduled shift(s) (give at least 24 hours notice).
5. Attend all crew meetings – if you must miss a meeting, arrange to obtain all information that was distributed.
8. Behave in a friendly and courteous manner – treat other volunteers, performers, staff and audience with respect.
9. Be a team player – focus on the tasks at hand and on achieving your crew's goals.
10. Contact your Crew Coordinator if you have a serious problem or concern. Contact the Manager of Volunteers if you are unable to resolve the problem.
11. Make arrangements for child care while you are on duty.
12. Assume responsibility for your children's behaviour on the Festival site.
13. Wear your crew T-shirt and Festival Access Pass while on duty. These identify you to others as a member of the Festival organization.
14. Consider other volunteer opportunities during the year – the Festival relies on year-round help from volunteers.

Please remember: You are part of a TEAM. Working together in a helpful, respectful and cheerful manner will help create positive memories not only for you, co-volunteers and staff, but for the public and the performers as well – without whom there would be no Festival!

Volunteer Rights

- To be identified as a volunteer.
- To be treated as a co-worker.
- To be properly informed about the Festival, its policies, programs and procedures.
- To feel comfortable with tasks assigned to you and to apply for a change or promotion in volunteer positions.
- To know what is expected of you and to take part in planning – crew meetings are a good place to share ideas with members of the Festival staff.
- To be recognized for your contribution to the Edmonton Folk Music Festival.
- To make an appeal, should your Festival Access Pass be revoked – contact the Manager of Volunteers, in writing (including details of your situation) within 14 days following the Festival weekend to arrange for any appeal.

Volunteer Benefits

- A weekend pass to the Festival (included in package).
- Access to the Festival Kitchen and meals on site during the Festival (see Kitchen Hours).
- A Volunteer T-shirt with Festival Artwork.
- Access to volunteer parties after main stage performances on Friday, Saturday and Sunday evenings.
- Shuttle service to site and access to the volunteer parking lot
- A complimentary program book.

DISCIPLINARY PROCEDURES

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 unpleasant occurrences:

1. Anyone who witnesses a volunteer acting inappropriately or violating the Code of Ethics should contact one of the following:
 - Coordinator of the crew the volunteer belongs to first, if expedient.
 - Manager of Volunteers.
 - Any member of the Volunteer Committee.

The individual taking the complaint should verify the infraction and complete an incident report form available at the Volunteer Services tent.

2. This incident report form must be signed and left at Volunteer Services for the Manager of Volunteers or submitted at a later time with the post-Festival Coordinator's Report. Envelopes will be provided to protect confidentiality. The volunteer's Crew Coordinator will then also be advised of the incident and may be directed to follow-up with the volunteer involved.
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 Crew Coordinator must also be notified so that arrangements can be made for their replacement.

DISCIPLINARY PROCEDURES FOLLOWING THE FESTIVAL

- The volunteer will be notified by the Manager of Volunteers that report of an incident was received and may be asked to provide additional information.
- The Manager of Volunteers may follow up with the volunteer involved in the incident, the volunteer's crew coordinator, witnesses, the board of directors, or other staff members. Information about subjects of the incident and incident itself are considered confidential.
- The volunteer will be notified of the resolution and will be sent a written letter if they are to be dismissed as a volunteer with the festival.
- If the volunteer feels there has been a defect in the disciplinary process, they may contact the *Dispute Process Review Committee at disputecommittee@edmontonfolkfest.org within 15 days of receiving notification of the decision of dismissal from the Manager of Volunteers. Please note that the committee will only revisit the decision by the Manager of Volunteers if it is determined there has been a defect in the discipline process.

At their discretion, the Manager of Volunteers may require a period of probation, a change of crew, or may issue a warning as the result of an incident or inappropriate behavior.

**The Dispute Process Review Committee – an ad-hoc committee of the Board of Directors – has been established with specific objectives, these objectives can be reviewed in the Dispute Process Review Committee terms of reference.*