

Volunteer Standards, Expectations, and Workplace Harassment Policy

Scope - The Edmonton Folk Music Festival Society is committed to providing a safe and respectful environment, free from harassment, violence, discrimination, bullying, abuse, and solicitation for all employees, contractors, volunteers, board members, vendors, performers, and guests. We are committed to ongoing learning and progress within this area of the organisation, and encourage all stakeholders to embrace the same.

This Policy outlines the minimum expectations of festival stakeholders while in attendance at all EFMF events, sanctioned or unsanctioned. This includes but may not be limited to:

- While in attendance at the Edmonton Folk Music Festival site during the festival set-up, tear-down, and festival weekend.
- While in attendance at EFMF festival weekend parties.
- While in-person for any reason at the EFMF main offices.
- While in attendance at a virtual EFMF event.
- While in attendance at a supplemental EFMF event outside of the festival weekend.
- While in attendance as a guest of the EFMF or the Producer at a public event.
- Any other event in which your presence represents the Edmonton Folk Music Festival or Edmonton Folk Music Festival Society.

Everyone is expected to work together to uphold this policy and promote a safe and respectful environment.

Definitions

- **Consent:** A voluntary, ongoing, active, and conscious agreement to engage in the activity in question. Consent or a “yes” that is obtained through pressure, coercion, force, threats, or by inducing intoxication, impairment, or incapacity is not voluntary consent. Silence or ambiguity is not consent. Additionally there is no consent when:
 - It is given by someone else.
 - The person is unconscious, sleeping, or lacks the capacity to consent.
 - It was obtained through the abuse of a position of power, trust, or authority.
 - The person does not indicate “yes”, says “no”, or implies “no” through words or behaviours.
 - At any point the person changes their mind and withdraws their consent.

It is the responsibility of all parties wanting to engage in an activity to obtain clear consent from the other, and to recognize that **consent can be withdrawn at any time.**

- **Discrimination:** A distinction, whether or not intentional, based on a characteristic or perceived characteristic that has the effect of imposing on an individual or group of individuals burdens, obligations or disadvantages that are not imposed on others, or of

withholding or limiting access to opportunities, benefits and advantages available to other individuals in society.

- **Harassment:** Conduct or commentary either one time or repeating that:
 - Is demeaning, intimidating, threatening, or abusive.
 - Is not trivial or fleeting in nature.
 - Causes offence and should have reasonably been expected to offend.
 - Serves no legitimate purpose for the environment.
 - Is a reprisal or threat of reprisal against an individual for rejecting a solicitation or advance.
 - Undermines authority or respect in the environment, limits opportunities for advancement, or creates an intimidating, hostile or offensive environment.

- **Sexual Harassment :** Exists on a continuum and in many forms.
 - **Sexual Violence:** Any sexual act or act of a sexual nature, or, act targeting sexuality, whether physical or psychological, committed without consent. This includes, but is not limited to sexual assault, indecent exposure, voyeurism, distribution of images, inducing intoxication, impairment or incapacity for the purpose of making another person vulnerable to non-consensual sexual activity.
 - **Sexual Assault:** Any form of sexual contact without consent.
 - **Solicitation:** Any behaviour, act, or comment that is perceived as soliciting sexual favours, or placing sexual conditions onto any persons involvement in any activity.

- **Domestic Violence** - Domestic violence becomes a workplace hazard when it occurs or spills over into the workplace. It may put the targeted worker at risk and pose a threat to coworkers.

- **Workplace Violence** - Violence, whether at a worksite or work related, is defined as the threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm. It can include:
 - physical attack or aggression
 - threatening behaviour
 - verbal or written threats
 - domestic violence
 - sexual violence

- **Retaliation:** Taking, attempting to take, or threatening to take any adverse action or retribution of any kind against anyone involved in a report of harassment, abuse, or misconduct process. This includes but is not limited to: Intimidation, pressuring, harassment made in person, electronically, or through third parties.

- **Stakeholder:** Volunteers, staff, artists, vendors, independent contractors, sponsors, and guests.

Preventing Discrimination and Workplace Harassment

Obligations of EFMF Leadership:

It is the responsibility of anyone in a leadership position within the organisation to take immediate and appropriate action with any witnessed, disclosed, or reported incidents of violence, harassment, discrimination, bullying, or abuse.

- Be a role model.
- Watch for signs that discrimination or harassment are taking place, such as rumours, missed shifts, or changes in performance or motivation.
- Keep track of incidents, including dates, times, locations, and those involved. **This record is confidential.**
- If you see discrimination or harassment taking place, speak to the victim and support them in deciding how they would like to proceed (see Procedures below).
- Protect the persons and any witnesses making a complaint in good faith from retaliation following a report of discrimination or harassment.

What everyone can do to prevent workplace harassment.

- Be a role model.
- Watch for signs that discrimination or harassment are taking place, such as rumours.
- If you see discrimination or harassment taking place, speak to the victim and support them in deciding how they would like to proceed (see Procedures below). If the person is intimidated, you may offer to accompany them in reporting the behaviour to their coordinator, Manager of Volunteers, or another staff member.
- Be prepared to support the complainant as a witness, and keep the matter confidential beyond the procedures outlined below.

Procedures: What to do if you are being discriminated against, or are experiencing workplace harassment or violence.

Anyone who believes they have been subject to discrimination or harassment may pursue the following options:

Informal Complaints - A complainant may wish to pursue a violation of this policy without making a formal complaint. Informal resolution options include:

- a. Speak to the person directly - In some situations, informing a person that their actions or comments are unwelcome or discriminatory may resolve the issue. Although it's difficult to ask someone to 'stop', it's often the most effective way of solving the problem.
- b. If a complainant is uncomfortable speaking with a person directly, or would like assistance, they should speak with their coordinator, the Manager of Volunteers, the Assistant Manager of Volunteers, the Producer, or any member of the Board of Directors Executive Committee.

Formal Complaints - A formal written complaint should be submitted within four (4) months of the most recent incident to the Manager of Volunteers, the Producer, or the Chair of the Board -- whomever the complainant is most comfortable approaching. If the complaint is being made against the Manager of Volunteers or Producer, it should be submitted to the Chair of the Board. An investigation of the incident will begin within 15 days of the receipt of the written complaint. The complaint can be hardcopy or electronically submitted.

- Should a complaint be made during the course of festival operations that is deemed by the Manager of Volunteers to be serious enough, the respondent will immediately be placed on suspension without access to all festival work environments until the conclusion of the investigation.

Investigation - The Manager of Volunteers, Producer, the crew coordinator (if applicable), and additional administrative staff and/or members of the Board of Directors may be assigned to investigate the incident. *At the discretion of the Manager of Volunteers, a volunteer may be asked to surrender their access pass and leave the festival site during the course of an investigation. OR At the sole discretion of the Manager of Volunteers and/or Producer, a volunteer, staff member, artist, or vendor, may be asked to surrender festival privileges (including access) during the course of an investigation.*

- a. Interviews with the complainant, respondent, and any relevant witnesses will be conducted and held in confidence.
- b. The Manager of Volunteers or Producer will provide a written report to the complainant, respondent, and the Chair of the Board at the end of the investigation.
 - i. Substantiated Complaints - The Manager of Volunteers, Producer, or Chair of the Board will initiate appropriate disciplinary action.
 - ii. Unsubstantiated Complaints - There will be no negative consequences for a complainant who has come forward in good faith, witnesses, or the alleged harasser.

Disciplinary Action - One or several of the following resolutions may be taken by the Manager of Volunteers, Producer, or Chair of the Board in the event of a substantiated complaint:

- a. Request for a formal apology
- b. Written warning placed in the employee/volunteer file
- c. Change of crew or work assignment
- d. Suspension or dismissal of the employee/volunteer
- e. Referral to legal counsel for further review

Confidentiality - The EFMF understands the difficulty in bringing a complaint forward, and recognizes and respects the complainant's interest in keeping issues confidential. Confidentiality will be maintained throughout the investigation and disciplinary process to the extent practicable and appropriate under the circumstances. To breach confidentiality is to breach this policy, and incidents of such will be treated in the same manner as discrimination or harassment.

Appeals - If a complainant or accused believes there has been a defect in the investigation and/or disciplinary process, they may send a request for appeal to the Dispute Process Review Committee (an ad hoc committee of the Board of Directors and select society members) at disputecommittee@edmontonfolkfest.org within 15 days of receiving notification of disciplinary action. As well, both parties have the right to direct any concerns to the Alberta Human Rights Commission, or Alberta Occupational Health and Safety.

Preventing Workplace Violence

In order to mitigate risk of violence occurring in high risk areas (eg. cash handling, alcohol service, or security), festival operations include:

- Working in pairs or groups
- Additional situational specific learning materials provided to help volunteers identify signs of sexual violence, harassment, and discrimination.
- Additional training requirements related to liquor service and consumption
- Additional security personnel in high risk areas
- Direct phone numbers provided in each area for immediate assistance
- Incident reporting

Code of Ethics

1. All volunteers, staff, artists, vendors, independent contractors, sponsors, and guests must be familiar with and uphold the Non-Discrimination and Workplace Harassment, and Workplace Violence, Policies.
2. All volunteers, staff, artists, vendors, independent contractors, sponsors, and guests 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.
3. There shall be no use/consumption of alcohol or cannabis, by any volunteer, staff, vendor, or independent contractor who is on duty on the Festival site. Off duty volunteers must not wear Festival T-shirts while using or consuming alcohol or cannabis.
4. There shall be no use/consumption of illegal substances by any volunteers, staff, artists, vendors, independent contractors, sponsors, and guests on the Festival site. Disregard of this regulation will result in immediate dismissal from the Festival site.
5. Treat everyone on site with respect. If a problem arises, please refer to the procedures below.
6. Volunteers shall make every effort to fulfill responsibilities of crew membership and schedule commitments - this includes arriving on time for scheduled shifts, as well as attendance at crew meetings. Failure to contribute minimum requirements or failure to fulfill shift commitment without satisfactory excuse (which may require documentation at the sole discretion of the Manager of Volunteers) can result in dismissal from the Festival.
7. No volunteers, staff, artists, vendors, independent contractors, sponsors, and guests shall use to their own advantage any property or monies belonging to the Festival.

8. Any volunteer in the position of 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.

Anyone, whether on or off duty, on the Festival site or at parties, must have their accreditation pass visible at all times and be prepared to show it when asked.

Rights and Responsibilities

Volunteer Responsibilities

1. Read and adhere to the Code of Ethics; be aware of the consequences of violation.
2. Inform your Crew Coordinator well in advance if you are unable to work any scheduled shift(s) (give at least 24 hours notice).
3. Behave in a friendly and courteous manner – treat everyone at the festival with respect.
4. Be a team player – focus on the tasks at hand and on achieving your crew's goals.
5. 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.
6. Make arrangements for child care while you are on duty.
7. Assume responsibility for your children's behaviour on the Festival site at all times.
8. Wear your crew T-shirt and Festival Accreditation Pass while on duty. These identify you to others as a member of the EFMF organization.
9. Consider other volunteer opportunities during the year – the Festival relies on year-round help from volunteers.
10. Every second year, plan to complete 3 to 4 site teardown shifts following the festival.

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.

Volunteer Benefits

- An accreditation pass to the festival.
- Access to the Festival Kitchen and meals on site during the Festival for you and your children (see Kitchen Hours).
- A Volunteer T-shirt.
- Access to volunteer parties after main stage performances.
- Shuttle service to site and access to the volunteer parking lot (dependent on availability).
- Access to membership with the Edmonton Folk Music Festival Society, after two years of volunteer service in good standing.
- Leadership opportunities
- The chance to make lifelong friendships with diverse groups of people.

Evaluation of Volunteers Performance

Each Crew Coordinator is expected to be aware of the performance of all volunteers on their crew. Coordinators must identify those volunteers with performance issues, and discuss appropriate action with the Manager of Volunteers.

Volunteers with outstanding performance issues should be identified in a post-festival coordinator report, or a note in their volunteer file. If a coordinator identifies a volunteer as someone with leadership potential or interest, they should discuss with the Manager of Volunteers.

If you believe in good faith that someone has violated the Code of Ethics or neglected their volunteer responsibilities, please report this to your Coordinator, or the Volunteer Office via Volunteer Services. This policy is intended to promote a safe and healthy environment for all stakeholders and attendees of the Edmonton Folk Music Festival, and is an important tool in our continued desire to progress and improve as an organisation.

Date Approved: December 16, 2021

Date Reviewed: