

Volunteer Services Reporting Procedures Document for Volunteers

This document is your one stop shop for guidance on how and when to report *any* individual on site at Ottawa Bluesfest. Additionally, you can find information about what to do when a patron is reporting an incident.

Please note: ALL forms of incidents need to be outlined in an incident report, in addition to any other report made.

Reporting Volunteer Behaviour That Violates the Volunteer Code of Conduct, Harassment Policy, or Terms and Conditions

If you witness behaviour from another volunteer that violates the Volunteer Code of Conduct, here is a simple chain of command to explain what you should do and who you should talk to based on your position and the position of the other volunteer.

If you are a:

General Volunteer:

If you are a general volunteer and witness another volunteer's behaviour that violates the Volunteer Code of Conduct, you should let a member of your Area's leadership team know. This could be your Area's Area Leader or Assistant Area Leader, or a supervisor if you can not find your Area Leaders.

Supervisor:

If you are a supervisor and you witness a volunteer violating the Volunteer Code of Conduct you should inform a member of your Area's leadership team or a member of the leadership team of the Area that the other volunteer belongs to.

Area Leader:

If you are an Area Leader you will report straight to the Volunteer Services Team to report an instance of a volunteer violating the Volunteer Code of Conduct. This includes when another volunteer approaches you to let you know about another volunteer's behaviour.

If the other volunteer is a:

General Volunteer:

If you see a general volunteer violating the Volunteer Code of Conduct you should first try and identify what Area they belong to by looking at the colour of their t-shirt, or assessing whether they are doing a job that visibly associates them with a certain Area (e.g. are they holding a 50/50 sign, are they wearing a Beer Tents t-shirt). If you are able to make this identification, then you should also note some details about their

appearance and what they were doing to violate the Volunteer Code of Conduct. Once you have this noted you can inform your Area's leader and they will be able to send this information to the Volunteer Services Team.

** Please note that you should not engage with another person who is violating the Code of Conduct. If ever you are in immediate need of help with a situation and can see a security guard go to them.

Supervisor:

If you see a supervisor violating the Volunteer Code of Conduct you should follow the same steps that you would with a general volunteer. Trying to identify a supervisors' Area may be more difficult, as all supervisors wear the same colour shirt. Do your best to identify them using other means including where you saw the behaviour take place (in a Beer Tent, while on the Volunteer Island, etc.). Once you have done this, you should inform a member of your Area's leadership team, or the leadership team of the volunteer's Area.

Area Leader:

If you witness a member of your Area's leadership team violating the Volunteer Code of Conduct you should inform the Volunteer Services Team directly*, or by telling another Team Behind Bluesfest staff member that you are familiar with.

***If you can not report to leadership, or wish to contact Volunteer Services directly you can send an email to volunteers@ottawabluesfest.ca with the following information:**

Name (if possible), area and role of the other volunteer. General descriptors of the volunteers physical appearance (e.g. height, hair colour, approximate age). A description of the behaviour and a date of when it occurred. Any measures you took to report this to leadership or security.

Understanding the Role of Security and When to Call:

If you witness a volunteer who is acting in a way that is dangerous, harassing, or otherwise requires immediate action, directed towards any person (another volunteer, patron, staff member, contractor, etc.) you need to be aware of the role of security.

Security is on site to keep everyone safe and this includes volunteers. If ever you are in immediate need of help with a situation and can see a security guard go to them, if not find a member of your Area's leadership team and they can radio for security themselves.

Incidents Involving non-Volunteers

Depending on your area it is possible or even highly likely that throughout the festival you will come in contact with individuals who are not fellow volunteers. Whether this be patrons, contractors or staff. If, at any point, you experience an incident with a non-volunteer,

Please familiarize yourself with the Volunteer Harassment Policy and Volunteer Code of Conduct in order to best ensure your understanding of Harassment and how we resolve complaints.

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If you witness a volunteer who is acting in a way that is dangerous, harassing, or otherwise requires immediate action, directed towards any person (another volunteer, patron, staff member, contractor, etc.) you need to be aware of the role of security.

Security is on site to keep everyone safe and this includes volunteers. If ever you are in immediate need of help with a situation and can see a security guard go to them, if not find a member of your Area's leadership team and they can radio for security themselves.

If you experience harassment or aggression from a patron while on shift, you can alert security personnel. If you can not find a security person, let a member of your Area's leadership team know and they can radio for security themselves.

What to do if a Patron is Reporting an Incident With Another Patron

As volunteers, you will likely be interacting with patrons throughout the entirety of the festival. While you may be coming in contact with many patrons each night, it is possible that at some point you will be approached and told of an incident that occurred between patrons. Here is what you **can** and **should** do in instances of patrons reporting incidents with other patrons.

A patron reporting that another patron is experiencing a medical emergency:

If a patron approaches you to inform you that another patron is experiencing a medical emergency, you must contact first aid immediately. First aid is contactable by all radios (your Area Leader will have a radio), or by calling the Central Command phone number. Their tent is located near the entrance to the war museum.

A patron reporting that another patron is harassing them or someone else.

If you are informed that a patron is being harassed by another patron you should inform the nearest security personnel. If you are unable to reach security for any reason, you

can inform your (*or any*) Area Leader or Supervisor of the situation and they can radio for security.

In any event that you are unsure of what to do, or who to speak to, you can escalate the situation to your Area's Leadership team, who can reach out to Ottawa Bluesfest staff or security via their radio.

PLEASE NOTE: If you experience an incident on site, an incident report will need to be completed. Your Area's Leadership team will be able to guide you in this process.

Have questions? Contact the Volunteer Services Team at volunteers@ottawabluesfest.ca