

VOLUNTEER TEAM BEHIND BLUESFEST (OTTAWA BLUESFEST / CITYFOLK)

VOLUNTEER CODE OF CONDUCT

January 2026

As a volunteer at Volunteer Team Behind Bluesfest (VTBB) (Ottawa Bluesfest/ CityFolk), you are required to follow all expectations as outlined in the Volunteer Code of Conduct below and on our volunteer website, <https://volunteers.ottawabluesfest.ca/>. Together, we can all be part of an experience that is fun, safe, respectful, and fair for all volunteers.

Please consult VTBB Volunteer Services staff prior to any action or statement which might significantly affect or obligate the festival. This might include: statements to the press or on social media, coalition or lobbying efforts with other organizations, and any agreements involving contractual or other financial obligations.

As a volunteer with the VTBB (Ottawa Bluesfest / CityFolk), you are a representative of the festivals when you are on festival grounds, at a festival event, and/or wearing clothing identifying you as a VTBB volunteer. We (Ottawa Bluesfest / CityFolk) reserve the right to revoke on-site volunteer privileges without notice, or to prevent individuals from participating in future VTBB-related events if any of the following behaviours are observed while representing the festival:

ATTENDANCE

- Checking in to the site and not reporting for a scheduled shift;
- Unreported or excessive absences;
- Repeated tardiness.

PERFORMANCE

- Failure to be effective at assigned tasks;
- Inappropriate behaviour or negative attitude;
- Unnecessary use of cell phone while on duty;
- Smoking while on duty.

BEHAVIOUR

- Inappropriate behaviours, requests or language directed towards artists, staff, contractors, patrons, volunteers, before, during or after the festival;
- Insubordination (the act of willfully disobeying your superior);
- Breach of confidentiality;
- Theft of any kind (e.g. financial, property, etc.);
- Destruction of festival property or damage to any part of the festival site;
- Engaging in self-promotion of any kind;
- Harassment, in any form (see “VTBB Volunteer Harassment Policy”).

ALCOHOL, CANNABIS & ILLEGAL SUBSTANCES

- Possession and/or use of drugs and/or illegal substances;
- Consumption of alcohol or intoxication while on shift;
- Consumption of recreational cannabis or intoxication while on shift;
- Underage drinking and/or consumption of cannabis;
- Excessive intoxication while attending a free show.

OTHER

- Any other reason deemed applicable by Volunteer Services.

The Team Behind Bluesfest (Ottawa Bluesfest / CityFolk) reserves the right not to discuss details of a dismissal with the volunteer in question. Once a volunteer is dismissed, they must hand in their accreditation (wristband, lanyard, volunteer t-shirt, name-tag) and leave the property immediately.

VTBB VOLUNTEER HARASSMENT POLICY

As stated in the VTBB Volunteer Code of Conduct, as part of our Zero Tolerance policy, harassment in any form will not be tolerated and can lead to dismissal from the festival.

We (Ottawa Bluesfest / CityFolk Festival) are committed to preventing harassment by providing all volunteers with a common understanding of appropriate and expected behaviour. We are all responsible for supporting initiatives to maintain a respectful festival environment.

Any person who feels that he or she has experienced harassment, including violence and/or sexual harassment, while volunteering at the Ottawa Bluesfest/CityFolk Festival, may take the recommended steps or file a formal complaint under this policy as soon as possible.

DEFINITION

Harassment is a form of misconduct/improper behaviour that is directed at, is offensive to, and is not welcomed by the victim, and which the harasser ought reasonably to have known would be unwelcome and cause offence or harm.

This includes discriminatory harassment within the meaning of the Canadian Human Rights Act (CHRA) which is to harass an individual based on the prohibited grounds of discrimination, which are race, national or ethnic origin, colour, religion, age, sex, sexual orientation, Gender identity or expression, marital status, family status, disability, or conviction of an offence for which a pardon has been granted.

IDENTIFYING & RESOLVING SITUATIONS PROMPTLY, FAIRLY, AND COOPERATIVELY Any person who feels that they have experienced harassment while volunteering with the Team Behind Bluesfest (Ottawa Bluesfest / CityFolk Festival) can access some or all of the following measures:

- immediately inform the harasser that their behaviour is unwelcome and unwanted. Do so before witnesses, if possible;
- seek support from your Area Leaders, Supervisor, or other advisor such as onsite staff or security supervisor, to help address the situation;
- use informal conflict resolution techniques when possible can help resolve the situation to the satisfaction of all parties;
- document details of the incident in writing, including as much detail as possible (date and time, contact information of involved parties, actions leading up to the event, witness information, location, etc.), you can choose to submit to your Area Leader, Volunteer Services staff (volunteers@ottawabluesfest.ca) or the onsite Admin Office.
- If all of the above are not successful, file a formal written complaint with Volunteer Services as soon as possible. You may obtain the Harassment Complaint Form on the Volunteer website and submit it to Volunteer Services Management (volunteers@ottawabluesfest.ca). Complaints must be made in good faith.

FORMAL COMPLAINTS

If you have experienced harassment you may choose to file a formal written complaint against your harasser to Volunteer Services management (volunteers@ottawabluesfest.ca). We request that formal complaints be submitted within two weeks of the incident. All complaints are kept confidential. You can access the Harassment Complaint Form on the Volunteer website and submit it to Volunteer Services Management (volunteers@ottawabluesfest.ca).

VOLUNTEER TEAM BEHIND BLUESFEST (VTBB) (OTTAWA BLUESFEST / CITYFOLK) VOLUNTEER TERMS & CONDITIONS

1. You understand that in order to access volunteer opportunities with the Volunteer Team Behind Bluesfest (Ottawa Bluesfest / CityFolk), you must meet the age requirement for this activity by the first day of the festival.
2. You understand that by registering as a volunteer for the Volunteer Team Behind Bluesfest (Ottawa Bluesfest / CityFolk), you agree to provide your own valid, personal email address (i.e. no employer emails), and to receive email communication from us (Ottawa Bluesfest / CityFolk) with festival information such as reminders, updates, and shift confirmation & cancellation notices.
3. You understand and recognize that your participation as a volunteer involves potential risks. You hereby agree to accept such risks and to waive any rights to make a claim against the festival (Ottawa Bluesfest / CityFolk), save and except in the case of the negligence of the festival (Ottawa Bluesfest / CityFolk).
4. You hereby personally undertake to act responsibly and in a safe manner at all times, and hereby agree to indemnify the festival (Ottawa Bluesfest / CityFolk) and The Team Behind Bluesfest employees, volunteers and all partners from any claims or damages caused as a result of your negligence while acting as a volunteer.
5. You understand that photography and videography may be utilized during the planning, promotion and execution of the festival (Ottawa Bluesfest / CityFolk). By volunteering with us (Ottawa Bluesfest / CityFolk) and the Volunteer Team Behind Bluesfest (VTBB), you grant permission to (Ottawa Bluesfest / CityFolk) to use your likeness, voice, and words in television, radio, film, or in any other format for volunteer appreciation, promotion, or recruitment.

YOUTH VOLUNTEERS

6. If you are a youth volunteer (ages 15-17 at Ottawa Bluesfest and ages 14-17 at CityFolk), you understand that you must print off a Parental Permission Form (accessible online at volunteers.ottawabluesfest.ca closer to the event) and return it to us, completed and signed by your parent or legal guardian, when you check in for your first shift at Ottawa Bluesfest and or CityFolk. You will not be permitted to attend any shifts until you have done so.

SUPERVISORS

7. If you are a volunteer Supervisor, you acknowledge that as Supervisor at Ottawa Bluesfest and or CityFolk, you may have access to the personal information of volunteers on your team. You understand that this information is to be used solely for the purpose of festival communication and volunteer management and will not be shared with any other individuals or organizations. We expect that you will not send emails to solicit business, recruit for other organizations or festivals, or send individual or mass communications that are not Ottawa Bluesfest and or CityFolk-related.
8. You agree not to share information about Ottawa Bluesfest and or CityFolk volunteers with any third party, including other volunteers. This includes but is not limited to the following:
 - a) any volunteer's personal data (e.g. contact information, medical conditions, date of birth, etc.);
 - b) information about any volunteer's scheduled shifts, including whether or not they are onsite;
 - c) the activity in which a volunteer is registered;

d) a volunteer's status with the organization (e.g. Blocked, Early Bird, Internal Notes, etc.)

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.