



powell street festival society

パウエル祭協会

Volunteer Handbook

Mission

To cultivate Japanese Canadian arts and culture to connect communities. Our main activity is producing the Powell Street Festival in Vancouver's historic Japanese Canadian neighbourhood, Paueru Gai.

Vision

To build a society enriched and interconnected through Japanese Canadian arts and culture.

Values

Community: We foster engagement, collaboration and accessibility.

Artistic Excellence: We cultivate and support artists and cultural producers.

Inclusivity and Diversity: We program events and activities that welcome a wide range of participants, striving towards barrier free experiences.

Heritage: We honour the location of Paueru Gai and Japanese Canadian history. Through this, we acknowledge a larger narrative of displacement and colonization.

Resilience: We protect and maintain the financial and operational viability of the organization.



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WELCOME!

On behalf of your colleagues and the Board of Directors the Powell Street Festival Society (PSFS) welcomes you!

This handbook was developed to describe some of the expectations of our volunteers and to outline the policies, programs, and benefits available to eligible volunteers. You should familiarize yourself with the contents of the volunteer handbook as soon as possible, for it will answer many questions about your employment with the PSFS.

We hope that your experience with us will be challenging, enjoyable and rewarding.



Contents

WELCOME!	2
History	6
Organization Structure	8
Relationship of the Board of Directors to the Staff	12
1. Policy Acknowledgement	12
2. Guidelines for Orientation of New Volunteers	12
3. Volunteer Records	13
4. Occupational Health and Safety	13
5. Working Alone	13
6. Working from Home	14
7. Working Off-site (events)	14
8. Notice of Resignation	15
9. Termination by Employer	15
10. Misconduct	15
Conditions of Employment	16
11. Oath of Confidentiality	16
12. Conflict of Interest	17
13. Criminal Records Check	17
14. Alcohol and Substance Use	17
15. Copyright and Intellectual Property	18
16. Workplace Harassment and Discrimination	18
17. Conflict Resolution and Professional Relationship	18
18. Diversity and Inclusion	19
19. Media Relations	19
20. Social Media	20
21. Use of Computer Tools and Equipment	20
22. Gifts and Gratuities	21
23. Personal Appearance	21
24. Smoking	21
25. Scent Free Environment	21
26. Garbage and Recycling	22



27. Code of Conduct	22
Workplace Health & Safety Procedures and Policies	23
Procedure in the event of an accident	23
First Aid Procedures at the Festival	24
Fire Safety	24
Personal Safety	25
Heavy Lifting	25
Discrimination, Harassment, and Sexual Harassment Policy	26



Policy Checklist

Volunteers are asked to review this handbook annually, ask questions for clarification and acknowledge that the policies have been reviewed and understood.

- Oath of Confidentiality
- Code of Conduct
- Conflict of Interest
- Workplace Harassment and Discrimination
- Conflict Resolution and Professional Relationship
- Diversity and Inclusion

About Powell Street Festival Society

The Powell Street Festival Society mission is to cultivate Japanese Canadian arts and culture to connect communities. Our main activity is producing the Powell Street Festival (PSF) in Vancouver's historic Japanese Canadian neighbourhood. In addition to producing this annual celebration of Japanese Canadian arts and culture, PSFS engages in co-presentations with arts organizations and produces an annual season of cultural and artistic programming. These events range from an annual baseball game, sumo workshops and community art engagement to profession arts presentations, tours and residencies.

The Powell Street Festival Society's vision includes a society enriched and interconnected through Japanese Canadian arts and culture. We encourage the recognition of Japanese Canadians as a creative force within the broader community. To achieve this vision, we provide a hub for Japanese Canadian emerging and established, professional and amateur, and traditional and contemporary artists. Our artistic and cultural programming reflects a continuum of new, emerging, mid-career and senior professional artists of Japanese heritage working in literary, visual, performing, new media, and inter-arts and community arts fields. As part of our reach to Japanese Canadians, we also develop ties and partnerships between Japanese Canadian groups and organizations, and international Japanese arts organizations.

To further interconnectedness, our off-season programming includes collaborative and/or intercultural explorations. We maximize our reach and influence through this expanded programming alongside partnership engagement within our geographic and cultural umbrella communities (including Asian Canadian, arts and culture, and Vancouver's Downtown Eastside communities). In this, we aim to provide the Vancouver community-at-large with a fully accessible, diverse, innovative, and challenging Japanese Canadian voice while encouraging a deeper sense of interconnectedness and exchange.

Signature Event: The Powell Street Festival

The Powell Street Festival is the largest event of its kind in Canada and the longest running community arts festival in the Lower Mainland. Inaugurated in 1977, the Powell Street Festival is free to the public. It is held in both outdoor locations and indoor venues around the Powell Street area within Vancouver's historic Japanese Canadian neighbourhood. Influenced



by typical Japanese summer festivals (matsuri), PSF has developed into a unique Vancouver event. The Festival itself has traditionally been held in Oppenheimer Park area, neighbouring streets and nearby indoor venues over a 2 day minimum period. Over the course of the weekend event (including a 2-day outdoor and indoor series of performances and activities over the BC Day long-weekend), we attract over 18,000 local, national and international attendees.

PSF features something for everyone, including dance, music, film and video, visual arts, martial arts demonstrations, amateur sumo tournament, children's activities, participatory activities, walking tours of the historic neighbourhood, craft vendors, traditional displays, delicious Japanese food, and much more. We present new works and new Japanese Canadian artists each year, representing the wealth of Japanese Canadian artistic creativity and stimulating the local professional arts community with outside talent and expertise. The Festival provides a platform for Japanese Canadians to perform, display their work and gain recognition.

The Festival's unique character, with its combination of professional and community arts and culture, provides a climate ripe for community development and exchange. Though produced and presented by the Powell Street Festival Society, the Festival has a vast array of community partners who are integral to its success and feel. It is equally a showcase of talent and culture, as it is a community building opportunity, and a community bridge where the general public can access, learn and experience the diversity of Japanese Canadian arts and culture.

History

Located on the traditional unceded territories of the Squamish, Musqueam, and Tsleil-Waututh First Nations, the area once known as Paueru-Sutreeto or Paueru-Gai, has seen an ebb and flow of Japanese Canadian culture since the late 19th century. In 1877 the first groups of Japanese immigrants to Canada started what would eventually become a uniquely Japanese Canadian community around the Hastings Mill and Waterfront in today's Downtown Eastside (DTES).

Though Japanese immigration slowed following the 1907 Race Riots, the community continued to grow nonetheless. Japanese women (largely picture brides) would continue to immigrate in large numbers until the mid 1920s. It was during this period that Paueru-Gai became known as the centre of Japanese Canadian economic activity and property ownership. Vancouverites from across the city came to Powell St. and Oppenheimer Park to experience Japanese culture and commerce, and to watch the champion baseball squad, the Asahi, challenge their opponents.

Following the forced removal and wartime internment of all Japanese descendants, Paueru-Gai experienced a period of neighbourhood vacancy and economic downturn. After the war, returning Japanese Canadian residents settled again in Vancouver, or elsewhere in areas such as Steveston. For Japanese Canadians who returned to Vancouver, the Vancouver Japanese Language School served as an important centre of Japanese culture.

In recent decades, the Powell Street area has grown multiculturally as a heart of the Downtown Eastside (DTES). In the 1970s, a collection of efforts emerged to honour Japanese Canadian history in the neighbourhood.



In 1977, the Japanese Canadian centennial year, PSF was initiated by a member of the Japanese Canadian Volunteers Association (Tonari Gumi). PSF celebrates the history of Japanese Canadians in the area through an event similar to the festivals, or matsuri, of Japan. This was also the site of the planting of several cherry blossom trees by first generation Japanese Canadians (Issei) to commemorate the centennial.

As a part of the Powell Street Festival Society's mandate, society volunteers are deeply engaged in the DTES. Year-round community events are attended and supported by PSFS, in addition to the festival weekend that involves local residents as volunteers in various capacities. With our partners, PSFS has also contributed to the commemoration of Paueru Gai through creative, multidimensional projects such as the Japantown Historic Map Guide and the Open Doors Project. PSFS has shared a seat with the Vancouver Japanese Language School on the DTES Local Area Planning Committee collaborating with the City of Vancouver to produce a shared vision for future neighbourhood growth.

Since the removal of Japanese Canadian residents from the Powell Street area, various titles have been attributed to the distinctly Japanese neighbourhood of the past. Paueru Gai, literally translated as Powell Street, was commonly used by area residents in pre-internment years. Since the war, various groups have used names such as Japantown and its literal Japanese translation, Nihonmachi, to describe the historical neighbourhood though those terms were rarely used by residents themselves.

In 1985 Powell Street Festival Society officially registered as a non-profit society in British Columbia.

Important note:

Please do not refer to the area where the festival is held as Japantown. We are moving away from this term as it is not historically accurate. In 2017, Japanese Canadian organizations collectively decided Paueru Gai is the preferred term.

The Office

The main office of PSFS is located at 111 W Hastings St #410, Vancouver, BC V6B 1H4.

The office is shared with Diane Kadota Arts Management (DKAM). DKAM manages several music-based arts organizations. We share the office materials and office equipment (including the printer, server, internet, and phones) as well as the office space. Please consult your own cookbook about booking the shared board room, and ensure that if any equipment has been damaged that it is communicated to the Executive Director who can then pass on the message to the DKAM staff. If the Executive Director is not available and it is urgent, please pass on the information to all staff in the office. Please keep shared space tidy, including the kitchen: regularly clean your dishes, put dishes away, and remove your food items from the fridge.

The office is also a fragrance-free zone. Please avoid using and wearing strongly scented perfumes or toiletries out of respect for the shared office space.

Phones: Line 1 of the phone is the shared line between DKAM and PSFS; however, PSFS volunteers are to use Line 2 primarily, as it is reserved for our use only. Line 3 can be used to



phone out (it used to be our fax line), however, be aware that the recipient will see an inoperable number on their screen and people cannot call in on Line 3. If answering Line 1, please answer: “Powell Street Festival Society and music groups, [insert name] speaking.” If answering Line 2, please answer: “Powell Street Festival Society, [insert name] speaking.” Please take messages for DKAM staff and email them the message if required.

Visitors can call up from the entrance near TD Bank after 6 pm. Visitors buzz the PSFS office using the intercom system there. The buzzer connects them to Line 1 of our landline phone. Volunteers provide access to this door by pressing 9 on the keypad after answering the phone and speaking with the guest. Volunteers should ONLY provide access to a person they are expecting at the office. Do not provide access to someone if you do not know who they are. Pressing 9 only gives visitors access to the small lobby inside the glass doors by the mailroom. Someone must give visitors access to the 4th floor via the elevator by retrieving them with a key fob.

Technical issues: should there be any computer, internet or server issues, please inform the Executive Director immediately, who will then inform the computer and software technician.

Visitors and deliveries to the office: PSFS desks are located closest to the office entrance. If there is somebody looking for DKAM staff, please direct them to the staff person in question or take a message if they are unavailable. Packages can be signed for and accepted if no DKAM staff is available to receive it. Our office will also accept packages for our neighbours (Vancouver Arts Council and Latin Film Fest). When we do so, we put a note on their suite’s door to alert them (they do the same for us!).

Organization Structure

Members: PSFS has a membership, which entitles the Member to attend PSFS’ Annual General Meeting and to elect its Board of Directors. The fee for lifetime membership is \$12, and entitles the member to receiving the PSFS newsletter and discounts to selected ticketed PSFS events.

Each year life-time members have the option to top-up their membership for \$12 to get annual benefits. Annual Memberships or Membership Top-Ups include perks such as discounts at local businesses and on festival merchandise and events from January 1 to December 31. You must be a life time member to top-up OR you can buy both a life time and annual members at the same time for \$24.

Board of Directors (BOD): The Board of Directors members are recruited on an ongoing basis and are elected by PSFS members each year at its Annual General Meeting. The Board is responsible for ensuring that the mission and purposes of the Society are adhered to, for guiding and setting policy and for direction in finances, administration, personnel, risk management, program and leadership. Each member of the board is a volunteer. The Board of Directors is governed by the Constitution and Bylaws of the Powell Street Festival Society. Board of Directors have members on each of the volunteer committees include: Executive Committee (comprising of the President, Vice-President, Secretary and Treasurer), Fundraising, Programming, Advocacy & Outreach, Festival, and various task forces for special projects.

PERMANENT STAFF:



Executive Director (ED): Oversees the operations and management of the PSFS. The Executive Director reports to the Board of Directors and carries out the policies of the organization and delegating responsibilities to the staff. The Executive Director also develops the procedures to enable the policies to be implemented.

Program Coordinator: Coordinates the organization's programs and projects, and assists with the maintenance of the operational systems.

Development and Engagement Coordinator: Coordinates the bookkeeping, fundraising, sponsorship and donation programs, and assists with the outreach and communications with all of the organization's festival stakeholders, and also assists with the maintenance of the operational systems.

Special Projects Coordinator: Contributes logistical support for the festival and other programs and projects.

DTES Community Engagement Coordinator: Coordinates our outreach and communication with DTES grassroots organizations and members of the community.

CONTRACT STAFF:

Festival Production Staff and other contract staff are hired to work on a project or special program. In the past the contract staff has included: IT technician, a special program manager, a web designer, a researcher and operations crew coordinator.

Production Coordinator: The Production Coordinator reports to the Executive Director and works closely with the Program Coordinator. This person is responsible for overseeing all details of Festival coordination, with particular emphasis on site coordination, equipment rentals, and liaising with community-based participants (performers, vendors, displays, community tent).

Volunteer Coordinator: The Volunteer Coordinator reports to the Executive Director and works closely with the Stakeholder Engagement Coordinator. This person is responsible primarily for recruiting and scheduling volunteers for seasonal events, Festival production and the Festival.

Production Associate: The Production Associate reports to the Production Coordinator. This person provides support for the Production Coordinator and plays a key role in production of programming outside of the regular Festival program.

Festival Assistant: The Festival Assistant position is tbc. The tasks include coordination of the contents for the Festival Program and website, lottery ticket sales and other administrative and data management tasks.

Publicist: The publicist reports to the Executive Director. This person leads and implements Powell Street Festival Society's seasonal marketing and communications strategy, including the Society's seasonal events and the lead up and delivery of the Festival.

DTES Community Engagement Coordinator: Coordinates our outreach and communication with DTES grassroots organizations and members of the community.



IT Intern: Supports Matsuri 365 database, digital archiving and special IT projects.

Web Designer is contracted to update and implement major structural changes to the PSFS website. Staff are responsible for regular updates and seasonal changes.

Practicum Student: Practicum students perform their duties without payment. This is part of a formal University education process. This position is not filled by a volunteer but someone who is paying for a learning opportunity to complete required curriculum.

PRACTICUM STUDENTS

Practicum students perform their duties without payment. This is part of a formal University education process. This position is not filled by a volunteer but someone who is paying for a learning opportunity to complete required curriculum.

INDEPENDENT CONTRACTORS

Bookkeeper: The Bookkeeper reports to the Executive Director. This person is responsible for maintaining the financial bookkeeping of the PSFS with the Executive Director. The Bookkeeper oversees all receivables and payables, the annual audit, payroll and monitoring of the budget and finances.

VOLUNTEER COMMITTEES:

Executive Committee: The Executive Committee is comprised of the Board of Directors' President, Vice-President, Secretary and Treasurer. The Executive Committee oversees Governance, HR and Personnel policies by executing Governance and Personnel Policies and Procedures. Volunteers are invited to sit in on this committee as non-voting members on an as-needs basis. The Executive Director is the staff liaison for this committee and is responsible for scheduling meetings, preparing meeting documents, and circulating minutes.

Fundraising Committee: The Fundraising Committee solicits and secures financial support for the Society and its programs. The Stakeholder Engagement Coordinator is the staff liaison for this committee and is responsible for scheduling meetings, preparing meeting documents and circulating minutes. Other volunteers can participate as a volunteer or can be recruited on an as-needs basis.

Programming Committee: The Programming Committee's mandate is to research and identify artists, curators, art forms, and arts organizations that give voice to the Japanese Canadian community and/or represent Japanese heritage. The committee ensures that emerging and established, contemporary and traditional, local, national (and when financially possible, international) artists are all represented in programming efforts. The committee endeavours to represent artists from all disciplines in its annual programming, including, but not limited to literary, music, theatre, visual arts, dance, media arts, new media, and interdisciplinary practices. The Program Coordinator is the staff liaison for this committee and is responsible for scheduling meetings, preparing meeting documents and circulating minutes.

Advocacy & Outreach Committee: The Advocacy & Outreach Committee fulfills the mandate of "Connecting Communities" for the Society, especially as concerns the Downtown Eastside



(DTES) community and neighbourhood in relation to the Japanese Canadian community. The Special Projects Coordinator is the staff liaison and is responsible for scheduling meetings, preparing meeting documents and circulating minutes.

Festival Committee: The Festival Committee assists in the coordination of Festival logistics and production. The Production Coordinator is the staff liaison for this committee and is responsible for scheduling meetings, preparing meeting documents and circulating minutes. Other volunteers can participate as a volunteer or can be recruited on an as-needs basis.



Organizational Chart

tbc

Relationship of the Board of Directors to the Staff

On the whole, Directors' relationship to staff is through the Executive Director. Directors are Governors as a whole Board, distinct from operational managers who have individual decision-making authority and leadership. Board members may also work as volunteers on an operational committee. Because we are a small organization, the boundaries may blur and specific requests may come to you from a Director. If you're not sure on how to respond to their request, please let them know that you need to speak with the Executive Director.

VOLUNTEER RELATIONS

PSFS strives to offer a rewarding and enjoyable work environment. If volunteers have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the Executive Director. If concerns are unresolved, it is within your right to approach the Board of Directors directly, in which case the protocol is to contact the President of the Board.

EMPLOYMENT

1. Policy Acknowledgement

Volunteers are asked to review this handbook annually, ask questions for clarification and acknowledge that the policies have been reviewed and understood.

2. Guidelines for Orientation of New Volunteers

We recognize the importance of a volunteer's first days in a new organization.

- a. All new volunteers are given an orientation to the organization and to their specific area. It is anticipated that the orientation process will be completed within one month of start date.
- b. New volunteers will meet with the Executive Director or designate to review the organization's mission, vision and history and how the specific role fits into the organization's goals and a detailed understanding of the role, expectations and how and when performance is reviewed.
- c. An Orientation checklist, found at the beginning of this handbook, serves as a guide for all new volunteers.
- d. All new volunteers will be provided with
 - A review of all health, safety and security requirements and processes,



- An introduction to the team, the workspace, the building and where to find things
- Training on all processes and systems applicable to the role.

3. Volunteer Records

Each volunteer has an up-to-date, confidential volunteer record maintained in a central and secured location.

Volunteer Record: This contains the engagement history of an individual volunteer.

- a. A confidential Volunteer Record is established for each volunteer at the time of hire and will remain at all times in a secure office location.
- b. These files will remain confidential at all times and only those volunteers authorized by the Executive Director or designate will have access.
- c. Volunteers may, upon written request, have access to their volunteer record.
- d. External requests for information concerning a volunteer will be limited to confirmation of employment, dates of employment and the volunteer's position(s).

4. Occupational Health and Safety

We are committed to implementing quality occupational health and safety standards in the workplace and strive to provide the safest conditions as far as are reasonably practicable. This policy pertains to all volunteers.

- a. We follow guidelines as set out by the WorkSafe Occupational Health and Safety recommendations for the workplace.
- b. Volunteers must be present at all times when their guest is in the office unless approved by the Executive Director.

Accidents, Injuries and Medical Emergencies

All incidents requiring any form of first aid, hospitalization or calling of an ambulance occurring on site to volunteers, volunteers, clients or visitors must be reported using an Accident Report Form. Similarly, any work related accident or injury to staff or volunteers occurring off site must be reported.

- a. All WorkSafeBC reportable accidents or injuries must be reported within 72 hours of occurrence to the appropriate staff member. The staff member will ensure an Accident Report Form is completed and submitted to WorkSafeBC within 72 hours of notification from the volunteer, volunteer, client or visitor.
- b. All incidents or accidents not requiring medical attention but affecting the Health and Safety of staff and volunteers must also be reported and recorded.

See detailed Policy and Procedures below.

5. Working Alone

We work to minimize, as far as practical, risks associated with working alone in the office. This policy pertains to all volunteers.



- a. We will implement and maintain, so far as is reasonably practical, a working environment that is safe for volunteers when working alone during and after regular business hours.
- b. Volunteers will keep the exterior office door locked at all times when working alone.
- c. Only individuals authorized by the Executive Director will be provided keys and volunteers must not lend their keys to anyone without permission.
- d. The volunteers will communicate with their manager when they expect to be entering the office during non-business hours.
- e. Volunteers must take reasonable care and co-operate with the employer by using the measures in place to ensure the health and safety of themselves and others.

6. Working from Home

Working from home is a voluntary benefit that may be approved based on the ability for work tasks to be completed safely, independently and away from the office.

- a. The conditions that must be present for approval to work at home¹:
 - a. The volunteer must have a safe and quiet place to complete their work
 - b. The volunteer has the equipment and ergonomic environment to complete their work.
 - c. Distractions, in particular children and pets, are kept to a minimum.
 - d. The volunteer agrees to maintain confidentiality of records, documents and information.
- b. A volunteer working from home is working and available for their scheduled hours.
- c. While working from home, the volunteer understands that they remain an integral part of a team. A regular method and schedule of check-ins will be established and the volunteer will be required to attend meetings and team events both virtual and at the office when scheduled.
- d. The volunteer will bring forward any support required for an office at home.
- e. If we are unable to resolve the need for support or a situation so that it is conducive to completing the tasks, the working from home arrangement will end.

There may be times when an emergency situation causes the office to be closed or deemed unsafe. If it is possible for work to be completed at home, a volunteer may do so. While we will do everything possible to adapt work to alternative arrangements, a volunteer may be temporarily laid off should the work require specialized access or equipment that cannot be provided at home or if the tasks cannot be completed at home.

7. Working Off-site (events)

When working off-site for events and the festival, volunteers are expected to adhere to the policies in this handbook, in particular the workplace safety policy and guidelines.

In addition, volunteers are requested to:

¹ <https://www.worksafebc.com/en/resources/health-safety/information-sheets/working-from-home-guide-keeping-workers-healthy-safe?lang=en>



- a. Learn of emergency exits and procedures and know who to contact should a situation occur.
- b. Follow appropriate protocols for emergency situations, have emergency contacts on hand.
- c. Follow instructions of supervisors regarding equipment and set-up
- d. Ensure that sites are free from tripping hazards and that set up is appropriate for the intended audience
- e. Safeguard equipment from damage and theft
- f. Take appropriate measures to safeguard themselves:
 - i. Wearing appropriate clothing and footwear
 - ii. Avoiding conflict situations such as disagreements, accusations or following/chasing individuals who may be harmful
 - iii. Avoiding dangerous or potentially dangerous situations such as traffic, and equipment and ensuring set up of structures is safe.
- g. Reporting any situations that occur and the safeguards and actions taken.

8. Notice of Resignation

- a. A volunteer who wishes to end employment will indicate this intent in writing to the Executive Director or designate with as much notice as possible and at least two weeks prior to the proposed end of employment date
- b. Senior staff will be required to give additional resignation notification, in accordance with details provided in their employment agreement.
- c. This notice period will help the organization with assigning and training duties and posting the position.

9. Termination by Employer

- a. A new volunteer who does not successfully complete the required probationary period will be terminated from volunteering.
- b. In the event that PSFS ends an individual's employment, the organization follows BC Employment Standards for notice periods.

10. Misconduct

All volunteers must observe professional conduct guidelines such as: respecting rights, beliefs, dignity and property; and by providing service in a conscientious, respectful manner to all public, artists, vendors, volunteers and to other staff members.

Volunteers normally will be discharged immediately for violating these rules:

- Dishonesty, including falsification, misrepresentation, alteration or omission of information in PSFS interviews, investigations and on PSFS records such as employment applications, production and maintenance records, accounting and expense reports, accident reports, and health insurance claims
- Falsifying or misrepresenting hours worked or failure to record all hours worked
- Theft or possession, without proper prior permission, of PSFS property or the property of other volunteers, students, or others; this includes intellectual property
- Possessing, using, transferring, offering or being under the influence of alcohol or any narcotic, hallucinogen, stimulant, sedative, or other drug (except as authorized and prescribed by a physician) while at work, or in other circumstances which might



adversely affect our operations or safety. This includes consuming such substances prior to reporting to work or during breaks or lunch period. A volunteer who is taking prescription drugs, which may affect his/her performance, should inform the Executive Director prior to beginning work

- Fighting, horseplay or other words or conduct which may provoke or cause bodily injury or property damage or otherwise interfere with company operations
- Refusal or failure to perform job assignments except in circumstances where there is a reasonable fear that serious bodily injury might result, or a reasonable fear for personal safety
- Threatening, intimidating, harassing, coercing, or using profane or abusive language to any manager, supervisor, volunteer, or volunteer.

Conditions of Engagement

This section of The Volunteer Handbook pertains to all volunteers, both permanent and temporary. Each volunteer is requested to sign an annual policy acknowledgement having read and understood the policies and any changes made to them.

11. Oath of Confidentiality

This policy outlines the processes undertaken by the organization and individual volunteers to ensure compliance with the Personal Information and Privacy Act (PIPA). Volunteers must respect the confidential nature of the Powell Street Festival Society.

At the time of employment, volunteers will be requested to sign an Oath of Confidentiality.

- a. Ensuring confidentiality and privacy at PSFS is in accordance with the Personal Information and Privacy Act (PIPA).
- b. Volunteers have an ethical responsibility to respect and protect the privacy of volunteers, volunteers and program participants and to maintain the confidentiality of sensitive, personal information concerning both volunteers and program participants.
- c. Volunteers will not disclose any personal information about a volunteer, board member, contractor, volunteer or a member participant unless authorized by the Executive Director and without the consent of the individual.
- d. No discussion concerning staff, volunteers and/or public should take place in front of attendees at our events or the public.
- e. No Powell Street Festival Society confidential information should be shared with the public: public includes relatives, neighbours, friends, or any public, artists, vendors, or volunteers.
- f. Personal information is anything other than name, title, work phone number and work address.
- g. Volunteers may share information with other volunteers if the information is required for work purposes and not sharing the information will impede the success of the project or program.
- h. If in doubt about whether to share information, volunteers should consult with the ED.
- i. Any printed materials with personal contact information or financial information, or confidential information should be shredded, not recycled or put into the garbage.



12. Conflict of Interest

This policy seeks to identify opportunities to share and clarify all potential, perceived or real external interests of volunteers and volunteers, where they might exist, such that they may be understood and mitigated where necessary.

A conflict of interest is defined as an external activity or interest that an individual may have that may interfere with actions and decisions made on behalf of PSFS. Examples where a conflict may exist are additional jobs, shares or ownership in a company, volunteer activities, political or organizational affiliation.

- a. Volunteers are expected to avoid potential or actual conflicts of interest or the appearance of conflicts of interest between their employment and personal interests and the interests of PSFS
- b. An actual or potential conflict of interest arises when a volunteer is placed in a situation in which his/her personal interest, financial or otherwise, conflict, appear to conflict, or have the potential to conflict with his/her responsibilities to PSFS.
- c. All volunteers and volunteers are expected to declare potential conflicts at the time of hire/appointment.
- d. In the event that a Volunteer discovers that a potential or actual conflict exists, he/she must advise the Executive Director immediately.

13. Criminal Records Check

This policy outlines the requirement and process for a criminal records check. This policy pertains to all permanent and temporary volunteers.

- a. In accordance with the Criminal Records Review Act, volunteers and volunteers who have unsupervised access to vulnerable individuals will be required to have a current criminal record check and this clearance must be updated every five years as long as the person is employed by PSFS.
- b. The employer will pay any costs incurred to obtain or renew the Criminal Record Check.
- c. The criminal records check and subsequent reports are a condition of employment and individuals cannot begin working prior to receiving clearance.
- d. Volunteers who are charged with or convicted of a criminal offence after starting work with PSFS must advise the Executive Director immediately and submit to another criminal record check at that time.
- e. Failure to disclose new charges or convictions constitutes grounds for disciplinary action up to and including termination of employment.

If the criminal record check determines that the person represents a risk, the volunteer

will be terminated immediately in accordance with the provisions of the Criminal Records

Review Act.

14. Alcohol and Substance Use

Alcohol and conscious altering substance usage in the workplace is prohibited.



- a. Volunteers reporting to work while their ability to work is affected by alcohol, drugs or other conscious altering substances will not be permitted to remain on the premises and may be subject to disciplinary action.
- b. Any volunteer drinking on PSFS premises or at events without permission will be subject to disciplinary action.

15. Copyright and Intellectual Property

The Volunteer irrevocably assigns, conveys and transfers to the PSFS all rights, title and interests worldwide in and to all intellectual property all proprietary rights therein, including, without limitation, all copyrights, trademarks, design patents, trade secret rights, and all contract and licensing rights, and all claims and causes of action of any kind with respect to any of the foregoing, whether now known or hereinafter to be known.

Any intellectual property, including, without limitation, program materials, artwork produced, in whole or in part, by a Volunteer (the "Volunteer-Created Material") for Powell Street Festival Society will be considered to be and remain the exclusive property of PSFS, to be used freely by PSFS, as long as desired by PSFS.

The Volunteer may not use the Volunteer-Created Material for any purpose, other than as expressly permitted by PSFS (such permission must be in writing in advance given by an authorized representative of PSFS).

16. Workplace Harassment and Discrimination

Powell Street Festival Society (PSFS) is committed to providing a safe, respectful, and harassment free workplace and festival experience for all employees, participants, volunteers, and festival goers.

PSFS does not tolerate any physical, verbal or emotional harassment or discrimination. Everyone is welcome at our events and all participants shall be treated with respect and kindness.

Unwelcome remarks, jokes, or critiques about a person's race, culture, religious beliefs, sexual orientation, gender identity and expression, minority gender status, physical or mental ability, marital status, economic status, age, ancestry, appearance, or place of origin, etc. will not be tolerated.

See detailed Policy and Procedures below.

17. Conflict Resolution and Professional Relationship

The relationship between, event attendees, volunteers and staff should always remain a professional one:

- Provide service in a conscientious, respectful manner
- Do not impose your personal, moral or religious beliefs on public, artists, vendors, or volunteers
- Do not burden public, artists, vendors, or volunteers with personal problems
- Do not discuss PSFS related matter with non-staff members



Repeated failure to maintain a professional relationship with public, artists, vendors, or volunteers will result in disciplinary action up to and including termination of employment.

Differences may occur between volunteers or between employees and volunteers. Volunteers are encouraged to resolve situations by discussing them among themselves, offering support and finding solutions that work for everyone.

If individuals are not able to resolve a difference among themselves that affects their ability to get their work done, they are asked to bring it to the attention of their supervisor for assistance in finding a solution.

18. Diversity and Inclusion

Social inclusion encompasses the notion of “community.” It is the essence of a safe, healthy, accessible and friendly organization. Social inclusion recognizes and values diversity and emphasizes individual belonging by increasing social equality and the participation of diverse and disadvantaged populations.

Culture is the shared beliefs, practices and values and in addition is shaped by one’s world view, lifestyle, language, rules about how we should behave, knowledge and symbols. It is further influenced by generation, gender, and economic, social and economic environment.

Diversity refers to any way people can differ significantly from others.

In accordance with its mission and values, PSFS is committed to providing an environment that is socially inclusive, accessible and welcoming to all ethnic and cultural backgrounds, income levels, abilities, and genders and where a diverse team can thrive.

- a. Hiring and professional development practices that are inclusive and non-discriminatory and decisions are based on job requirements, skills and qualifications.
- b. Leadership practices that encourage diverse opinions and ideas to inform decision making and goals
- c. PSFS strives to prevent and to provide effective procedures to respond to any language or behaviour that degrades, denigrates, labels, or stereotypes persons on the basis of their ethnic and cultural background, age, disability, real or perceived sexual and/or gender identities and/or gender expression, or that incites hatred, prejudice, discrimination or harassment on such bases.

19. Media Relations

Media Relations refers to all contact and communication with any form of public or private broadcast, print or on-line communication.

- a. The Executive Director and the Board President are the official spokespeople for the organization. Either of these two positions may designate an additional individual as a spokesperson for a specific situation.
- b. Any external media representative is to be directed to either of these individuals for responses to questions.
- c. No volunteer has permission to issue public statements regarding PSFS operations or decisions. This includes social media.



20. Social Media

This policy outlines the ways that employees and volunteers can interact with PSFS posts on Social Media. Social Media refers to all on-line methods of communicating and sharing. It includes both public and private sites and tools.

PSFS recognizes the value of building awareness and distributing messages through social media.

To this end, employees and volunteers are encouraged to ‘share’ and ‘like’ official posts and to encourage friends and networks to attend events and to support the organization.

Unless designated as part of their official tasks, employees and volunteers are not permitted to create official PSFS content, to post opinions or reviews about PSFS events or to comment on community posts regarding PSFS events or programs.

If an employee or volunteer has a question about how to support PSFS through Social Media, they are encouraged to ask the Executive Director.

21. Use of Computer Tools and Equipment

This policy outlines the guidelines for using PSFS equipment and communication methods including telephone, cellular phones, voicemail, scanning, printing, computer, email or social media accounts.

Equipment and accounts are provided for work purposes and are intended primarily for business purposes.

Work email and social media accounts are owned by the organization and may be accessed or monitored at any time.

Personal use of communication tools is permitted as long as such usage does not interfere with work tasks or deadlines of any volunteer.

It is not acceptable, at any time, or under any circumstances, to visit inappropriate web sites, send or receive inappropriate messages, or send anonymous or pseudonymous messages. The term “inappropriate” includes but is not limited to: sites/subjects that advocate principles or beliefs not in keeping with the Society’s fundamental principles/values; sites/subjects that advocate illegal activities; and sites/subjects that contain obscene, profane, derogatory, discriminatory or offensive material.

Downloading personal information or torrenting is prohibited using PSFS equipment and resources.

Permission for equipment usage for personal reasons will be upon approval of the Executive Director. If the approval has been obtained, all personal work will be performed during the volunteer’s break time or after hours. Equipment is expected to be returned in the same working order as when borrowed.



Any volunteer found using account and equipment privileges for purposes that interfere with tasks or are contradictory to policies or organizational values can lose their email privileges and depending on the nature of the misuse, can be subject to disciplinary action.

22. Gifts and Gratuities

Volunteers at no time are to accept gifts or money from vendors, performers, program participants, etc. that exceed \$20 CAD. When a gift over \$20 CAD in value is presented to a volunteer, a volunteer must do the following:

- a. Do not accept the gift and let the gift giver know that community members are not expected to provide gifts.
- b. Encourage the customer to write a note of thanks to the organization

Encourage the customer to make a monetary donation to the Society in the name of volunteer. Individuals or groups who are insisting on giving must be referred to the Executive Director.

23. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and affect the public image the PSFS presents to customers.

- Casual dress is appropriate at the work place and at the Festival during all daytime events;
- Clothing needs to be appropriate for the tasks performed, and be aware that clothing and footwear can present hazards when carrying, lifting, setting up and traversing park grounds please follow WorkSafe requirements for footwear.
- Proper footwear is required
- For certain evening events, formal attire will be more appropriate.

Please enquire with the Executive Director about appropriate attire for evening events.

24. Smoking

Smoking in the workplace is prohibited. This includes park grounds and indoor venues during the Powell Street Festival.

25. Scent Free Environment

PSFS is a scent-free office environment.

- a. A large percentage of the population experiences sensitivity to scent. While scent cannot be eliminated entirely, PSFS wishes to create an environment that is welcoming to all.
- b. Volunteers are requested to avoid the use of scented products such as but not limited to perfume, aftershave, hand lotion and hair products.
- c. It is appropriate to request a volunteer to refrain from using a product in the office if it is found to affect the ability of others to work.



26. Garbage and Recycling

PSFS initiated its Zero Waste Challenge in 2008, reducing its garbage waste output at the Powell Street Festival. Since then we have successfully redirected our waste output by 80% to the composting and recycling streams.

All food items at PSF are sold in compostable containers, and utensils and cups are also compostable. Bottled water sales have been banned since 2014.

At the PSFS office, we are also in the process of implementing Zero Waste Standards.

- Please limit printing, and recycle all paper.
- Any confidential materials should be put into the shredding box.
- Food scraps included unwaxed paper and paper plates can be composted.

27. Code of Conduct

The following Code of Conduct is designed to align with the organization's values and to preserve our integrity and credibility with the community, its members and within the organization. This Code applies to all volunteers, board members, and contractors.

All employees, volunteers, and contractors will sign an acknowledgement that they will follow the Code of Conduct.

a. Upholding the Organization's Values

Community: We foster engagement, collaboration and accessibility.

Artistic Excellence: We cultivate and support artists and cultural producers.

Inclusivity and Diversity: We program events and activities that welcome a wide range of participants, striving towards barrier free experiences.

Heritage: We honour the location of Paueru Gai and Japanese Canadian history. Through this, we acknowledge a larger narrative of displacement and colonization.

Resilience: We protect and maintain the financial and operational viability of the organization.

b. Confidentiality

Respect and maintain the confidentiality of information gained as a volunteer, including, but not limited to, all computer software and files, documents and printouts, and all volunteer, membership, and organizational records.

c. Respect

Always act with fairness and openness.

Respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation.

d. Accountability



Act with honesty and integrity and in accordance with any professional standards and / or governing laws and legislation that have application to the responsibilities you perform for or on behalf of PSFS.

Follow the policies and procedures of PSFS and support the decisions and directions of the Board and its delegated authority.

Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.

Workplace Health & Safety Procedures and Policies

PSFS recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its volunteers, and of other persons who may be affected by its' activities.

It is your duty as a volunteer not to put either yourself or others at risk by your acts or omissions. You should also ensure that you are familiar with the Organization's health and safety arrangements. Should you feel concern over any health and safety aspects of your work, this should be brought to the attention of your Executive Director immediately.

Procedure in the event of an accident

Reporting Work Injuries

Any staff member who injures themselves at work must immediately report their injury to the Executive Director. An incident report must be filled out. The Executive Director will advise you of what actions you should take and/or provide emergency first aid. Any time loss injury must be reported to the Worker's Compensation Board and the appropriate forms must be completed within 42 hours of the injury.

An Accident Book is available from the Executive Director and it is the responsibility of each individual volunteer to report and record any accident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to the Executive Director.

For any volunteer who suffers an injury at work which results in them being away from work, or unable to do their normal work, for three days or more (including weekends, rest days or holidays) it is important that the Executive Director is informed as the Health and Safety Executive also needs to be informed by PSFS. WorkSafe BC forms should be completed in conjunction by the Executive Director with the volunteer. Volunteers are not expected to complete these forms themselves.

WorkSafe BC forms

Employer's Report of Injury or Occupational Disease:

<https://www.worksafebc.com/en/resources/claims/forms/employers-report-of-injury-or-occupational-disease-form-7?lang=en>

First Aid Form:

<https://www.worksafebc.com/en/resources/claims/forms/employers-report-of-injury-or-occupational-disease-form-7?lang=en>



Patient Assessment Form:

<https://www.worksafebc.com/en/resources/claims/forms/employers-report-of-injury-or-occupational-disease-form-7?lang=en>

First Aid Procedures at the Festival

PSFS staff will undergo first aid training prior to the Festival if they do not already hold valid Occupational Health and Safety Level 1 First Aid certification. At the Festival, they will become the first responders during Festival set up and take-down, in the absence of a professional first aid service provider such as St John's Ambulance. During the Festival Saturday and Sunday, the professional first aid service provider will be the first responders. If any injury sustained by staff, volunteers, vendors, performers, audience members or contract workers, is beyond first aid training, contact 911 for emergency services. Training to use Naloxone, the drug overdose antidote, is also offered to staff and core volunteers.

Fire Safety

Volunteers should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- DO NOT use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your line manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and ensure that your waste bin is accessible to the cleaners at the end of each day.

Action to take when the fire alarm goes off at the Society office:

- Immediately stop what you are doing and walk (do not run) to the NEAREST available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area. Map of safe fire exit is located next to the elevator doors.
- Follow the instructions of your designated Fire Warden.
- Follow direction signs to your nearest fire exit. There are 2 fire exits in the hallway of the 4th floor. These exits are indicated by a white sign with red lettering of the words EXIT. The exit signs indicate the doors to be entered to access the nearest fire exit.
- DO NOT use the elevator to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point outside on Hastings Street outside of the London Drugs.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- DO NOT leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.
- The Fire Warden for the 4th Floor Non-Profit organizations is currently Diane Kadota (2018).

Action to take if you discover a fire at the Society office:



- RAISE THE ALARM! This can be achieved by breaking the glass on the call points (located in the hall of the 4th floor across from the washrooms) or by shouting the instruction “Fire - call the fire fighters”.
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- Call the fire fighters at the earliest available, and safe, opportunity and do not attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

Personal Safety

Generally, avoid working alone whenever this is possible. However, if you have to work alone, then you need to develop an awareness of the risks and how to minimize them. Please advise the Executive Director if you plan to work late in the evening.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting and arrange to meet the person at the Powell Street Festival office, when other staff is present. Do not meet with unknown people alone. Gather as much detail as possible and meet in a public space if no one is working in the office with you.

If visiting off-site, let your colleagues know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your colleagues know.

You may work late at night at the Festival or at one of PSFS’ seasonal events. Please take precautions to be safe. If you feel unsafe, please request a buddy to accompany you.

Always keep the front door to the office locked. Use the peephole to see who is at the door. Cleaning services have keys to the office and will enter at approximately 7pm at night. Do not open the door for unknown people. Ask them through the door to return during office hours when other staff is present. If you need assistance please call the building security at: 604.681.7131 and let them know that you require assistance in suite 410. Their office is located in the basement by the Heritage loading bay.

If you are at all concerned that you are being placed in a dangerous situation through your employment, you must discuss this with the Executive Director.

Heavy Lifting

In your position at PSFS, you may be required to lift heavy objects. It is important that you do so carefully and ask for help if necessary. It is particularly important to stay healthy and prevent injury to the lower back when you are on the job. Good ergonomic design in the workplace is important, as are the rules for safe lifting and carrying. Always follow these rules, even for lifting light objects:

- Place your feet apart for good balance
- Bend your knees



- Hold the object as close to your body as possible
- Lift smoothly and slowly
- Pivot with your feet; don't twist the back
- Push, rather than pull a load
- Share the load; work with a partner
- Get mechanical assistance for heavy loads

Know your own strengths and limitations. Use proper lifting, bending, and sitting techniques on the job to help avoid low-back injuries in the workplace. Visit workplacebc.com for information on proper lifting techniques.

Discrimination, Harassment, and Sexual Harassment Policy

- The objectives of this policy are to prevent discrimination and harassment in the workplace on the grounds protected by the B.C. Human Rights Code R.S.B.C. 1996, c.210 and to provide procedures for handling complaints and remedying situations when such discrimination and harassment do occur.
- PSFS promotes a work environment where all persons are treated with respect and dignity. All employees, volunteers, and visitors are entitled to a workplace and service environment that is free from any form of discrimination or harassment (including sexual harassment) which is prohibited by the B.C. Human Rights Code.
- Volunteers shall not engage in discriminatory conduct (including harassment and sexual harassment) prohibited by the B.C. Human Rights Code.
- For the purpose of this policy, "workplace" is considered anywhere activities related to PSFS occurs. If conduct impacts the workplace, or originated from a workplace relationship, it may be covered by this policy.

Non-Interference

Notwithstanding any procedures in this policy, volunteers are entitled to redress through the Human Rights Commission of B.C.

Definition

a) Discrimination

Discrimination means unfair or differential treatment of an individual or group, whether intentional or otherwise, on the basis of one or more of the prohibited grounds contained in the B.C. Human Rights Code. These grounds are: race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, gender identity or expression and/or gender or sexual minority status, sexual orientation, age, conviction of a criminal or summary conviction offence that is unrelated to the employment or the intended employment of that person.

b) Harassment

Harassment is defined as any physical, visual or verbal conduct, whether intended or unintended, that is either unsolicited or ought reasonably to be known to be unwelcome, which denies individual dignity and/or respect based upon any of the prohibited grounds of the B.C. Human Rights Code. It may be one incident or a series of incidents depending upon the context.



Examples of harassment include, but are not limited to:

- Threats made or perceived, based on any of the prohibited grounds under the B.C. Human Rights Code;
- Derogatory written or verbal communication or gestures (e.g. name-calling, slurs, persistent misuse of gendered pronouns, mis-gendering, dead-naming², taunting pictures or posters, graffiti) that relate to any of the prohibited grounds under the B.C. Human Rights Code;
- Application of stereotypes or generalizations based on any of the prohibited grounds under the B.C. Human Rights Code.
- Harassment does not include acceptable social banter in the workplace.

c) Sexual Harassment

Sexual harassment is a form of discrimination under the B.C. Human Rights Code.

Sexual harassment is defined as unwelcome conduct that is sexual in nature that may detrimentally affect the work environment, or lead to adverse job-related consequences for the victim of the harassment.

Examples of sexual harassment include but are not limited to:

- Remarks, jokes, innuendoes or other comments regarding someone's body, appearance, physical sexual characteristics or clothing;
- Displaying of sexually offensive or derogatory pictures, cartoons or other material;
- Persistent unwelcome or uninvited invitations or requests;
- Unwelcome questions or sharing of information regarding a person's sexuality, body, sexual activity or sexual orientation;
- Conduct or comments intended to or having the effect of creating an intimidating, hostile or offensive environment;
- Leering, ogling or other gestures.

Procedure

A volunteer who believes that he or she has a complaint about discrimination and/or harassment under any prohibited ground of the B.C. Human Rights Code should take the following steps:

1. If reasonable and comfortable, tell the relevant individual(s) that the behaviour is unwelcome and request that the offensive behaviour cease.
2. The complainant should keep a written record of the steps taken to alleviate the problem.

² Dead-naming is using a trans person's birth name instead of their real (chosen) name. This can happen in the workplace when a legal name, obtained for hiring purposes, is not kept confidential. It also can happen when a trans person transitions while employed. It can happen in a variety of other situations as well. Dead-naming is a method of outing a trans person against their consent, creating an hostile work environment.



3. If required, inform the Executive Director (ED) of your complaint. If it feels uncomfortable or unsafe to inform the ED, inform the Board President or Vice-President. If it feels safe, a staff member can assist with this process.
4. Request an Incident Report Form from any staff member and deliver the completed form to the ED or Board President. The ED will log the incident and respond in an expedient manner.
5. The Executive Director will keep a written record and will investigate in accordance to the Complaint Procedures. The Executive Board receives formal complaints and is kept abreast of the situation.
6. If the situation feels unsafe while the complaint is being reviewed, the Executive Board will decide how to proceed.

Harassment Complaint Procedures for PSFS

1. Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem. If appropriate, action taken may include conciliation.
2. Both the complainant and the alleged harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
3. If the investigation reveals evidence to support the complaint of harassment, the harasser will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the harasser's file. No documentation will be placed on the complainant's file when the complaint has been made in good faith, whether the complaint has been upheld or not.
4. If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged harasser.
5. Regardless of the outcome of a harassment complaint made in good faith, the volunteer lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by either co-workers or superiors. This includes dismissal, demotion, unwanted transfer, denial of opportunities within the company or harassment of an individual as a result of their having made a complaint or having provided evidence regarding the complaint.