



REFERENCE MANUAL FOR VOLUNTEERS 2019

Norfolk County Agricultural Society

Norfolk County Fair & Horse Show * Norfolk Wildlife Festival & Adventure Show * Eat & Drink Norfolk



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Health & Safety Norfolk County Agricultural Society

The Board and Management of Norfolk County Agricultural Society is committed to providing a healthy and safe work environment for our volunteers and we will meet or exceed all legislated requirements to achieve this goal.

No job is so important or urgent that each of us cannot take the time to perform our work safely. Injuries are always costly to the individual volunteer and often disastrous to his or her future and family security. They are also costly to Norfolk County Agricultural Society both in human and financial terms and we are committed to avoiding accidents by employing every necessary precaution and by promoting safe work practices.

Every volunteer of Norfolk County Agricultural Society has the final responsibility of working in compliance with all safety rules and regulations, thus protecting his/her own safety and that of fellow workers, whether it is on company premises or off-site while on Norfolk County Agricultural Society business. Volunteers will receive adequate training in specific work tasks and health and safety related issues to enable them to become the primary guardians of their own well-being.

Supervisors and managers are held accountable for the health and safety of the volunteers under their supervision. It is the supervisors' responsibility to ensure that machinery and equipment are safe, and that workers act in compliance with safe work practices and procedures, as established by the Occupational Health and Safety Act and Regulations, other relevant legislation, and Norfolk County Agricultural Society

Initiatives to implement Health & Safety by the Norfolk County Agricultural Society are documented in the Health and Safety Manual available at its office.

Norfolk County Agricultural Society, as employer, is ultimately responsible for health and safety, and its management takes that responsibility very seriously. Norfolk County Agricultural Society has had an excellent safety record and it is our intent to not only maintain this record but to improve upon it. With everyone's dedication and commitment, we can achieve our goal of a safe and healthy volunteer environment.

As President of the Norfolk County Agricultural Society, I give you my commitment that I will do all in my power to ensure that every reasonable precaution will be taken for the protection of all volunteers.

Debbie Morrison
President, Norfolk County Agricultural Society



Section 1 Emergency Procedures

Fire Procedures

Call 911! Quote address= 172 South Drive, Simcoe

In the event of a fire, the following steps should be taken.

The person discovering the fire should:

- 1) Advise all persons in the immediate area of the fire to evacuate the area and assist persons in immediate danger.
- 2) Activate the fire alarm.
- 3) Leave the building**
- 4) Telephone the fire department (911) quote address= 172 South Drive**
- 5) Telephone the office. 519-426-7280 - using a cell phone outside the building.
- 6) In the event of a fire, and only if it is safe for you to do so without exposing yourself or others to undue risk, use the fire extinguisher to put out the fire.

Should you hear the fire alarm you should:

- 1) Gather up all the people in your area and leave the building.
- 2) Ensure that all doors and windows are closed, if possible.
- 3) Turn off all electrical equipment, if possible.
- 4) When outside and away from danger, ensure all people are accounted for.
- 5) Use cell phone to call office.

Accident Procedures

- 1) In an emergency call the office for help, whether it be a trained staff member or medical help.
- 2) Stay with the person and reassure him / her and make them as comfortable as possible.
- 3) Do not move the person.
- 4) Do not offer aspirin or any other oral medication.
- 5) Locate the nearest First Aid Kit if needed.
- 6) Complete the Incident / Accident Report (available at the Office) as soon as possible for **any** accident.



You will see a “First Aid Kit” sign, such as the copy below, in each of the buildings indicating where the kit is



Section 1.2 First Aid Kit Locations & Site Map

A Site map highlighting the buildings where the First Aid Kits are located is following.

Building #	Building	First Aid Kit	Location in Building
#1	Junior Farmers	YES	Kitchen
#2	Homecraft	YES	Storage Room
#3	First Aid	YES	See St. Johns
#4	Commercial	NO	
#5	Curling/Office	YES	Office at rear
#6	Industrial	NO	
#7	Rec Centre Arena	YES	Rec Centre Reception
#8	Rec Centre	YES	Rec Centre Reception



#9	AUD	YES	Kitchen
#10	Show Ring /Round Barn	NO	
#11	Grandstand	YES	See Attendant
#12	Sheep Barn / Storage	NO	
#13	Upstairs Poultry	YES	Office
#14	Horse Barn	NO	
#15	Storage	NO	



Section 1.3 Fire Extinguishers

You will see a “Fire Extinguisher” sign, such as the copy below, in each of the buildings indicating where the extinguisher is located. Most are by the entrance / exit doors.



Building #	Building	Fire Extinguishers	Location in Building
#1	Junior Farmers	YES	Inside Doors on Both Sides of the Building, Kitchen & Board Room
#2	Homecraft	YES	Inside Exit Doors and at Staircases
#3	First Aid	YES	Kitchen
#4	Commercial	YES	Inside Exit Doors
#5	Curling/Office	YES	Inside Exit Doors
#6	Industrial	YES	Inside Exit Doors
#7	Rec Centre Arena	YES	Inside Exit Doors
#8	Rec Centre	YES	Inside Exit Doors
#9	The AUD	YES	Inside Exit Doors & Kitchen
#10	Show Ring/Round Barn	YES	Inside Exit Doors
#11	Grandstand	YES	Inside Exit Doors
#12	Storage / Sheep Barn	YES	Inside Exit Door



#13	Poultry Barn/Horse Barn	YES	Inside Exit Doors
#14	Horse Barn	YES	Inside Exit Doors
#15	Storage	YES	Inside Exit Door

LOCATIONS FOR AED'S (Automated External Defibrillator)

Building #	Building	Location in Building
#2	Homecraft	DOWNSTAIRS – Market/Jr Fair by electrical panels at entrance
#5	Curling Lounge	Behind Bar
#7	Rec Centre Arena	Arena Behind Players Benches
#7	Rec Centre Arena	Outside Arena Lounge top of ramp
#8	Rec Centre Pool	Upper viewing area outside Norfolk Room
#9	The AUD / Cattle Barn	North East Wall just prior to exit lobby.



Section 2 Safety

Contact List

Cell phone numbers to call in case of need of assistance.

<u>Name</u>	<u>Contact #</u>
George Araujo – General Manager	519-420-7183
Aaron Culver Ops & Facilities Supervisor	519-427-9398
Office	519-426-7280

Section 2.1 Emergency Procedures Manuals

Safety is very important to us here at Norfolk County Agricultural Society. This manual available from the office, by request or online at https://norfolkcountyfair.com/NCAS_Emergency_Procedures_Manual_18v1.pdf

Section 2.2 Incident / Accident Reporting Procedures

Following you will find Accident/Incident Report Form. Additional copies are in the Main Office. It is very important that these forms are filled out as soon as possible after the accident.

Section 2.3 Potential Hazard Reporting Procedures

Following you will find a copy of the Potential Hazard Report Form. Copies of these forms can be found in the Main Office. The essence of these forms is to formally report a potential safety risk that you might see or encounter while on the Norfolk County Fairgrounds.

Section 2.4 Emergency Volunteer Information

Following you will find a copy of our Emergency Volunteer Information Form. While we can not demand the information, we do ask that you fill this form out as you see fit to answer. Once you fill out the form, the contents of this form will only be accessed and used in the case of an emergency.



**NORFOLK COUNTY AGRICULTURAL SOCIETY (Norfolk County Fairgrounds)
VISITOR ACCIDENT REPORTING FORM**

Name:	Accident Location:
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Home Address:	Phone #:
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Date of Accident:	Time of Accident:
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How did the Accident Occur? Please explain overleaf

Part of Body Injured:

Type of Activity at Time of Accident?

Was this Accident Reported to the Supervisor?	Yes	No
Supervisor in Charge:		

WHAT ACTION WAS TAKEN?

First Aid Treatment?
By Whom?
Explain:

Was Ambulance Called?
By Whom?
Sent to Hospital?
Explain:

Witness to Accident:

Additional Comments:

Supervisor: Date:	Volunteer: Date:
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**NORFOLK COUNTY AGRICULTURAL SOCIETY (Norfolk County Fairgrounds)
POTENTIAL HAZARD REPORT FORM**

Volunteer Making Report: _____

Date: _____

Report Made To: _____

Location of Concern: _____

Specific Details: _____

(Continue overleaf)

Recommendations: _____

Volunteer Signature: _____

Action Taken: _____

By Whom: _____

Date: _____

Signature: _____

Supervisor Signature: _____



SCHEDULE 1

Norfolk County Fairgrounds (NCF) Volunteer Guidelines

Volunteer - As defined by the Ontario Health and Safety Act: “a worker who performs work or supplies a service but who receives no monetary compensation. Volunteers are not covered by the **Workplace Safety and Insurance Board (WSIB)** in case of workplace-related injury.” Volunteers assume the risk in case of injury and may wish to consult their insurance company as a precautionary measure. **Supervisors will ensure volunteers receive applicable training and will explain safety rules before the volunteer begins work at NCF .**

- 1. All volunteers must sign a Volunteer Agreement, Release and Waiver Form, which outlines the volunteer’s and NCF’s obligations in terms of the protection of their own safety.**
- 2. All volunteers will have access to a safety manual, will be required to read the manual and complete a training session with a supervisor of NCF.**
- 3. All volunteers are expected to check in and out.**
- 4. Keys will be available at the reception area. Volunteers are required to sign for the key and return the key at day’s end. Arrangements will be made with staff if a group of volunteers need to work past the normal work hours of 8:30AM to 5:00PM Monday to Friday or on weekends. A staff member must be available during the off hours when volunteers are on site.**
- 5. Volunteering: The volunteer coordinator or Facilities & Operations Manager will have a list of activities that need volunteer attention. Volunteers will be asked to provide the volunteer coordinator a list of skills they could provide. Staff members of NCF are responsible for the safety and health of volunteers and are required to ask a volunteer to discontinue an activity if deemed a risk for the individual.**
- 6. Volunteers must wear the appropriate apparel for the job. For example, long pants, closed toed safety shoes, and safety glasses are required for jobs such as cutting grass.**
- 7. Volunteers involved in any physical work must work in a group of at least 2 people.**
- 8. Equipment and tools/equipment will be available at designated locations. Volunteers must return the equipment and tools to the location when the work is completed.**



SCHEDULE 2

Norfolk County Agricultural Society (Norfolk County Fairgrounds) Volunteer Code of Conduct

Norfolk County Fairgrounds (NCF) has adopted the following guidelines regarding volunteer involvement. Please read them thoroughly and contact the Norfolk County Fairgrounds volunteer coordinator with any questions. Your signature is required on the Volunteer Application, Release and Waiver Form as your agreement to abide by this Code of Conduct.

Purpose of Volunteer Guidelines and Code of Conduct

These guidelines and policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement with NCAS. They do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. NCAS reserves the exclusive right to change any of these guidelines and policies at any time and to expect adherence to the changed policy.

Definition of a “Volunteer”

A “volunteer” is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of NCAS. A “volunteer” must be officially accepted and enrolled by NCAS prior to performance of the task. Unless specifically stated, volunteers shall not be considered as “employee” of NCAS .

Liability

Volunteers are expected to understand the risks associated with volunteering. Further, volunteers hereby must waive any claims against, indemnify, and hold harmless NCAS, its respective officers, directors, employees, sponsors, representatives and other volunteers from any and all liability, including attorney fees that may result from illness, personal injury or property damage.

Discrimination

NCAS is committed to fair representation and will not discriminate on the basis of race, ethnicity, disability, gender, color, religion, sexual orientation, geography, or age. NCAS will follow this guideline in selection of volunteers. Volunteers are expected to adhere to these same standards in the course of their duties.

Service at the Discretion of the Organization

NCAS accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that NCAS may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the agency. Notice of such a decision should be communicated as soon as possible to the volunteer’s supervisor and/or the Volunteer Coordinator.



Representing Norfolk County Agricultural Society or Norfolk County Fair & Horse Show

Volunteers are **not to** contact organizations or individuals on behalf of the NCAS, unless a staff person gives them express direction to do so. Prior to any action or statement that may significantly affect or obligate NCAS ; volunteers should seek prior consultations and approval from the appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contacts, resources, finances, or other obligations. Volunteers may be authorized to act as representatives of NCAS as specifically indicated within their job description and only to the extent of such written specifications.

Screening/Background Checks

Volunteers who wish to work with large sums of money, youth or seniors, independent of NCAS employees, are required to submit to a police background check prior to becoming a volunteer at NCAS .

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a member of staff, volunteer, client, other person, or NCAS business. Failure to maintain confidentiality may result in termination of the volunteers, relationship with NCAS.

Contacting Other Volunteers

Occasionally, volunteers will need to contact other volunteers with regard to their activities with NCAS. We expect all such communications among volunteers to follow standard professional practice. Other than phone numbers or email addresses, the NCAS staff will not share contact or other personal information about a volunteer with another volunteer without the consent of all parties involved.

Non-Compliance/Dismissal

Understand that failure to any part of this code may result in suspension from our volunteer duties and/or termination of our volunteer relationship with NCAS. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.



JOB DESCRIPTION - FAIR VOLUNTEER

APPOINTMENT AND PRIVILEGES:

- 1. A person appointed annually by a Committee/ Sub-Committee Chairperson to assist working in a particular area DURING THE FAIR ONLY.**
- 2. A volunteer who shall receive no remuneration for carrying out their duties.**
- 3. Receive a complimentary 1 Day Admission pass and 1 Day Parking Pass for the days they are assisting.**
- 4. Receive meal vouchers when working at the Fair. Vouchers must be authorized and signed by a Chairperson.**

DUTIES

- 1. Assist in their area when required, during the annual Fair, to receive entries, assist judges and remove entries or as designated by the Chairperson**

IMPORTANT

YOU ARE RESPONSIBLE TO THE BOARD OF DIRECTORS, THE EXHIBITORS AND THE PUBLIC. THEREFORE, BE OBSERVANT OF WHAT IS HAPPENING IN YOUR AREA AND RECEPTIVE TO SUGGESTIONS AND COMMENTS. IF YOU REQUIRE ASSISTANCE, THE OFFICE STAFF IS ALWAYS AVAILABLE



Norfolk County Agricultural Society
Customer Service Policy Statement

Providing Goods and Services to People with Disabilities

1. Our Mission

The mission of The Norfolk County Agricultural Society is committed to the great agricultural tradition of the annual fall fair and creating unique, educational experiences in partnership with volunteers and our community.

2. Our Commitment

In fulfilling our mission, The Norfolk County Agricultural Society strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers.

3. Providing goods and services to people with disabilities

The Norfolk County Agricultural Society is committed to excellence in serving all customers including people with disabilities and we will carry out our functions and responsibilities in the following areas:

3.1 Communication

We will communicate with people with disabilities in ways that take into account their disability.

We will train staff who communicate with customers on how to interact and communicate with people with various types of disabilities.

3.2 Telephone services

We are committed to providing fully accessible telephone service to our customers. We will train staff to communicate with customers over the telephone in clear and plain language and to speak clearly and slowly.

We will offer to communicate with customers by e-mail and relay services if telephone communication is not suitable to their communication needs or is not available.

3.3 Assistive devices

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our goods and services. We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

3.4 Billing

We are committed to providing accessible invoices to all of our customers. For this reason, invoices will be provided in the following formats upon request: hard copy or e-mail as requested by the customer.

We will answer any questions customers may have about the content of the invoice in person, by telephone or e-mail.

4. Use of service animals and support persons

We are committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties. We will also ensure that all staff, volunteers and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter The Norfolk County Agricultural Society's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises. Customers with disabilities and support persons shall be charged regular Admission to The Norfolk County Agricultural Society's premises, except in the following cases:



The Annual Norfolk County Fair and Horse Show

Customers with disabilities who purchase admission tickets in advance of the opening day of the Fair shall, when requested, be provided with an additional ticket at no cost for use by a support person.

Third Party Rentals and Leaseholders

If admission to an event is operated by, and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost. Where admission fees are charged, the service provider will provide notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability.

5. Notice of temporary disruption

The Norfolk County Agricultural Society will provide customers with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed at all public entrances and service counters on our premises and through social media at our disposal.

6. Training for staff

The Norfolk County Agricultural Society will provide training to all employees, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures. Individuals in the following positions will be trained:

Full Time, Part Time and Seasonal Staff, Board of Directors, Committee Volunteers, Site and Event Volunteers
This training will be provided prior to having to provide customer service duties.

Training will include the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- How to interact and communicate with people with various types of disabilities
- How to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person.
- How to use the elevators and automatic door activation.
- What to do if a person with a disability is having difficulty in accessing The Norfolk County Agricultural Society's goods and services
- The Norfolk County Agricultural Society's policies, practices and procedures relating to the customer service standard.

Applicable staff will be trained on policies, practices and procedures that affect the way goods and services are provided to people with disabilities. Staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures.

7. Feedback process

The ultimate goal of The Norfolk County Agricultural Society is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.



Feedback regarding the way The Norfolk County Agricultural Society provides goods and services to people with disabilities can be made verbally, e-mail and feedback survey. All feedback will be directed to George Araujo, General Manager or the Manager in the Department of topic. Customers can expect to hear back within seven days.

8. Modifications to this or other policies

We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this policy before considering the impact on people with disabilities.

Any policy of The Norfolk County Agricultural Society that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

9. Questions about this policy

This policy exists to achieve service excellence to customers with disabilities. If anyone has a question about the policy, or if the purpose of a policy is not understood, an explanation should be provided by, or referred to the Facilities and Operations Supervisor of The Norfolk County Agricultural Society



Workplace Harassment Policy

The Norfolk County Agricultural Society Board (NCAS) of Directors and Management are committed to providing a work environment in which all individuals are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace. Everyone in the workplace must be dedicated to preventing workplace harassment. Managers, supervisors, workers, volunteers, vendors and contractors are expected to uphold this policy, and will be held accountable by the employer.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace, a comment or conduct that is known or ought reasonably to be known to be unwelcome. Harassment may also relate to a form of discrimination as set out in the Ontario Human Rights Code, but it also includes any action that harasses an individual including but not limited to expressions or displays of prejudice, bigotry, sexual comments or racial slurs or the appearance thereof.

This policy is not intended to limit or constrain the reasonable exercise of management functions in the workplace. It will include all locations, activities and events on the grounds including but not limited to the Fairgrounds and all buildings at 172 South Drive, Competitions, related social functions, business functions of the NCAS, and its member Committees, such as meetings, conferences, training sessions and workshops, related travel, through any form of communication device/system including but not limited to telephone, email, fax, websites, postal service, any formal or informal location where the harassment of a person is a result of their NCAS related involvement. Workers are encouraged to report any incidents of workplace harassment without fear of retribution. Management will investigate and deal with all concerns, complaints, or incidents of workplace harassment in a fair and timely manner while respecting workers' privacy as much as possible.

Report Procedure

The Complainant is encouraged to make it known to the Respondent that the behavior is unwelcome, offensive, and/or contrary to this policy. If confronting the Respondent is not possible, or if after confronting the Respondent the conduct continues, the Complainant should seek the advice of the General Manager. A preliminary written report should be prepared each time the General Manager is initially consulted. The General Manager may conduct an initial consultation and offer advice to a Complainant in a one-on-one context prior to the receipt of a written complaint.

Upon receiving the complaint, the General Manager shall obtain from the Complainant a statement in writing outlining the details of the incident(s) and the names of any witnesses. The statement should be dated and signed by the Complainant.

A meeting should be held between the General Manager, and the Complainant, to inform the Complainant of:

- the options of pursuing an informal resolution of the complaint;
- the right to make a formal written complaint under this policy when an informal resolution is inappropriate or not feasible;
- the availability of counseling and other resources;
- the confidentiality provisions of this policy;
- the right to be represented by a person of choice (including legal counsel) at any stage in the complaint process;
- other avenues of recourse, including the right to file a complaint with the Ontario



Workplace Harassment Policy Cont.

Human Rights Commission or, where appropriate, to contact the police where the conduct may be an offense pursuant to the Criminal Code.

Following the initial meeting between the Complainant and the General Manager, any of the following steps may be taken;

If the Complainant and the General Manager agree that the conduct does not constitute harassment, the General Manager will take no further action but a written record of the mutual resolution will be recorded and kept on file.

If the Complainant wishes to proceed with a complaint investigation, the General Manager will proceed with the investigation.

If the General Manager believes that the alleged behaviour constitutes harassment but the Complainant does not wish to proceed with a complaint investigation, the following steps may be taken:

A. If the Complainant wishes to pursue an informal resolution of the complaint, the General Manager will meet with the Respondent with a view to obtaining an apology and an assurance that the offensive conduct will not be repeated;

B. If the Complainant does not wish to pursue an informal resolution of the complaint, the General Manager may, nevertheless, take either of the following steps:

i. The General Manager may meet with the Respondent with a view to obtaining an assurance that the offensive conduct will not be repeated. In the case of a meeting pursuant to this clause, the Harassment Officer will make every reasonable effort to protect the identity of the Complainant.

ii. If the General Manager is satisfied that the complaint has been resolved through this informal process, the General Manager will take no further action on the complaint.

iii. If the General Manager is not satisfied that the complaint has been resolved through this informal process, then the General Manager may conduct a formal investigation.

A Formal Investigation by the General Manager:

a) review and clarify the Complainant's written complaint;

b) give a written copy of the Preliminary Investigation Report to the Respondent and the Complainant.

Where the General Manager gives a copy of the written complaint to the Respondent, the General Manager will include with the written complaint a copy of this policy and a notice that the Respondent has the right to be represented by any person of choice at any stage of the process when the Respondent is required or entitled to be present.

The Respondent will be requested to provide a written response to the General Manager within ten (10) days of receiving the written complaint. If there are special circumstances, the General Manager may extend the time for response.

The General Manager will receive and clarify, if necessary, the response from the Respondent. Within sixty (60) days of receiving the initial written complaint, the General Manager shall conduct an investigation and prepare a written Investigation Report.

All investigations stemming from this complaint shall follow the principles of natural justice, which states that:

everyone has the right to a fair hearing in the course of determining whether an infraction has been committed;



Workplace Harassment Policy Cont.

- the issues should be clearly and concisely stated so that the accused is aware of the essentials of the complaint;
- the accused has a right to have a representative present his or her case;
- relevant information must be available to all parties;
- the accused has the right to call and cross-examine witnesses;
- the accused has the right to a written decision following the judgment;
- the accused has the right to appeal a decision (if there are grounds);
- the General Manager have a duty to listen fairly to both sides and to reach a decision unaffected by bias.

The Investigation Report from the General Manager should contain:

a summary of the relevant facts;

a determination as to whether the acts in question constitute harassment as defined in this policy;

if the act(s) constitute harassment, a recommended disciplinary action against the Respondent.

When recommending disciplinary action to be taken, the General Manager shall consider factors such as:

- the nature of the harassment;
- whether the harassment involved any physical contact;
- if the harassment was an isolated incident or part of an ongoing pattern;
- the nature of the relationship between the Complainant and the Respondent;
- the age of the Complainant and/or Respondent;
- whether the Respondent had been involved in previous harassment incidents;
- whether the Respondent retaliated against the Complainant
- any changes of General Manager and/or persons completing the investigation.

On completion of the report, the General Manager shall forward a copy of the

Investigation Report to the Complainant, the Respondent, and the NCAS Executive Committee.

If the Investigation Report determines that Respondent has engaged in conduct constituting harassment, the General Manager shall order such disciplinary action to be taken against the Respondent appropriate under the circumstances.

Said disciplinary action may include, but is not limited to:

- a verbal apology witnessed by a member of the Disciplinary Committee;
- a written apology;
- a letter of reprimand from NCAS;
- referral to counseling;
- removal of certain privileges of membership or employment;
- demotion or pay cut;
- temporary suspension with or without pay;
- termination of employment or contract;
- expulsion from membership;
- a combination of actions outlined.

APPEALS

A Complainant or Respondent who is dissatisfied with the decision of the General Manager may;



12.0 Workplace Harassment Policy Cont.

Send a letter (registered preferred) which must be sent and received by the NCAS President within 14 days. Having received this letter within the proper time period, the President will consider an appeal hearing after consulting with the General Manager only. The Appeal Committee will consist of no more than 3 neutral people. This meeting should take place within 30 days of receipt of the "Appeal Letter".

Once this Appeal Committee has met and deliberated, its findings will be conveyed to the President of the NCAS who will confer with the NCAS Executive Committee and convey the decision of the Appeal Committee in writing to both parties ("Plaintiff" and "Defendant").

MINORS

If the Complainant is a minor, the complaint may be brought forward by a Responsible Adult. The Responsible Adult will have the right to act on behalf of the Complainant throughout the complaint process, including:

- making a complaint;
- receiving all notices on behalf of the Complainant;
- being present at all dealings with the Complainant.

If the Respondent is a minor, the following shall apply:

- If the General Manager are attempting an informal resolution of a complaint, the General Manager may speak to the Respondent directly concerning the complaint provided that, prior to speaking to the Respondent, the General Manager shall inform the Respondent that he/she may have a Responsible Adult present during the meeting.
- If the complaint is referred to the General Manager for investigation:
 - a) a copy of the written complaint shall be forwarded to a parent or guardian of the Respondent if such person is known;
 - b) the Respondent shall be advised that he/she has the right to be represented by a Responsible Adult;
 - i. The Respondent's designated Responsible Adult will have the right to act on behalf of the Respondent throughout the investigation process, including: responding to a written complaint, receiving all notices on behalf of the Respondent, and being present at all dealings with the Respondent.

TRAINING AND INSTRUCTION: Department Managers shall be responsible for ensuring that all employees, including supervisors, are provided training and instruction on general workplace practices. Supervisors shall be responsible for ensuring that all employees have been provided training and instructions on job specific workplace practices.

Training and instruction shall be provided as follows: - To all current employees when the policy is first implemented. - To all newly hired employees, supervisors and managers, or employees given new job assignments for which specific workplace security training for that job assignment has not previously been provided. - To affected employees whenever management is made aware of a new or previously unrecognized hazard. - To all temporary staff hired for operation of any specific event, prior to employment therein.

Workplace training and instruction includes, but is not limited to, the following: - Preventive measures to reduce the threat of workplace violence, including procedures for reporting workplace security hazards. - Methods to diffuse hostile or threatening situations. - Escape routes. - Explanation of this Workplace Harassment Policy.



Workplace Harassment Policy Cont.

In addition, specific instructions shall be provided to all employees regarding workplace security hazards unique to their job assignment.

The workplace violence policy should be consulted whenever there are concerns about violence in the workplace.

Workplace Violence Policy

The Norfolk County Agricultural Society Board (NCAS) of Directors and Management are committed to the prevention of workplace violence and are ultimately responsible for worker health and safety. We will take whatever steps are reasonable to protect our workers from workplace violence from all sources that enter the site and our employees in the performance of their duties off site.

Violent behaviour in the workplace is unacceptable from anyone. This policy applies to employees, volunteers, contracted services, vendors, patrons and visitors to our site. Everyone is expected to uphold this policy and to work together to prevent workplace violence.

There is a workplace violence program that implements this policy. It includes measures and procedures to protect workers from workplace violence, a means of summoning immediate assistance and a process for workers to report incidents, or raise concerns.

NCAS as the employer, will ensure this policy and the supporting program are implemented and maintained and that all workers and supervisors have the appropriate information and instruction to protect them from violence in the workplace.

Supervisors will adhere to this policy and the supporting program. Supervisors are responsible for ensuring all measures and procedures are followed by workers and that workers have the information they need to protect themselves.

Every worker must work in compliance with this policy and the supporting program. All workers are encouraged to raise any concerns about workplace violence and to report any violent incidents or threats.

REPORTING ACTS OR THREATS OF VIOLENCE:

An employee who: 1. is the victim of violence, or 2. believes they have been threatened with violence, or 3. witnesses an act or threat of violence towards anyone else shall take the following steps: - If an emergency exists and the situation is one of immediate danger, the employee shall contact the local police officials by dialing 9-1-1, and may take whatever emergency steps are available and appropriate to protect himself/herself from immediate harm, such as leaving the area. - If the situation is not one of immediate danger, the employee shall report the incident to the appropriate supervisor or manager as soon as possible and complete the NCAS Workplace Violence Incident Report Form.



13.0 Workplace Violence Policy cont.

PROCEDURES- FUTURE VIOLENCE:

Employees who have reason to believe they, or others, may be victimized by a violent act sometime in the future, at the workplace or as a direct result of their employment with (Company), shall inform their supervisor by immediately completing a Workplace Violence Incident Report Form so appropriate action may be taken. The supervisor shall inform his/her Manager or designee, the General Manager and the local law enforcement officials. Employees who have signed and filed a restraining order, temporary or permanent, against an individual due to a potential act of violence, who would be in violation of the order by coming near them at work, shall immediately supply a copy of the signed order to their supervisor. The supervisor shall provide copies to the Department Manager, the General Manager and local police.

INCIDENT INVESTIGATION:

Management pledges to investigate and deal with all incidents and complaints of workplace violence in a fair and timely manner, respecting the privacy of all concerned as much as possible.

Acts of violence or threats will be investigated immediately in order to protect employees from danger, unnecessary anxiety concerning their welfare, and the loss of productivity. The employee's Supervisor will cause to be initiated an investigation into potential violation of work rules/policies. Simultaneously, Department Manager will refer the matter to local police for their review of potential violation of civil and/or criminal law.

Procedures for investigating incidents of workplace violence include: - Visiting the scene of an incident as soon as possible. - Interviewing injured and threatened employees and witnesses. - Examining the workplace for security risk factors associated with the incident, including any reports of inappropriate behaviour by the perpetrator. - Determining the cause of the incident. - Taking mitigating action to prevent the incident from recurring. - Recording the findings and mitigating actions taken.

In appropriate circumstances, NCAS will inform the reporting individual of the results of the investigation. To the extent possible, NCAS will maintain the confidentiality of the reporting employee and the investigation but may need to disclose results in appropriate circumstances; for example, in order to protect individual safety. NCAS will not tolerate retaliation against any employee who reports workplace violence.

MITIGATING MEASURES:

Incidents which threaten the security of employees shall be mitigated as soon as possible following their discovery. Mitigating actions include: - Notification of law enforcement authorities when a potential criminal act has occurred. - Provision of emergency medical care in the event of any violent act upon an employee. - Post-event trauma counseling for those employees desiring such assistance. - Assurance that incidents are handled in accordance with the Workplace Violence Prevention policy. - Requesting NCAS file a restraining order as appropriate.



Workplace Violence Policy Cont.

TRAINING AND INSTRUCTION:

Department Managers shall be responsible for ensuring that all employees, including supervisors, are provided training and instruction on general workplace security practices. Supervisors shall be responsible for ensuring that all employees have been provided training and instructions on job specific workplace security practices.

Training and instruction shall be provided as follows: - To all current employees when the policy is first implemented. - To all newly hired employees, supervisors and managers, or employees given new job assignments for which specific workplace security training for that job assignment has not previously been provided. - To affected employees whenever management is made aware of a new or previously unrecognized hazard. - To all temporary staff hired for operation of any specific event, prior to employment therein.

Workplace security training and instruction includes, but is not limited to, the following: - Preventive measures to reduce the threat of workplace violence, including procedures for reporting workplace security hazards. - Methods to diffuse hostile or threatening situations. - Escape routes. - Explanation of this Workplace Violence Prevention Policy.

In addition, specific instructions shall be provided to all employees regarding workplace security hazards unique to their job assignment.

The workplace Violence policy should be consulted whenever there are concerns about Violence in the workplace.





As a Norfolk County Agricultural Society Volunteer:

- I will conduct myself in a respectful manner, exhibit good conduct, and be a positive role model.
- I will display respect and courtesy for other employees, volunteers, program participants, visitors, clients and property.
- I will provide a safe environment by not harming anyone in any way, whether through discrimination, sexual harassment, physical force, verbal or mental abuse, neglect, or other harmful actions.
- I will respect the privacy of persons served by the organization and hold in confidence sensitive, private and personal information.
- I will keep Norfolk County Agricultural Society staff informed of progress, concerns and problems with the programs(s) in which I participate.
- I will work cooperatively as a team member with employees and other volunteers.
- I will keep personal opinions and actions separate from those made as a representative of this organization.
- I will avoid conduct, both on and off duty, which would jeopardize program effectiveness.
- I will **not** use vulgar or inappropriate language.
- I will **not** solicit gratuities, gifts or bequest for personal or professional benefit.
- I will **not** use or be under the influence of alcohol, cannabis or illegal drugs while on duty.
- I will **not** discriminate on the basis of race, color, religion, sex, age, national origin, marital status or disability, or sexual orientation.

I have read the Norfolk County Agricultural Society Volunteer Code of Conduct and agree to abide by the statements above.

Print Name: _____

Signature: _____

Date: _____







**NORFOLK COUNTY AGRICULTURAL SOCIETY
VOLUNTEER AGREEMENT, RELEASE AND WAIVER**

This Volunteer Agreement is between: Norfolk County Agricultural Society
(herein referred to as NCAS)

And

Name: _____

Address: _____

Phone# _____ Cell# _____

Email: _____

(Hereafter referred to as The Volunteer)

In respect to Volunteering at Norfolk County Fairgrounds .

As a volunteer I fully understand and agree to the following:

- That I will not receive any numeration, salary, wage, payment or employee benefit whatsoever, or be covered by Workplace Safety and Insurance Board benefits.
- That I release NCAS and its board, members, employees, agents and assignees from any and all claims for personal injury and/or property damage that may arise from or be in any way connected to my participation as a volunteer for NCAS, I understand that this release applies to both present and future injuries and that it binds by heirs, executors and administrators.
- That I will adhere to the Volunteer Guidelines and Volunteer Code of Conduct as outlined on **Schedules 1 (page 12) and 2 (page 13)**.
- Volunteer must obtain prior approval to work on site outside normal office hours from Monday to Friday 8:30AM -5:00PM.
- All work must to be approved by NCAS management.
- Any financial costs must be pre-approved by NCAS Management.
- NCAS safety policies and procedures shall apply to all Volunteers.
- No property of NCAS shall be removed from Norfolk County Fairgrounds unless a Loan Agreement has been signed by NCAS Management and the Volunteer.

VOLUNTEER: _____ NCAS : _____

Dated: _____ Dated: _____





Safety Checklist

Please answer each question with a “YES” or “NO”

- { } Has a written plan to respond to emergencies such as fires and injuries been reviewed with you?

- { } Have you been trained in various types of emergency procedures?

- { } Are fire extinguishers provided, maintained and readily accessible?

- { } Have you been advised to where the First Aid Kits are located?

- { } Are you aware that all exits should be free of all obstructions?

- { } Were you made aware of the Workplace Violence and Harassments Policies and Program in place at Norfolk County Fairgrounds .

- { } Were you made aware that anytime you see items that need repair, or which may cause an unsafe workplace, that you are to notify the Supervisor with a written report?

- { } Have you been made aware of when and where personal protective equipment is required and that the Fairgrounds Management will enforce compliance?

- { } Are you aware that all conditions that might increase the risk of slips / falls should be reported?

- { } Were you made aware of the proper footwear that is to be worn?

- { } Were you made aware of the Fairgrounds cell phones and provided with Fairgrounds contact numbers?

Volunteer Signature

Supervisor Signature

Dated

Dated





Confidential & Voluntary **Emergency Volunteer Information**

Name: _____

Address: _____

City: _____ Postal Code: _____

Date of Birth: _____

Home Phone #: _____

Health Card #: _____

Blood Type: _____ Glasses / Contacts: _____

Allergies: _____

Family Doctor: _____

Phone #: _____

Spouse or Family Member: _____

Work Phone #: _____ Cell #: _____

Other Emergency Contact: _____

Phone #: _____

Any Medical Issues that you would like to make us aware of: _____

***IMPORTANT:** *This information will only be accessed and used in the case of an emergency while you are Volunteering at Norfolk County Fairgrounds . This information will not be utilized or given out for any other reason.*