

# THE BLUE BOOK

(CKUT POLICY AND PROCEDURES BOOK)

*- 2024 edition -*



The how-to's, why's and what-not's of CKUT 90.3 FM Radio in Montreal

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# GETTING STARTED

So you're new to CKUT? We ask that you please familiarise yourself with the following:

- CKUT's Blue Book — yes, this book right here, which includes our Mandate, Statement of Principles, and all of our policies, from programming policies to building rules to our Safer Space Policy and grievance procedures.
- The CRTC's Campus-Community Radio Policy — this is where all the different types of programming and the quotas we must meet, are outlined; the criteria are stipulated in our broadcast licence. Each program must include a certain amount of Canadian content, spoken word content and station identifications.
- Other CRTC laws, regulations and policies — including the Broadcast Act, policy on sex-role stereotyping, content categories, Radio Regulations, Radio Communications Act, etc.
- Relevant portions of the Copyright Act and the Criminal Code.
- CKUT's Programming Policies and Statement of Principles. Contravention of these policies may result in suspension or dismissal. Be sure to read them before going on-air. The reason we have a Statement of Principles is because we reach a diversity of listeners and, as such, we must take responsibility for what we say on the air; we have to respect common community standards. If you have any comments or feel CKUT's Statement of Principles should be reviewed, talk to anyone on the Programming or Steering Committees.
- On-Air studio operations. Note that you **must** complete MCR (Master Control Room) training BEFORE you begin doing on-air programming. Contact a department coordinator to ensure that you have all the information and resources you need to be competent and confident on the air. NO ONE should be on the air without proper training!

All members, volunteers, programmers, and staff must abide by all of the rules in this document with respect to their involvement with CKUT!

## ABOUT CKUT

Radio CKUT 90.3FM (CKUT) is a non-profit, campus-community radio station based at McGill University. CKUT provides alternative music, news and spoken word programming to the city of Montreal, surrounding areas, & around the world 24 hours

a day, 365 days a year. Hear us at 90.3 MHz on the FM dial or listen online at [ckut.ca](http://ckut.ca).

CKUT is made up of over 300 volunteers working with a staff of coordinators to make creative and insightful radio programming and manage our operations. The station operates on a collective management system that includes volunteers in decision-making.

CKUT volunteers host shows, produce documentaries, conduct interviews, participate on committees, raise money, write radio dramas, submit music to our library and generally make CKUT what it is. The station wouldn't exist without the energy and talent of volunteers from across Montreal's and McGill's communities.

This book is designed to be an exhaustive overview of the station's policies and procedures. Edits to this book have been proposed by CKUT's Steering Committee and approved by the Board of Directors over the years to reflect the evolution of the station.

## **LAND ACKNOWLEDGEMENT AND RESOURCES**

CKUT is located on and transmits from unceded Indigenous territory in Tiohtià:ke, the original name for Montreal in Kanien'kéha, the language of the Kanien'kehà:ka (Mohawk), which is also known as Mooniyang, the Anishinaabeg name given to the city by the Algonquin. We are committed to amplifying Indigenous voices and calls for justice on our airwaves.

There is a pronunciation guide for these Indigenous words [here](#).

We encourage all our members and listeners to familiarise themselves with the [94 Calls to Action](#) (2015) from the [National Centre for Truth and Reconciliation](#) and to inform themselves about the Indigenous histories of the land where they live, as well as ongoing struggles for sovereignty, decolonization, and land back.

To learn more about the Indigenous nations that have inhabited different regions of the Americas, check out [native-land.ca](http://native-land.ca).

# CKUT MEMBER RIGHTS AND RESPONSIBILITIES

CKUT has two types of Members: Active Members (the approximately 300 community volunteers that make our programming and keep the station running, who have done a volunteer orientation) and Regular Members (McGill students that pay a fee as a part of their tuition). Membership at CKUT is defined by our Bylaws. See also: Membership Dues and Cards.

As a Member of CKUT, you are a vital part of the station. CKUT is volunteer-driven and volunteers play a major role in the station's operation. This document aims to clarify what you can expect from your experience at CKUT and what is expected of you as a volunteer.

We ask that you read the text below attentively.

## CKUT VOLUNTEER RESPONSIBILITIES

As a volunteer, you must:

- Abide by CKUT's policies, rules and regulations (outlined below);
- Attend, if possible, the Annual General Meeting and any other general volunteer meetings;
- Be in good financial standing with CKUT (see also: Membership Dues and Cards);
- Be responsible for station resources such as equipment, music library and premises. Theft or abuse of these resources will not be tolerated;
- Complete the training process and participate in training and mentoring of other volunteers;
- Clean up after yourself and keep the station tidy. CDs, tapes and vinyl, as well as dishes, must be returned to their proper place;
- Try to the best of your ability to stay informed about the goings-on at CKUT by reading memos left in show mailboxes, sent via email, communicated in CKUT newsletters and posted on the CKUT bulletin board;
- Ensure that the station has an accurate record of your mailing address, phone number, and email address;



- Participate in promoting CKUT, including participation in CKUT's fundraising efforts, including but not limited to the annual Funding Drive;
- Recognize and respect the limited availability of CKUTs resources, including staff time, facilities, equipment, etc.

## **CKUT VOLUNTEER RIGHTS**

As a volunteer, you have the right to:

- Be treated with respect (see also: Safer Space Policy);
- Know as much about the organisation as possible and participate in station governance when possible;
- Have information made available to you and participate in regularly scheduled training;
- Be informed of new developments and changes affecting your involvement with the station;
- Be treated with due consideration for your abilities, as well as educational and employment background;
- Receive feedback from program coordinators and other volunteers;
- Develop your broadcasting skills and to take on more challenging roles as your skills develop; and,
- Voice your concerns. If you ever feel treated unfairly, please bring your concerns to your program coordinator or a volunteer representative on the Steering Committee.
- Have mechanisms in place to voice concerns and grievances or deal with instances of harassment or violence related to CKUT, including with other members or staff of CKUT. See also: the Safer Space Policy, the Grievance Process, and the Harassment and Violence Prevention Policy.

All CKUT members must be willing to work under CKUT's mandate and statement of principles.

Members who do not adhere to CKUT's mandate, policies and/or the decisions of the collective bodies could have their membership revoked at the discretion of the CKUT

Steering Committee and Board of Directors. Should the individual wish to contest this decision, they may file a Grievance (as per CKUT's [Grievance Policy](#)).

## **MANDATE**

CKUT is a non-profit, member-owned and operated corporation, whose primary purpose is to operate a licensed FM radio station.

CKUT broadcasts 5700 watts at 90.3 MHz (91.7 cable) to the greater Montreal area (200 km radius), 24 hours a day, 365 days a year. We also stream online at [ckut.ca](http://ckut.ca).

As a campus/community radio station, CKUT's mandate is to provide an essential service to those in the Montreal community whose needs are not met by mainstream commercial radio. CKUT functions not only as an alternative to the status quo, but also as a viable community resource. The station serves as a training ground for the community and student populations, and in doing so, provides an essential educational and information service to the greater Montreal community.

The two main objectives of CKUT can be summarised as follows:

- To grant airtime to those who are not adequately served by mainstream media and in so doing, to provide a "mic for the mic-less" in addressing issues of concern in specific communities; and,
- To provide facilities and training through which members of the Montreal community and interested students may gain knowledge of and experience with radio programming, broadcasting and management.

These objectives are realised through the adherence to CKUT's [Statement of Principles](#) (and the implementation of the [Programming Policies](#) that govern the station.)

## **STATEMENT OF PRINCIPLES**

CKUT is a non-profit, member-owned and -operated corporation, whose primary purpose is to operate a licensed FM radio station. The mandate of CKUT, as a campus/community radio station, is to provide alternative programming to the island of Montreal and its surrounding communities.

CKUT is a volunteer-driven organisation that recognizes the essential contribution of its volunteers. All CKUT programming is produced by volunteers. CKUT will support

and provide its volunteer membership with the necessary resources and training to contribute to CKUT.

CKUT will not broadcast any material that promotes hatred, discrimination or contempt against an individual or a group or class of individuals on the basis of race, colour, national or ethnic origin, religion, sex/gender, sexual orientation, mental or physical ability or age.

CKUT will only air such material within the context of a larger issue, and only when its use is necessary to the listening public's understanding of that issue.

CKUT is not a vehicle for promoting political or religious ideologies. Therefore CKUT will not grant airtime to be used for the purpose of promoting such ideologies. This principle applies notwithstanding the provision of airtime to political parties during elections as stipulated in the CRTC Rules and Regulations.

CKUT will not engage in any business transactions with any individual or organisation whom it believes promotes hatred, discrimination or contempt against an individual or a group or class of individuals on the basis of race, national or ethnic origin, colour, religion, sex, age, mental or physical ability or sexual orientation.

CKUT will actively encourage and promote independent artists presenting innovative and creative music.

CKUT will present programming of a nature and in a format not normally presented by commercial or public radio broadcasters. CKUT will further promote programming emphasising local and regional content.

CKUT will air material in a comprehensive, balanced, articulate context, while actively promoting viewpoints complementary to those that may not be heard elsewhere.

CKUT pledges to allow all members of Montreal student communities and the community at large equal access to the station and equal opportunity to participate in its programming. CKUT will actively recruit volunteers through a network of local community groups representing people of all races, national or ethnic origins, colours, religions, sexes, ages, mental or physical abilities and sexual orientations.

CKUT will publicise all personnel openings through a network of local community groups representing people of all races, national or ethnic origins, colours, religions, sexes, ages, mental or physical abilities and sexual orientations.

CKUT will not discriminate against any group or individual based on race, national or ethnic origin, colour, religion, sex, age, mental or physical ability or sexual orientation in hiring for any position.

CKUT is a radio station staffed primarily by volunteers. CKUT welcomes the contributions of media professionals as resources and reserves the right to restrict their activities in their area of expertise.

CKUT will provide training for all staff members and volunteers to perform a function at the radio station. Furthermore, CKUT shall endeavour to expose staff members and volunteers to all facets of CKUT.

CKUT reserves the right to refuse or revoke membership from any staff member or volunteer who behaves in a manner contrary to the spirit of the Statement of Principles.

## **PROGRAMMING POLICIES**

These policies are working guidelines. They expand upon specific principles outlined in the Statement of Principles of CKUT and should be taken in context with all other policies, guidelines and documents of CKUT.

All CKUT programming is produced by volunteers.

CKUT considers itself a campus-based community radio station. The vast majority of its programming is "community access" by definition. It is assumed and expected that the purpose of community access airtime is:

- To grant airtime to those who are not adequately served by the mainstream media and thereby provide a "mic for the mic-less" in addressing issues of concern in specific communities.
- To promote, among the community at large, an understanding of these underrepresented communities and the issues they may face.
- To represent a wide range of different or differing views from within these communities. Thus, all shows are expected to remain open to input from other members and organisations within their respective communities.

Members of various communities must be able to work without compromising their beliefs or convictions. This does not negate the necessity of acknowledging a broad range of opinion on any given issue.

**CKUT, like all licensed campus/community stations, is required to abide by the following regulatory requirements:**

- The standard conditions of licence (which contain provisions about 15% spoken word, 20% non-subcategory 21 (for community stations), 10% hits, 504 minutes of weekly advertising, and more)
- The community radio policy (which sets out the role, definition, and mandate, requirements for board composition, volunteer participation, CanCon, category 36, new and emerging Canadian talent, ethnic programming, etc.), and

The Radio Regulations (which contain provisions about logs and records, ownership and control, CanCon, etc.)

## **TYPES OF PROGRAMMING**

There are two general types of programming at CKUT: music and spoken word. Each of these broad categories contains subcategories that encompass different types of community access programming.

### **(1) MUSIC PROGRAMMING**

Music Programming at CKUT is oriented around independent and creative music that is not represented on mainstream commercial radio in Montreal. Music programming may also include spoken word content in the form of interviews, announcements and discussion, but the focus of these talk segments is usually directly related to the music being played. There are two forms of music programming: Community Access and General Music.

#### **COMMUNITY ACCESS**

Community Access music programs broadcast within a specific mandate of community service and include specific, community-oriented news and information.

E.g., Positive Vibes, Venus, Macondo, Bhum Bhum Tyme

## **GENERAL MUSIC**

General Music programs do not fill any direct community mandate, but provide alternative radio content and formats to all listeners in accordance with CKUT's Statement of Principles and Programming Policies.

E.g., New Shit, If You Got Ears

## **(2) SPOKEN WORD PROGRAMMING**

Spoken Word programming at CKUT is topic- or issue-oriented. Spoken Word programs focus on specific issues or topics and represent news and perspectives from community groups in the Montreal area. There are three categories of Spoken Word programming: In-House, Community Access and Cultural/Art.

### **IN-HOUSE**

In-house spoken word programming is directly or indirectly produced or coordinated by CKUT through the facilities of its programming departments. The production of this programming is tied to CKUT and its programming departments, not to an individual or group of individuals. CKUT engages individuals or groups as volunteer staff to program airtime. Hence if an individual leaves, the program will continue to be broadcast.

E.g., Off The Hour/En Profondeur, The Morning After/Le Lendemain de la Veille.

### **COMMUNITY ACCESS**

Community Access spoken word programming is produced and coordinated by individuals, or groups of individuals, from the community-at-large. This is programming conceived, produced and presented by community members through their own initiative and by way of a proposal accepted by the Programming Committee of CKUT. Community Access programming is defined by the volunteers who work on the program and by a mandate of community service. It is programming that is oriented to the concerns of the local community.

E.g., Samedi Midi, Hersay, Amandla, Lesbo-sons.

### **CULTURAL/ART**

Cultural/Art programming, like Community Access programming, is produced and coordinated by individuals and groups of individuals of the community-at-large. This programming, however, does not represent a specific community group in the Montreal area. Instead, it represents a cultural or creative group that is not represented or serviced by mainstream media. The programming is conceived,

produced and hosted by community members through their own initiative and by way of a proposal accepted by the Programming Committee of CKUT.

E.g., Café, International Radio Report.

## **MUSIC POLICY**

CKUT will not air any musical material that includes lyrics that promote discrimination against an individual, group or class of individuals on the basis of race, skin colour, national or ethnic origin, religion, sex/gender, age, body type, mental or physical disability or sexual orientation.

CKUT recognizes that lyrics that may fall within the above clause are occasionally written with the artistic intent of exposing an audience to such discriminations, with the belief that this may aid in the eventual eradication of such discriminations.

CKUT recognizes that artists often use abusive terms in a satirical and/or ironic way but with the same intentions as outlined in the clause above. These intentions are often not clearly stated and the responsibility falls on CKUT to ensure that each programmer is able to judge to the best of their ability whether the artists' intentions are compatible with this policy and our Statement of Principles.

CKUT is mandated to explore all kinds of music. This can include material by artists exploring the most difficult and taboo facets of human experience and behaviour: for example racism, sado-masochism, addiction, slavery, insanity, mass murderer, hatred, torture, genocide, etc. CKUT believes that artists often serve the emotional catharsis of our society and as such have a right to be heard. CKUT's programmers must be prepared to justify the airing of such material by identifying its redeeming factors and by providing context.

CKUT is not mandated to play what is known as TOP 40 music, but it will not make those records inaccessible nor will it censor their airplay to those hosts who are able to contextualise them. TOP 40 play is permitted as long as it does not increase to such a level as to interfere with our hit to non-hit ratio CRTC requirement. While TOP 40 is permitted, it will not be promoted, playlisted, charted or featured regularly on CKUT.

## **SPOKEN WORD POLICY**

CKUT recognizes and celebrates that the parameters of art are enigmatic and vary with individual perspective. However, CKUT will not in any way be a vehicle for the promotion of discrimination, hatred, stereotypes, abusive comments or offensive material. When material is broadcast that could be interpreted in such a fashion, programmers will acknowledge this interpretation on-air and will at all times contextualise the material in question through intelligent explication, analysis and responsible discussion.

CKUT provides an alternative to other radio services through both program content and format. Programmers are encouraged to experiment with new forms of programming and to challenge the ears and minds of listeners through the creative use of sound. CKUT encourages the widening of aesthetic perspectives by providing training and resources to volunteers so that they may tell stories different from those typically represented in mainstream media. We believe that challenging material can be presented intelligently and in an accessible manner to all listeners.

CKUT's resources are dedicated to the exploration and exposition of lesser known, unrecognised artists and creative endeavours. Particular emphasis and focus is given to local and grassroots content. Programmers understand that our airtime is dedicated to that which is not represented in the mainstream and that this rich alternative culture is to be encouraged and respected on our airwaves. Programmers will strive to present material in a way that does not simply imitate commercial radio nor and/or National Public Broadcasters.

CKUT does not advocate censorship of mainstream or popular culture, but the station is mandated to provide an alternative to the mainstream, both in what is represented and in the perspectives we express. When addressing mainstream culture on the air, programmers must be prepared to justify both form and content, and to provide a perspective and context that differs from mainstream media.

## **NEWS POLICY**

CKUT's Community News Collective aims to present fair, accurate and well-informed accounts of events and issues, to offer perspectives that are timely and counterbalance mainstream and national public media.



CKUT's Community News Collective endeavours to move beyond sound bites and provide coverage of issues and events given inadequate attention by commercial or other media.

CKUT's Community News Collective will use news broadcast time: to explore viewpoints, issues, and events which arise in a community at grassroots levels, to cover stories of interest to local communities and to ensure that a local perspective on national and international stories is offered whenever possible.

CKUT's Community News Collective will involve members of a community affected by the issue(s) being examined in the production of media; will cover issues in a manner that offers or promotes community involvement, activism and inspires listeners to learn more; and will produce news opportunities that implicate news volunteers in community projects.

CKUT's Community News Collective endeavours to utilize radio as a tool for resisting corporate-controlled and -consolidated media.

CKUT's Community News Collective respects the following editorial guidelines:

- All editorials or opinion pieces must be approved by the Spoken Word Coordinator in consultation with another source (e.g. Legal Aid) if necessary.
- Editorialists must be aware of what constitutes defamation (libel or slander) under Canada's civil and criminal law and must refrain from defamation.

## **BALANCE OF PROGRAMMING**

CKUT recognizes that the station becomes an alternative voice in Montreal through the creation and selection of programming.

CKUT recognizes the complexity and the necessity of CRTC policies on balanced programming that address all Canadian broadcasters. CKUT's role as a space for community access programming calls for a nuanced and qualified interpretation of CRTC policies.

CKUT acknowledges that there is an inherent bias in community access programming, as there is in mainstream and all other media, by virtue of its creation by and for communities that are under-represented in mainstream broadcasting. Balance of programming comes from representing diverse perspectives within marginalised communities.

CKUT's programmers will acknowledge and engage in discussion about differing interpretations and opinions while continuing to maintain a safe and empowering space for underrepresented communities. For example:

A women's show is not expected to air sexist points of view but should cover a wide range of opinions on varying issues within the women's/feminist community.

These examples may be extended to other community access shows. Complex issues may be dealt with across several different programs in order to provide an overall balance of programming.

CKUT does not recognize any obligation to broadcast opinions which contravene its Statement of Principles and/or CRTC regulations.

## **THIRD LANGUAGE PROGRAMMING**

CKUT is committed to programming in languages other than French or English. Shows may be in any language but must be at least 50% French, English, or an Indigenous language.

It is the responsibility of the Programming Committee to support and monitor all CKUT programs. Therefore, the Committee must be able to understand programming that takes place in languages other than French or English. This policy outlines possible ways that the committee can effectively monitor new and ongoing third-language programs.

At the time that a proposal for a third-language program is approved or that a third-language program is selected for evaluation by the Programming Committee, the Committee must set in place one of the following procedures:

If the Programming Committee understands both the language and the content, it can monitor the program as usual.

If the Programming Committee understands the content but not the language, it can find someone who can translate the program if/when necessary. If the community has a strong structure of municipal community centres and/or community organisations, the committee can ask that a representative organisation sponsor, support, and/or monitor the program evaluation. Otherwise, the programmers can supply the Committee with letters of support and/or references for the program.

If the Committee does not understand either the content or the language, a Community Advisory Board (CAB) will be established to monitor the program and report to the Committee:

- The CAB must be comprised of at least three people: one person chosen by the members of the program, one person chosen by the Programming Committee, and one person chosen by both appointed members;
- The CAB will be mandated to objectively represent the community served by the show while also upholding CKUT's Statement of Principles and Programming Policies;
- The CAB may be responsible for informing the show producers and the community about the structures and policies of CKUT; and,
- The CAB may accept suggestions, complaints and other input from the community. The CAB is authorised to make recommendations and report to the Programming Committee, which is the final decision-making body for programming at CKUT.

## **FOCUS PROGRAMMING**

CKUT's focus programming should reflect the breadth and diversity of the station's programming, with input encouraged from all communities served. Proposals that involve and reflect the varied perspectives of CKUT's programs and volunteers in the exploration of a topic will be well received.

The Programming Committee is open to proposals from members of the station and the community at large. Proposals should be made at least six (6) weeks before the proposed broadcast date (in extraordinary circumstances the timeline may be shortened).

Proposals should be submitted to the Programming Committee through either the Music or Spoken Word Coordinator. Proposals should include the following information:

- Goals & objectives of the proposed programming;
- A description of how the programming will engage CKUT's listeners;
- A plan for soliciting and incorporating CKUT volunteer participation;

- A plan for involving programmers whose regular broadcasts may be pre-empted;
- Names of producers and contributors, their qualifications, and their roles in the proposed programming (hosting, technical operations, promotion, production);
- Date(s), time(s) & length(s) of proposed broadcast(s), including a run-sheet for the proposed programming;
- An outreach and publicity plan for the programming that details how the focus program will be promoted to the public and highlights any fundraising or promotional opportunities for CKUT associated with the focus program;
- A contact list (names and phone numbers) of community groups, NGOs, organisations, and other contacts who will be approached for research, interviews, promotion or financial support;
- A list of archived material available for use in the proposed broadcast (i.e.: old interviews and/or music that is in line with the subject of the focus programming);
- A list of relevant music that will be drawn upon (song, artist, album, CanCon);
- A list of resources required from the station (phone use, studio time, recording equipment, printing, training, etc.);
- A list of expenses (note: transportation of equipment, rental of equipment and technical support are not covered by CKUT); and,
- A short script to be used as a live read or produced cart that will air at the top of every hour of the broadcast. The script must outline the intent of the focus programming, and include CKUT's the listener comment line number and the programming@ckut.ca email. This is to ensure that listeners have an avenue to engage with the programming.

The Programming Committee may also request a calendar, including time frames for:

- Written notice to all CKUT programmers by email;
- Specific notification/invitation to affected programmers by email or telephone;
- Follow-up calls to programmers;
- Meeting(s) with focus programmers;

- Scheduling of interviews and production time for pre-production, carts, etc.;
- Press release sent out three weeks before the broadcast date(s);
- Promo audio ready to air two weeks before the broadcast date(s); and,
- Follow-up calls to media outlets and community groups.

The Programming Committee may choose to approve, reject or request changes to a focus programming proposal. The Programming Committee will notify the Steering Committee by email within 24 hours of a proposal being approved. Programmers being preempted will be notified by their Programming Coordinator.

Within 3 weeks after the focus programming airs, the Coordinator(s) of the programming will submit a completed Focus Programming Evaluation Report form. The Programming and Steering Committees will review this report, which will be kept on file by the Music Programming Coordinator.

## **PROGRAM EVALUATIONS**

One of the Programming Committee's responsibilities is to monitor and evaluate CKUT's on-air programming for content, technical production, adherence to the station's policies, Mandate and Statement of Principles, and to ensure that the program continues to fulfil the mandate outlined in its original program proposal.

Evaluation is a non-punitive process designed to share information with programmers. Program evaluations provide positive feedback and constructive criticism in order to enhance the quality of CKUT's broadcasting. At least one spoken word program and one music program will be evaluated each month.

Though all programs will eventually be evaluated, the Programming Committee may focus on programs that have requested feedback, are ending their initial probationary period, have not been evaluated for at least one year or where there are long-standing concerns that could benefit from immediate attention.

Programmers may also request an evaluation at any time. The Programming Committee will then endeavour to honour such a request within six (6) months. The procedure for program evaluations is as follows:

- Programming coordinators or other committee members bring forward programs to be reviewed and these are prioritised by consensus.
- Programming coordinators provide committee members with the mandate of the program to be evaluated. If there is no mandate available for the program under evaluation, programming coordinators will ask the programmer(s) to submit one;
- Programming coordinators contact the programmer(s) to let them know that the program is being evaluated. At this time, programmer(s) will be asked to select the date of one previous program for evaluation and to submit a mandate for the program if required;
- Programmer(s) will be asked to complete a self-evaluation of the program of their choice, using a standard evaluation form;
- This form will also be completed by at least 3 Programming Committee members, who will compare their listening experiences of two episodes of the program (one selected by the programmer(s) and one by the committee member) against the program's mandate;
- Any listening member of CKUT may help to evaluate a program by completing and submitting an evaluation form. Programmers, programming coordinators and committee members may encourage specific individuals to participate in this process;
- All evaluations (committee members, listener, and self-evaluations) are to be completed within a one-month period; and,
- At the end of this period, programming coordinators collect the completed evaluation forms. The resulting feedback is discussed and synthesised by the Programming Committee at its next regularly scheduled meeting.

Upon consensus the Programming Committee can:

- Deliver a letter to the programmer(s) sharing the Committee's feedback and suggestions;
- Ask the programmer(s) to attend a Programming Committee meeting to discuss the feedback and suggestions;
- Ask the programming coordinators to share the Committee's feedback with the programmer(s);

- Ask the programmer(s) to submit a new program proposal, if the show does not meet its original mandate; and/or,
- A combination of these points.

Completed evaluation forms and copies of letters drafted by the Programming Committee will be kept in the program's file.

## **CHANGES TO PROGRAMMING**

Any significant change to the original proposal of a program, in content or format, must be communicated in writing and approved by the Programming Committee before the change takes place. Any change in the regular operation of a program must be outlined and communicated to the committee in writing. This includes people working on a program and/or its regular method of broadcast. If new members join a show or responsibilities of a show change hands, some notice must be given to the department representative (ex: Spoken Word Coordinator, Music Coordinator) and the Programming Committee. In case of distending your programming commitment, a notice of 4 weeks is expected. notice must be given to the given program or the responsibility for a given program changes hands, the Programming Committee and the appropriate programming department coordinators MUST be made fully aware of the change, in advance. If programmers are unable to continue producing a program, the Programming Committee should be informed at least 4 weeks in advance. Programmers seeking timeslot changes or expansions should submit a request in writing to their Programming Coordinator. This request will be kept on file by the Programming Coordinator, and the program will be added to a waiting list. for time slot changes.

When a timeslot becomes open, priority will be given to time-changes rather than new show proposals. In some cases, where no show is fitting to the timeslot, The Programming Committee may call for alternates.

When a program permanently leaves the schedule and a timeslot is opened, priority will be given to programs on this the waiting list before new proposals. for time slot changes then to approved proposals awaiting availability. If there are a slot opens and there is no suitable show on either of the above waiting lists, the Programming Committee may call for new proposals. The Programming Committee will decide what programming enters an open slot based on considerations of programming flow, the programming needs of the station, programmers' volunteer contributions to the station, the potential listenership and the station's Statement of Principles.

## COMPLAINTS REGARDING ON-AIR PROGRAMMING

Any listener, CKUT member or staff member may direct a complaint regarding on-air programming to the station's Programming Committee. Complaints should first be directed to a Programming Coordinator. Complaints may be made by phone, email, mail, or in person. Anonymous complaints will be ignored; the name and contact information of the person filing the complaint must be presented to the Programming Coordinator at the time a complaint is made. Please indicate the name of the radio show, the date and the approximate time that your complaint is referencing so we may review the program.

Upon receiving a complaint, the Programming Coordinator will acknowledge its receipt and ensure that both the programmer(s) involved and the Programming Committee are informed about the complaint. When the programmer(s) involved is given notification of the complaint, they will be invited to respond. When the Programming Committee receives notification of the complaint, relevant audio archives and the program's log will be reviewed.

A meeting may be called between the programmer(s) and the Committee, or the Committee may request a written response from the programmer(s).

If the complaint is determined to be without merit, a letter explaining the process of review and station policy, signed by a Programming Coordinator on behalf of the Programming Committee, will be sent to the complainant via email or postal mail. If the complaint is judged to be valid and it is determined that the complaint could have been prevented if the programmer(s) had followed station guidelines and policies, the programmer(s) may be warned, suspended or removed from their on-air position in accordance with the station's Disciplinary Procedures. The complainant will be contacted by a Programming Coordinator on behalf of the Programming Committee, to confirm receipt of the complaint, explain relevant policies and procedures, and detail the actions taken, including steps to prevent similar incidents from recurring. The programmer(s) may be asked to work with the Committee and/or the Programming Coordinator to respond to the complaint in writing. Copies of all complaints and a record of resulting actions or correspondence will be kept in the program's file and sent to the CRTC upon request.



# HOW TO MAKE A PROGRAM PROPOSAL

## (1) PROPOSAL GUIDELINES

CKUT's programming schedule is developed and monitored by the Programming Committee. The Programming Committee accepts proposals for new shows at any time. There is no set formula for putting together a show proposal. However, a complete proposal should contain the following elements:

- **a name** — choose a name or names that would be appropriate for the show.
- **the date** — please include the date of submission
- **the mandate** — who will it serve? why is it important? what are the goals and objectives?
- **the contributors/producers/programmers** — who will work on the show? what is their experience? how will coordinators/producers ensure fair and collective participation?
- **the language** — shows may be in any language but must be at least 50% French, English, or an Indigenous language from so-called North America.
- **the length** — how long and how often would the ideal program be?
- **the resources** — what will be needed from CKUT? technical or research assistance? physical or staff resources?
- **content ideas** — what kinds of topics will be covered over the course of 4–5 months?
- **an outline** — write up a mock show outline: detail the programming minute by minute, including the track names and artists of all musical selections.
- **a demo** — record an example of a typical show, and submit it on CD or in a digital format.

## (2) PROPOSAL EVALUATION PROCEDURES

Applicants will be directed to the appropriate Programming Coordinator (music or spoken word). The Programming Coordinator will provide applicants with assistance during the proposal process and will screen out proposals that do not contribute to the fulfilment of CKUT's programming mandate or adhere to the station's Statement of Principles (applicants can appeal the decision directly to the Programming Committee). All other proposals will be passed on to the Programming Committee for

consideration. The Programming Committee will assess only complete program proposals.

New program proposals should fulfil the following objectives:

- The show contributes to the fulfilment of CKUT's Mandate and Statement of Principles;
- The show offers unique programming not currently available on the airwaves; and,
- The demo reflects the proposed program's format and content, as well as the experience, strengths and technical capabilities of the programmer(s) involved.

The Programming Committee will assign at least two members to review each proposal. These members will report back at the next committee meeting with a recommendation. Under normal circumstances it will not be necessary for the entire programming committee to review every proposal. The committee may, by consensus, choose to:

- Approve;
- Reject; or,
- Encourage re-application or involvement in an existing show.

Applicants may be invited to attend a Programming Committee meeting to discuss and answer questions that the committee might have, and to respond to any concerns raised by the proposal before a final decision is made. If the Programming Committee rejects a proposal, a Programming Coordinator will advise the applicant in writing with reasons for the decision.

An approved program proposal cannot go to air until an appropriate time slot is available. Applications, once approved but not yet on-air, will be placed on a waiting list. Programs currently on the air but seeking time slot changes will take priority over new program proposals for consideration of open slots as they arise. Applicants are encouraged to be patient and to keep in touch with the Programming Coordinator. When a new program begins to broadcast, it will be on a conditional basis for 3 months. During this time, the program will undergo at least one program evaluation. At the end of this 3-month period, the Programming Committee will decide whether the program will be given a permanent timeslot, have an additional 3-month conditional period, or be removed.

## **FUNDING DRIVE POLICY**

CKUT's Annual Funding Drive is held once a year and is typically a ten-day radio-telethon with special programming, guests and events. The Funding Drive generates a significant contribution to the station's operating budget and requires the full support of the station's membership. All members, including volunteers, staff, committee members and the Board of Directors share in the responsibilities of the Annual Funding Drive.

Programmers are CKUT's link to its listeners and play an essential role in the success of the Funding Drive. At Funding Drive time, there is a Funding Drive bulletin board in the hallway outside of MCR where programmers and volunteers can obtain information about the Funding Drive, sign up for various committees and shifts, etc. This information will also be shared over email in the months and weeks leading up to the drive. The following guidelines outline how programmers can help CKUT run a well-programmed and successful Funding Drive:

### **SPECIAL PROGRAMMING**

Plan special programming (such as special guests, in-studio performances, programming highlights, etc.) for the Funding Drive in advance and communicate these plans to the department coordinator at least two weeks in advance of the Funding Drive. Knowing in advance what special programming is planned results in better promotion of the Funding Drive. The more listeners are aware of special programming, the more they will tune in and donate.

### **SHOW GOAL**

Come up with a goal for how much you expect to raise during the Funding Drive based on the information that the funding coordinator will provide (past year's earnings, the cost of the show to the station and the overall goal of the Funding Drive). Communicate your show goal to the department coordinator at least two weeks in advance of the Funding Drive and strive to achieve it by collecting pre-pledges and making sure that you are promoting your special Funding Drive show to friends, family and your listeners.

**Know what is going on in ADVANCE:** Check your emails, attend Funding Drive sessions if any and make sure you are up to date on prizes, gifts, the phone and online donations systems, how to fill out pledge forms and any changes from

previous years. You will host a better Funding Drive show if you understand how the Funding Drive works.

**Be prepared:** If you have an overnight show, you will not have the support of the station staff or volunteers during your show. Be sure to have a volunteer or friend with you to answer phones and fill out pledge forms during your Funding Drive show: do not try to do it all yourself, you will lose calls and pledges.

**Spread the word:** Make sure you promote all of the wonderful programming that CKUT has to offer during the Funding Drive. Let your listeners know in advance what kind of programming to expect during the Funding Drive, tell your friends and family, spread the word on social media, blogs, email lists, websites, by carrier pigeon, etc.

**Consult the funding manual:** Funding drive documentation will be circulated to all programmers via email and will be available in MCR. Be sure to consult the manual during your Funding Drive show.

## ADVERTISING POLICY

The form and the content of CKUT's advertising are governed by CKUT's Statement of Principles, as well as by CRTC guidelines and policy. CKUT's advertising is consistent with the various policies of CKUT's internal departments.

CKUT considers its advertising to be an integral part of its programming and as such reserves the right to refuse any advertising or client which the station feels is inconsistent with the goals and objectives of its programming (e.g. an organisation that actively promotes and/or damages the environment, an organisation or advertisement that promotes hatred or intolerance).

CKUT will not broadcast or accept any advertising that the station feels is likely to promote hatred or contempt towards individuals or groups on the basis of race, national or ethnic origin, skin colour, religion, sex/gender, age, body type, physical or mental disability or sexual orientation. CKUT will not broadcast advertising that promotes ideological, political or religious views (except that airtime granted to political parties as per CRTC regulations).

CKUT's advertising format will, whenever possible, be of a nature not normally used by mainstream or national public radio stations to communicate a message.

CKUT will retain creative control of its advertising and whenever possible convert the advertising of national campaigns to fit the station's format.

CKUT's advertising department will concentrate its effort on selling advertising to small and medium sized companies.

(See also: Ads, Co-presentations, Giveaways, and PSAs for programmer guidelines)

## **CO-PRESENTATION POLICY**

Co-presentations are a form of cross-promotion between CKUT and community events. In exchange for promoting CKUT on the event's promotional materials, offering CKUT visibility at the event, and/or providing free access to CKUT programmers to the event, the event organisers receive reduced rates for advertising.

Co-presentations are negotiated by the Admin and Partnerships Coordinator, evaluated by the Steering Committee, and must adhere to CKUT's Statement of Principles. CKUT reserves the right to decline any co-presentation proposal. Co-presentations are typically aired for two weeks and are considered advertising by the CRTC.

CKUT is interested in co-presenting a wide spectrum of cultural and community events and initiatives that relate to the content of CKUT's programming and fit within the station's advertising schedule. These events may include, but are not limited to: live music and other musical events, theatre, dance, public forums, film screenings, non-profit special interest group fund-raisers, lectures and other events.

## **SOCIAL MEDIA POLICY**

### **CKUT'S PERSPECTIVE ON SOCIAL MEDIA**

**CKUT** supports the use of social media to engage with radio listeners and the broader community, and considers social media presence related to programming to be an extension of on-air programming and therefore subject to the same code of conduct.

CKUT understands that our politics, and the politics of our members, are inherently tied to our personhood and the way we conduct ourselves in the world and online. We also acknowledge that political neutrality is a myth and one which often protects the status quo at the expense of people who are more pushed to the margins.

As such, we cannot say that CKUT and its affiliated social media are politics-free spaces. However, we are dedicated to making our spaces feel as safe and inclusive as possible to all of our members. We do not tolerate discriminatory expressions and will delete any comments deemed to be discriminatory or purposefully inflammatory.

Social media content shared on a page or account associated with CKUT (e.g., a show's Facebook, Twitter/X, or Instagram page) must respect CKUT's Statement of Principles and this policy.

## **What is the Social Media policy and why do we need it?**

This policy covers activity on social media sites of CKUT radio and its programmers including but not limited to Facebook, Instagram, Twitter/X, YouTube, and Tiktok, and is directed at anyone on the CKUT team who uses social media as part of their roles with the station.

It is to outline obligations to the station when representing it online as a broadcaster with multiple funding sources and diverse stakeholders (students, public/listeners, local businesses).

Further, this policy extends to listeners and members of the broader public and allows CKUT as a body to protect itself from unwarranted harassment as is outlined clearly in our Safer Space Policy.

The Social Media policy exists to ensure that our use of internet media maintains the station values of respect in communication through fair and welcoming tone and language, and represents the station in a positive light.

## **POLICY APPLICATION**

### **Who does this policy apply to?**

This policy applies to all members of CKUT including staff, volunteers, programmers, and board members. In particular, it applies to the use of any social media account where CKUT or its members are affiliated, discussed, or represented.

### **Who can post to social media?**

Our official social media sites are managed by staff and social media interns. Hosts and programmers also manage accounts specific to their shows to which this policy also extends.

## Who does this policy not apply to?

This policy does not apply to CKUT team members' personal use of social media *where no reference is made to CKUT*, and when the usage has no connection to the station or CKUT-related matters.

When referencing the station or its members, the [Safer Space Policy](#) applies.

## POLICY

### What are the responsibilities of people who have access to the organisation's social media tools?

When posting to the station's social media feeds or commenting as a CKUT team member or programmer, you are representing CKUT— just as you are doing if you are on the air. As with on-air programs, we follow [Canadian Broadcasting Law](#) with respect to defamatory language. It is inappropriate to bring the station into disrepute, or to damage another person's reputation.

As a representative in this capacity, you are required to help maintain a positive reputation of CKUT. In keeping with the station's [Statement of Principles](#) and other policies, **CKUT will not in any way provide a vehicle for the promotion of discrimination, hatred, stereotypes, abusive comments or offensive material through affiliating with this material on social media.** If material is published that could be interpreted in such a fashion, those responsible are subject to the same reporting and reprimand process as on-air and in-real-life (IRL) complaints.

A reminder to keep content relevant to the station, program, or event. This may include: plugs for upcoming shows and features, promotion of related events and shows, music clips, fundraising info, musician quotes, music library showcasing, announcements, job postings, contests, workshopping programming, etc.

- It is hereby forbidden to publish any post, message, or comment that could be viewed as potentially defamatory, bullying, or offensive (as outlined in the [Safer Space Policy](#)).
- Aim to keep comment threads on-topic for the program or event being referenced. Public posts and/or comments affiliated with CKUT are not the place for personal attacks or lengthy discussions on sensitive topics.
- It is encouraged within the CKUT public to flag harassment by way of tools on major platforms, and/or notify staff of the instance

- Those publishing to CKUT-affiliated accounts should be aware of what constitutes defamation (libel or slander) under Canada’s civil and criminal law and must refrain from defamation.

## **What are the consequences for breaching this policy?**

Consequences to breaching this policy follow the CKUT [Disciplinary Procedures](#) outlined in Appendix 1, and are based on the procedure for [on-air programming complaints](#).

Comments by members of the public that have been flagged as abusive will be deleted and the commenter will be blocked.

If a volunteer or member of staff is found to have breached this policy, they will be issued a warning. If a person is found to have breached the policy a second time, they will cease to have access to social media tools at the station and/or be asked to cease affiliation with the station on social media. If a breach of this policy is deemed sufficiently serious, the station can decide to take more drastic action — e.g., asking the person to leave the station.

CKUT reserves the right to delete any post that is in violation of this policy in order to maintain CKUT broadcasting privileges. Further action (e.g., requests to delete, warnings or notice of policy breach) will be evaluated on a case-by-case basis and reflect cautionary procedure as outlined in our [Safer Space Policy](#).

## **GOOD PRACTICE WHEN USING SOCIAL MEDIA**

### **What kinds of content are appropriate or inappropriate to share?**

**Keep it professional.** For staff, consider publishing to the organisation’s social media like participating in a professional work dinner. If you have doubts about saying something in a professional capacity aloud in this group, refrain from posting it on social media.

**Public vs. private.** Posts and comments on social media sites are public, and not always appropriate for private conversations or sharing personal details with friends.

**Keep it positive.** If you are criticised online, try to respond with respect for the other person — assume best intent. If you are unclear on what action to take, contact your department representative or a member of steering.

**Consider using a Trigger Warning for Sensitive Content** — or posting elsewhere such as on a personal blog or twitter account.



## **CONFIDENTIALITY POLICY**

Items available to volunteers in the CKUT Google Drive or on CKUT computers are deemed private. We trust that documentation available on the Drive will not be mishandled or misused. This includes sharing of personal documents, contact information, or use of any CKUT documentation for personal gain.

When using CKUT drives and computer platforms that require access (passwords), mind that you are working in the best interest of the station and refrain from sharing sensitive or confidential information belonging to CKUT or the individuals it represents.

Staff-only documents are clearly marked “Staff Only” in the header of the document and this boundary should be respected.

Similarly, access to committees or positions in which members are no longer active should be appropriately observed. If one moves from one committee to another, changes position, or leaves CKUT, they should change their access accordingly (or ask a coordinator to do so for them).

## **CKUT STATION STRUCTURE**

There are five (5) administrative bodies responsible for the management of CKUT:

- THE BOARD OF DIRECTORS
- THE PROGRAMMING COMMITTEE
- THE STEERING COMMITTEE
- THE FINANCE COMMITTEE
- THE GRIEVANCE COMMITTEE

Regular meetings of most of these bodies are open to the membership of the station. Contact the appropriate body beforehand to make your planned attendance known.

## THE BOARD OF DIRECTORS

The Board of Directors is charged with managing the affairs of CKUT. The Board is composed of no less than 9 but no more than 13 representatives from the various constituencies of the radio station:

- 1 CKUT Permanent Staff Rep
- 1 CKUT Steering Committee Rep
- At least 5 Active Members:
  - At least 2 who are undergraduate students (nominated by SSMU as outlined in Article 36 of SSMU's Internal Regulations)
  - At least 1 who is post-graduate student (nominated by PGSS as outlined in Chapters 7 and 11 of the PGSS Activities Manual)
  - At least 2 who are non-students
  - At least 2 members of the community at large, including but not limited to residents of Montreal and surrounding areas, and faculty of staff of McGill University.

Four (4) Board members are chosen to serve as officers in the positions of Chair, Vice-Chair, Secretary and Treasurer.

CKUT shall actively promote to the Board the nomination of members of marginalised groups disproportionately excluded from full participation in society.

The Board hires staff to run the radio station within a structure established and reviewed yearly by the Board. All members of the Board are members of the station upon their election or appointment. The Board is responsible to the Members of the station and must hold a General Meeting of the station's membership at least once a year.

## THE PROGRAMMING COMMITTEE

The Programming Committee (ProCom) is the internal body responsible for the broadcast license of CKUT. It is charged with monitoring on-air programming at CKUT to ensure that this programming lives up to requirements stipulated by CKUT's broadcast licence, CRTC campus-community radio policy and the Broadcast Act.

The Committee is also responsible for enforcing CKUT's Statement of Principles and Programming Policies.

Members of the committee are elected at the Annual General Meeting of the volunteers of CKUT.

The membership of the Committee consists of:

- 2 Music Volunteer Reps
- 1 Spoken Word Volunteer Rep
- 1 Community News Volunteer Rep
- 1 Community Volunteer Rep
- 1 McGill Student Volunteer Rep
- 1 Francophone Volunteer Rep
- 1 Trans Volunteer Rep
- 1 Womens Volunteer Rep
- 2 Black Block Volunteer Reps
- Music Department Coordinator (non-voting)
- Spoken Word Coordinator (non-voting)

The mandate of the Programming Committee is to coordinate and oversee all on-air programming at CKUT. As its primary function, the Committee must ensure that all programming meets internal and external requirements such as:

- CKUT's Broadcast License and CRTC regulations
- CKUT's Statement of Principles
- CKUT's Programming Policies
- CKUT's On-Air Rules & Regulations
- Policies regarding proposals for new and special programs
- All other station policies

The Programming Committee is also responsible for:

- The maintenance and insurance of proper logging procedures by station programmers as per the regulations of the CRTC;
- Taking appropriate disciplinary action when the internal and external requirements of broadcasting are not met by programmers;
- Addressing and responding to complaints regarding CKUT's on-air programming;
- The critical review of on-air programming on a regular basis;
- The processing of new programming proposals, including all regular, focus, remote and special programming proposals; and,
- Changes to CKUT's programming schedule.

The Programming Committee's response to an offence may be influenced by the previous conduct of a programmer/volunteer. All disciplinary procedures may be appealed to the Grievance Committee.

## **INTERIM PROGRAMMING COMMITTEE REPRESENTATIVE SELECTION POLICY**

Volunteers may join the Programming Committee at a time other than the AGM, although the position will be considered interim until it can be confirmed at the next AGM. The interim position has the same voting power/authority as it would if elected at the AGM. The process for joining the Programming Committee at a time other than the AGM is outlined below:

All applicants are required to submit a short note introducing themselves, their involvement at CKUT and other community radio experience, what position they would like to hold and why they are interested in joining the Programming Committee.

The minimum requirements (i.e., a member in good standing, being involved in CKUT for a minimum of three months) do not necessarily ensure a candidate's acceptance on the Programming Committee. Other requirements include: demonstrated ability to function in consensus decision-making processes, and ability to adequately represent the type of programming they are interested in representing.

The Programming Committee is responsible for communicating with the candidate about the status of their application after each Programming Committee meeting until a decision is made.

Both the candidate and the Programming Committee may request the candidate's presence at a Programming Committee meeting before a final decision is made in order to address any questions and concerns either parties might have.

The Programming Committee must pass on both successful and unsuccessful applications to the Board of Directors for final approval.

## **THE STEERING COMMITTEE**

The Steering Committee (Steering) is the internal group that monitors and guides the day-to-day operations of the station. The Steering Committee also monitors, reviews and proposes revisions to the internal structure established through the Board of Directors. The Committee aspires to be the collective management of CKUT through the interaction and consultation of volunteers and staff responsible for the various departments. The Committee is composed of 12 members: 8 paid staff and 4 volunteer representatives. The members are:

- Music Coordinator
- Spoken Word Coordinator
- Production Coordinator
- Partnerships and Administrative Coordinator
- Fundraising and Outreach Coordinator
- Financial Coordinator
- IT Coordinator
- Spoken Word Volunteer Rep
- Music Volunteer Rep
- Community News Volunteer Rep
- McGill Student Rep

## **THE FINANCE COMMITTEE**

The Finance Committee (FinCom) is responsible for the overall financial administration of the station. The Finance Committee reports to the Board of Directors. The Finance Committee is composed of (5) members:

- The treasurer of CKUT (an officer of the Board of Directors)
- 1 Steering Committee representative
- 3 representatives appointed by the Board of Directors

The Finance Committee's responsibilities are as follows:

- Support the Financial Coordinator and Steering Committee in the establishment of a CKUT's annual operating budget
- Review financial statements
- Review cash flow as necessary
- Approve and schedule major purchases
- Approve GIC or investment purchases

Capital expenditures over \$500 (unless part of the annual budget) must be approved by the Finance Committee. Large purchases, capital improvements (over \$2,500) and salary increases must be approved by the Board of Directors.

The Treasurer submits a finance report at the monthly Board of Directors meetings and may be called upon to present audited financial statements at CKUT's Annual General Meeting.

## **THE GRIEVANCE COMMITTEE**

The purpose of the Grievance Committee is to review complaints regarding decisions made by the Steering or Programming Committees or any other internal dispute that cannot otherwise be resolved. The Grievance Committee holds no regular meetings; it meets only when the need arises. Decisions of the Grievance Committee are final and not subject to further appeal.

The Chair of the Board of Directors shall receive grievances at chair@ckut.ca, after which arrangements for a Grievance Committee that includes representation from an impartial third party will be made in order to perform the initial intake and hear the case, determine the structure of the process and representation of the grievance, and render a decision.

Members of the Grievance Committee must be made familiar with CKUT's Statement of Principles, On-Air Rules and Regulations and station policies as outlined in the Blue Book. For procedural guidelines, please see Appendix 2: Grievance Procedures.

# CKUT RULES & REGULATIONS

## THE BASICS

All CKUT members and staff are responsible for ensuring that the station and its resources remain safe, secure and accessible to all.

All content produced in studios for CKUT transmission or through association with CKUT is protected under a [creative commons licence](#).

**Members of CKUT cannot make money off of content produced in studios or through association with the station, except with approval of the Steering Committee, and in certain instances from the Board of Directors.**

All volunteers and programmers must make an effort to keep informed. This means communicating with department coordinators and staff, reading postings and communiqués, reading the newsletter, checking bulletin boards and mailboxes and attending meetings.

All staff must make an effort to communicate with volunteer members; the staff's main function is to provide support and resources to CKUT's members, so they may carry out the station's mandate as outlined in its [Mandate](#) and [Statement of Principles](#).

Disciplinary procedures for all infractions of the rules, regulations and policies listed below are outlined in [Appendix 1: Disciplinary Procedures](#). Staff and department coordinators are subject to the same penalties as individual programmers/volunteers. The Programming Committee's response to an offence may be influenced by the previous conduct of a programmer/volunteer. All disciplinary procedures may be appealed to the Grievance Committee.

## MEMBERSHIP DUES AND CARDS

All CKUT programmers and volunteers must maintain a valid membership at Radio CKUT. The fee is **10\$ per year** for non-McGill students (community members).

Maintaining a valid membership allows access to the library, on-air and production studios, media accreditations, portable recorders, phones and the possibility to serve on committees. The fee is due for new members, who are not student members ([Regular Members](#)), upon completion of the New Volunteer Intake and Training



Session. At this time, new members will receive a membership card, which is required to access the above privileges, and will be considered Active Members.

Membership must be renewed annually, either when it expires or during annual membership drives. It is the responsibility of each volunteer to have their membership in good standing and paid. Any CKUT volunteer with an expired membership may receive a warning from the Steering Committee and may be suspended from the above privileges if their membership is not renewed.

Any community member experiencing financial hardship can request a sliding scale membership fee of \$0-10. This sliding scale fee will be approved at the discretion of a department coordinator and ratified by the Steering Committee.

See also: [By-laws](#) 3.3 Active Membership Eligibility & Fees, and [CKUT Member Rights and Responsibilities](#)

## **BUILDING RULES**

No smoking/vaping anything anywhere in the building, or anywhere near the doorways.

No food or drink in the studios - some of our equipment cannot be replaced.

If you see something out of place, as a member of the CKUT community, you are expected to take the initiative and put it away properly. This includes the studios, portable equipment bags, the music library (refile your records), the volunteer room, the listening area, the fridge, etc.

All members are expected to clean up after themselves. If you use a dish, wash two! Return all resources to their proper place, and make sure that all studio areas are returned to a state of normal\* after use.

\*Normal — Soundboards reset, cables coiled, equipment in its resting place, all surfaces clear, all papers and recording materials in their proper places... nice!

## **SECURITY**

All members are expected to participate in making CKUT a safe and secure place.

Only CKUT members in good standing are permitted in the station outside of office hours. Do not give out the door codes. **Do not leave any doors propped open.**

If you have a security concern while at the station, contact a staff member, McGill Security (514-398-3000) or 911. Report all security concerns to staff.

## **ON-AIR RULES & REGULATIONS**

The following rules and terms have been compiled from precedents established during the time since CKUT went to air in November 1987.

On-air programming at CKUT is the exclusive responsibility of the volunteer programmers who have applied for, or been charged with, the responsibility for on-air broadcast time. This means it is the programmer's responsibility to know the requirements of programming at CKUT.

Broadcasting to all of Montreal (and beyond) means that everyone at the station has to be responsible about what they say and do, especially on air. All rules and policies are easily accessible by reading the provided documentations or by asking a station staff or volunteer member.

## **PRE-RECORDED SHOWS AND AIRTIME**

When CKUT's studios closed temporarily during the COVID19 pandemic in 2019, we immediately switched over to 24/7 remote programming using a service called Airtime that allows us to schedule MP3 files to play on air.

If you will be pre-recording your show, [this document](#) explains how to upload and schedule your files in Airtime. Talk to your programming coordinator to get a username and password.

The Airtime stream runs 24/7 on Channel 12 on the board in MCR. The only time it should be turned off is when someone is doing a live show.

If you are uploading your show, the file format should be a 128 Kbps MP3. Files bigger than this take up too much of our limited Airtime space.

If you will be doing your show live, it is possible that the shows before and after yours may be live, pre-recorded, or a combination of the two. If the show before and/or after yours is pre-recorded, Channel 12 on the board must be on and turned up to the yellow line before you start and when you finish your show so that the pre-recorded files air on the FM radio.

Even if you think the show after yours is supposed to be going live, if no one is there when you finish your show, **turn Channel 12 on and up before you leave.**

## **BE THERE, BE EARLY**

Programmers who are doing live shows are expected to be in the station at least 15 minutes before their show goes to air. This allows adequate time to prepare for going on-air. A little chat about how you're going to make the transition from program to program is also recommended.

If you are going to arrive late, call the on-air studio to let the programmer(s) know.

Please try to give 48 hours notice if you cannot do your show. This is so your department coordinator can arrange for alternate programming. If you don't give sufficient notice, you must still notify the station but may have to arrange to have the time filled yourself. If you arrange your own fill-in, ensure that the person you choose is a trained member of CKUT and notify your programming coordinator with the fill-in's name and the dates being covered.

**If you have a regular program and need to play an archive episode, please use Airtime to arrange this yourself and make sure to remove any old ads + include new ads as specified in the ad logs.**

If you simply don't show up for your show, you may receive up to a two-week suspension from your on-air position.

## **USING THE EQUIPMENT**

CKUT's equipment gets a lot of use. Please take care of our precious resources. Do not touch or use any equipment in MCR unless you have been properly trained to do so! A reminder of some basic rules:

- Do not bring any food or drink into MCR, ever.
- Please be gentle with the mixing desk and press the buttons only as hard as you need to. The buttons were replaced in Summer 2021 and should not require much force.

- Do a NEEDLE CHECK on both turntables to ensure that the needles are in good condition. Do not change cartridges or place objects on the turntables!
- Use the OPEN/CLOSE button to operate the trays of the CD players. Please do not push the tray closed.
- Ensure that minidisks and CDs are being inserted correctly! Do not force them in.
- Microphones should sit in stands and wires and cables should be kept un-kinked.
- Headphones are very fragile. The wiring and connections must not be yanked on or rolled over. When not in use, headphones should be carefully hung on the microphone stands or placed on the table. If you have any issues with headphones (one ear not working, excessive noise, etc), please notify the Production Coordinator immediately so it can be repaired.
- Community radio means that we all share the gear and must treat it with care so that others can enjoy it too. Anyone witnessed needlessly abusing CKUT equipment or material may be asked to repair/replace it.

## LOGS

There are two kinds of logs: Daily Ad Logs and Program Logs. Both logs are used by staff and the CRTC to keep track of what goes over our airwaves. Both logs **must be completed for EVERY show!** We must keep these logs for one (1) year and must be able to provide them to the CRTC upon request. For this reason, it is important that they are filled out properly.

### DAILY AD LOGS

Daily Ad Logs are stored on Google Drive and mirrored on the Desktop of both studio computers. They list all ads and PSAa that must air that day, along with the times that they are supposed to run. Each item listed on the log **MUST** be aired. Initial the log and write the time at which each item aired. This is necessary so that the station, our advertisers and the CRTC can refer back to our logs as proof of what went over the air on a particular day.

### PROGRAM LOGS

Program Logs list every item that airs during a given program slot. These logs are completed by programmers. The log must include details about the material broadcasted, including the artist, album and song title of all music selections, the

CRTC category code for all music, spoken word and pre-recorded material and other relevant information. The program logs must be accurate. For example, if the show is live, update the playlist during the show so that the tracks appear as they are heard. Proper program logs must be maintained by programmers for all types of programs in order for the CRTC and the Programming Committee to calculate and monitor CanCon and other quotas.

**Program logs must be filled out for EVERY show and filled out COMPLETELY, using CKUT's website system. CKUT Programming and Production Coordinators can give training on how to use the website to complete logs.**

SOCAN Logs are required to be completed by CKUT programmers several times each year. These logs require that you list the performing artist and song title of EVERY musical selection you play. This information is used by SOCAN (the Society of Composers, Authors and Music Publishers of Canada) to ensure that songwriters receive royalties for the airplay of their music on CKUT's airwaves. Dates and forms for SOCAN survey periods are posted in MCR before and during the survey period. If you have questions about SOCAN or the survey process, contact the Music Coordinator.

It is VERY IMPORTANT that you complete all logs accurately and on time. Failure to complete any of the above logs will be considered a serious problem by the station's Programming Committee and staff.

## **STATION IDENTIFICATION**

A Station Identification (Station ID) contains our call letters and frequency (i.e., CKUT 90.3FM). It may also include our location, the program name and contact information (e.g., "You're listening to Jazz Euphorium on CKUT 90.3FM in Montreal, worldwide on ckut.ca!"). As a licensed broadcaster, we are legally bound to broadcast a station ID at least once every 30 minutes. Programmers should give station IDs at least four times per hour or every 15 minutes. You can either play a pre-recorded station ID (found on the desktop of both computers in MCR, in the Google Drive with the Ad Logs, and in Airtime) or announce this information on the mic.

## **ADS, CO-PRESENTATIONS, GIVEAWAYS & PSAS**

CKUT relies on paid on-air advertising to fund our operations and we require our programmers to play the ads that are assigned to their programs. We have long-term

relationships with many of our advertising clients and it's important to keep these relationships in good shape by playing the ads that people are paying for.

A Co-Presentation is an event sponsored by CKUT. The agreements vary from event to event but it is typically two-weeks of on-air ads which the client receives at a reduced rate.

Because co-presentations imply cooperation between the station and other organisations, the agreements are approved by Steering before being signed by a station representative. We offer a reduced rate because the client will include CKUT's logo on their poster and other promotional materials and offer us free tickets to the event, which are given to volunteers. The client does not pick the individual shows that the ads air on - this is the responsibility of the Partnerships and Admin Coordinator. If a Co-Presentation ad is not logged on your show and you think it should be aired (i.e., the content is complimentary to your show) please communicate this to the Partnerships and Admin Coordinator.

- **Only CKUT can receive revenues from advertising. Any programmer accepting money for on-air promotion will lose their privileges as a CKUT member .**
- Ads indicated on your log sheet **must** be played during your show. No exceptions! We have to refund clients for any ads that don't make it to air.
- Ads should be played in the hour that they appear on your log sheet. Ads should not be played in the first or last 5 minutes of your show.
- The Partnerships and Admin Department has to confirm that the ads were played as scheduled. If for any reason you cannot play an ad please inform the Sales Department.
- It should be noted that for the most part CKUT does not air National Advertising (campaigns which are not local to Montreal). Some exceptions are record companies and election ads, which must conform to CRTC regulations. It is the responsibility of the Partnerships and Admin Coordinator to get approval from the Steering Committee for any other national advertisement.
- Do not criticise or make fun of an ad over the air. Advertisers are listening.
- Should a programmer object to airing an advertisement logged on your show, you may contact Partnerships and Admin and inform them of the grounds for your objection.

Some examples of grounds that may be considered are:

- Poor production quality
- Offensive/objectionable content

Some examples which are not acceptable as grounds for objection are:

- Competing events (i.e., Your band is playing Saturday night therefore you object to playing an ad of a different event on the same night)
- It's corny — It's not funny — It's stupid. A lot of this is subjective. Hopefully bad ideas will be discouraged during the production session, however, clients are responsible for the content of their ad.

*If you cannot come to an agreement with the Partnerships and Admin Coordinator then the issue will be decided by the Steering Committee.*

Please forward any listener complaints about advertisements to the Partnerships and Admin Coordinator. See CKUT [policy on dealing with listener complaints](#).

(See also: CKUT's [Advertising Policy](#))

## **GIVEAWAYS**

The CRTC considers ticket giveaways as advertising. We do ticket giveaways for co-presents and for events advertised (paid) on CKUT, and in special cases where it is tied directly to programming (i.e., you are doing an interview with someone who wants to offer tickets to the event). Any other giveaway must be cleared with the Partnerships and Admin department. Please be sure to inform the Partnerships and Admin Coordinator of the details of the giveaway, i.e., name/date of what the tickets are for, contact information of the winner and how this person will receive what they have won. A logged ticket giveaway must be treated as an ad. If no one claims the prize, please inform the Partnerships and Admin Coordinator.

## **EVENT LISTINGS**

Event listings are when a radio host will read out a list of upcoming events (music or otherwise) in the city. Listings are not mandatory, but they are encouraged. Should a programmer wish to include listings in their programming, the following applies:

- Listings should be of community in nature, relating directly to the programming.
- Listings are short event announcements. It is important that listings are kept short, thereby distinguishing them from paid advertising. It is not necessary to read off all the sponsors, ticket outlets and other details surrounding an event. It is a good idea to have one segment of your show devoted to listings (rather than interjecting them throughout the show).
- Include those events that pertain to your show and are of interest to your audience.
- Priority in listings should go to CKUT co-presentations, benefits, local talent, live performances, & cultural events.
- Parties should only be announced to help promote a talent i.e., DJ, local designer etc., not to promote a club, promoter or other such business enterprise. A retail sale at a commercial outlet is not a listing - even if it is small, local, grass roots, business. You may give shout outs to local businesses but including prices or other such information may as well be an ad and should be paid for. We ask all programmers to respect this.
- Do not announce anything which goes against CKUT's Statement of Principles.
- Do not be bullied. Don't let promoters show up during your show and shove flyers under your nose while you are on air. Set up rules. Insist that anyone wanting their event announced go to the station during office hours and put their flyer up on the wall. Remember you are responsible for anyone who comes to the station during your show.
  - If people are showing up during your show and you are having difficulty dealing with it either because you are on air or because they are people you know and feel awkward tossing them out, speak to CKUT staff.
- If you are involved in an event you may announce it as part of a listing. It is OK to say "I will be playing at..." or "my band will be playing at..." You can talk about it and encourage people to attend, etc. However, never promote your own event to the detriment of any other event. Do not purposely exclude events on the same night. All promotion should come from the heart, i.e., the enthusiasm you have for the artist/event, and NOT be motivated by your own personal financial gain. CKUT airwaves are for the purpose of community/culture-building and NOT to be used as a free advertising vehicle for any one individual or group.



**The station depends on advertising.** It is important to keep this in mind. Free advertising, on-air plugs and giveaways should not take away from potential advertising revenue.

## **PUBLIC SERVICE ANNOUNCEMENTS**

Public service announcements (PSAs) are announced free of charge for non-profit groups. The content is approved by the Steering Committee prior to production.

Public service announcements provide information about an issue that has no commercial value or expiration date. They are not logged but you can read or play as many of them as you wish (just remember to record them on your program log). If you have an idea for a public service announcement, speak to your department coordinator.

## **MUSIC**

Part of CKUT's mandate is to support local, Indigenous, Québécoise, and Canadian artists and musicians. We are also obligated by law to play a certain amount of Canadian Content (CanCon) per program. CanCon selections are defined by the MAPL system: generally, at least 2 out of 4 of the music production elements (music composition, performing artist, production, lyrics) must be contributed by a Canadian for the selection to qualify as CanCon.

All programs must play a minimum of 35% CanCon music selections, as obligated by law in our broadcasting licence. The only exception is for some specialty music (Jazz and traditional music) programs, where 12% minimum CanCon is required. CanCon selections are defined by the MAPL system: generally, at least 2 out of 4 of the music production elements (music composition, performing artist, production, lyrics) must be contributed by a Canadian for the selection to qualify as CanCon.

If you have questions about whether or not certain material qualifies as CanCon, or need suggestions for CanCon music that is suitable for your program format or theme, ask the Music Department for help.

CKUT is also mandated to provide programming as an alternative to mainstream radio. As a campus-based community station, CKUT has severe restrictions on the amount of top 40 music or "hits" we are allowed to air. The CRTC defines a "hit" as a musical selection that charted in Billboard's top 40, ever.

As a programmer, you are responsible for everything that you broadcast. Never air something that you have not pre-listened to or pre-read! If CKUT receives a complaint regarding your programming, “I don’t know that the content of a song/interview was offensive before airing it” is not an excuse.

You may choose music from CKUT’s music library or bring material from your own collection, so long as you are able to note the name of the artist, original album or release title, song title and whether or not the selection meets CanCon requirements on your program log.

You may choose to air musical content from the Internet, however not all materials found on the Internet are suitable broadcast materials. You must ensure that audio is of broadcast quality, and that the audio content is cleared for broadcast use. Broadcasting content from the Internet without permission from the source can place CKUT’s licence at risk, and put the station at risk for legal pursuit. Speak with a programming coordinator before airing material that you find on the internet.

## **COPYRIGHT**

CKUT follows and adheres to Canadian copyright laws. CKUT believes creators should control the copyright of their own works. CKUT’s Copyright Policy and Procedure seeks to ensure copyrights belonging to creators associated with CKUT are appropriately protected

To make copyright as accessible as possible for the widest variety of users, CKUT uses Creative Commons licences as the preferred method of protecting Copyrighted works. The definition of creative commons licences can be found [here](#).

Works encouraged to apply creative commons licences include and are not limited to:

1. Podcasts, broadcasts or other creative works created using CKUT equipment
2. Podcasts, broadcasts or other creative works aired over CKUT frequency and online stream.
3. Podcasts, broadcasts or other creative works housed on CKUT channels, servers, or social media.

CKUT and those working under, with, for or at CKUT agree to abide by the implications of a Creative Commons licence, the Copyright Act of Canada, and/or other copyrights specified by the work in question.

While creators control the copyright rules associated with the works, CKUT owns, operates, maintains and updates the infrastructure required to create, keep and/or disseminate works. CKUT is a not-for-profit organisation, meaning we have rules surrounding how much revenue we can gain from advertising, sources external to McGill and other possible revenue sources. Listeners and members love that we don't advertise junk, and that we try to be a place where the community can come and be for free or the price of a membership.

CKUT is also a workplace. Employing people at fair wages, paying rent and building maintenance fees, paying SOCAN and other radio licensing bodies, software subscriptions, computer/server upkeep, and other day-to-day fees add up.

While CKUT has a high overhead and comparatively low revenue, creators enjoy the use of our infrastructure for free. Oftentimes, works utilising CKUT infrastructure do not generate significant income, but occasionally, something "blows up" (is able to monetize through advertising or endorsements, or is given something more than five figures, etc.) and in this case, CKUT should be compensated for their involvement. For these reasons, we ask for compensation from works coming out of CKUT that do exceptionally well. Please see the compensation guidelines in CKUT's full copyright policy which is available by request from Programming Coordinators.

## **CALLERS ON THE AIR**

The phone patch in MCR allows for live, on-air callers. **CRTC and CKUT rules and regulations do not support the "Talk Radio" format.** However, the telephones may allow for programmers to better fulfil their program's and the station's mandates.

Any program that would like to incorporate live calls from listeners must seek and receive the approval of the CKUT Programming Committee before the program is announced or aired. A written proposal must be submitted to the Committee via a programming department coordinator two (2) weeks prior to proposed broadcast. In the event of exceptional circumstances the Committee requires a minimum of 48 hours notice.

The proposal must include:

- The mandate (goal) of the "call-in" programming
- The specific measures to be taken in pre-screening callers (including question(s) to be asked)

- How listeners' calls will be incorporated in the proposed programming
- What will be done in the case of an offensive call.

CKUT does not have the technology to allow for a seven second delay of our broadcast signal. Thus it is crucial that extra effort be taken to ensure that CKUT's licence is not seriously jeopardised by on-air comments from a caller or guest.

All callers must be screened before they go to air. The screening should include:

- Getting the caller's name and phone number
- Getting a clear sense of what the caller intends to say on-air
- An explanation of what the limits are while on-air.

As is the case with all programming at CKUT, the Programming Committee (and the CRTC) will hold programmers responsible for all content broadcast on their programs. This means that you, the programmer, are responsible for what your callers and guests say on air.

If a caller does cross the line, it is strongly recommended that you cut them off and apologise to listeners and outline measures that were taken to avoid what just happened. It is not a good idea to get into a personal argument with a caller.

As is the case with all CKUT equipment, users must be properly trained before operating the phone and phone patch.

In the case of a "round table" forum (more than one caller):

- It is strongly recommended that there is a moderator (CKUT member)
- It is strongly recommended that the host and/or moderator encourage a constructive dialogue, that is, do not antagonise callers — let them make (and elaborate on) their point(s), then move on
- It is strongly recommended that the host and/or moderator be polite and respect the callers' right to express their own views.

In the case of live on-air performances by callers (freestyling, performance, etc.):

- It is strongly recommended that host(s) make it clear, on-air, what the limits are.
- It is against the law to put a caller live on-air without their prior knowledge and approval.

Contact a Programming Coordinator if you need more information or support.

## **FREE CHAT GUIDELINES**

CKUT programming has an incredibly wide range of hosts and topics, and room for dialogue on the mic. It is a collective, community-based radio effort that challenges the mainstream media practice of individual talk radio broadcasters. CKUT programs aim to create an inclusive space that aims to empower both show volunteers and listeners as active contributors to social change. But what makes acceptable on-mic dialogue or 'free chat'?

SOME QUESTIONS YOU CAN ASK YOURSELF THAT MIGHT HELP:

- Am I interrupting others on the mic?
- Am I speaking from firsthand experience, or opinion?
- Have I researched this topic and am trying to inform the listener, or is it just my opinion or an attempt to get my voice heard?
- Have I thought about the 'Flower of Power' and how much space I take up on the mic and in the studio?
  - CKUT has a mandate of “giving a mic to the mic-less” and highlighting marginalised communities, underrepresented and under-reported voices, ideas, or perspectives, etc.
- Am I speaking for others?
  - A white western woman or man cannot speak for Muslim women in Turkey or women wearing niqab in Quebec
- Am I using a style that sounds like talk radio/AM radio/shock jock radio?

- “Talk radio style”: excessive talking, indulging in bad jokes, giving lots of opinions, does it sound like a locker room, a pub or overly chummy, etc.
- Am I joking around a lot on air?
  - Jokes do not carry well on radio. Humour is typically delivered with body language, facial expressions and other nuances that do not transmit on the FM dial. Be very conscious when things seem funny to you, how the audience might perceive the movement when they are not in-studio.
- Am I monologuing, preaching or ranting?
  - Does it sound like I assume the listener needs to be told what to think, and I am fulfilling that role? Am I using the airwaves as my own personal soapbox or cultivating my cult of personality? **Be wary of reports that are more focused on yourself and your opinions than on the subject being covered.**
  - Do I find myself needing to comment on everything that happens during the show?

If you are doing any of these things you probably need to stop or find a new way of presenting information.

### **WHAT MAKES GOOD 'FREE CHAT'?**

Starting off the show with hellos, weather checks, a few comments about the program (e.g., this should be a great program, we've got a big line up...). Involving people whose voices are often marginalised, or who are speaking from a place of personal experience. Community access shows often have 'free chat' between a collective of members that come from a marginalised identity. (e.g., Radyo Kapwa, Older Women Live).

Comments that shed light on a topic:

Examples:

- An interview happens with someone from a group with a certain perspective, if you don't have a second voice, you can transmit the perspective of another group to the listening audience. Be careful not to misrepresent a group's

perspective — cite it! (e.g., this organisation takes a different approach on the subject, they say...)

- You were at a city council meeting where something was decided. Talk about what happened and what you thought, as a firsthand observer.
- You researched the topic (using credible sources) or know about something very relevant.
- Dialogue amongst members sharing their perspectives that have a personal stake in the topic or community.
  - E.g., Tranzister and Soul Perspectives
- Hosts read or present news reports and then discuss.

All of these should be used cautiously. Don't overdo it!

**Last words:** The role of a host is to facilitate conversation, bring guests on the air, present information and keep the program on track. The role of a host is not to provide commentary and opinions on all topics presented — that's the role of guests that come on the show from relevant backgrounds, organisations, etc.

## **CKUT ELECTION COVERAGE GUIDELINES**

All CKUT programmers covering federal, provincial, and municipal elections should follow the following editorial guidelines.

First, it goes without saying, above and beyond all, that CKUT is 100% non-partisan. This means we will never support or side with any political party or candidate.

Programmers who are going to cover elections should familiarise themselves with the CRTC guidelines for election coverage, which are available in French and English on the CRTC webpage: [Elections and Political Advertising on TV and Radio](#).

## **OTHER ELECTION GUIDELINES**

Part of CKUT's core mandate is to provide a mic for the mic-less, and to be a counter-balance to power in our society. Therefore, in covering elections, we tend to not give airtime to politicians or candidates, even if they're from progressive, small, or marginal parties.

Rather than speaking to politicians or candidates, it is better to speak with people, organisations, and activists who are directly affected by the issues in an election. For example, if you are covering the Quebec Values Charter, it is better to speak to a Muslim women’s organisation rather than a representative from the Quebec Liberal party or Quebec Solidaire.

Rather than hosting a debate between candidates or representatives of political parties, you could host a debate between people representing different viewpoints on key election issues. Those people should be directly involved or directly impacted by those issues. Debates should focus on issues being ignored or under-represented by parties or in the media.

We encourage people to cover alternatives to the current electoral process, including abstentions (the political act of boycotting elections), electoral reform, ballot spoiling, or direct democracy, etc.

If we do get interviews with candidates or representatives from political parties, they should not be aired as stand-alone interviews. They should be balanced or accompanied by interviews (preferably by non-politicians), which critique, deepen, or elaborate on their views and positions.

If a CKUT programmer is a member of a political party running in the election or election issue being covered, that programmer must state their political affiliation on the air.

In the case of CKUT programmers running as candidates in an election, you must refer to the CRTC guidelines for “On-Air personalities as candidates”. This policy also extends to candidates in municipal elections for CKUT.

## **ON-AIR PERSONALITIES AS CANDIDATES**

On-air personalities are people who are seen or heard on radio, TV or community programming channels. Even if the person's voice is only heard as a commercial announcer, that person is still considered to be an on-air personality.

If an on-air personality becomes a candidate in a provincial or federal political election, their on-air duties must stop:

- as soon as their candidacy is announced

OR



- once the election is officially called, whichever is later

## FRIENDS

Do not bring friends into MCR to "help" with your show, unless it has been cleared with your department coordinator. **With the exception of interview guests, people who have not been trained by a Programming Coordinator cannot go on-air!** They have not completed training or read all of the station's policies, and could become a liability for you and the station. Programmers are responsible for what goes over the air and what takes place in the studio during their broadcast time, including the behaviour of guests!

## HANDLING COMPLAINTS WHILE ON THE AIR

Never air any material (spoken word or music) without previewing it. Remember: you are responsible for everything you present on CKUT.

If someone calls to complain during your program, be polite: acknowledge the listener's right to make a complaint. Let the caller know that CKUT takes programmer feedback and complaints seriously. Ask if you can direct the call to station staff: if the caller agrees, transfer the call to a programming coordinator or give the caller the office number of your programming coordinator (available on CKUT programming guides located in MCR and on CKUT's website). They can also write to [programming@ckut.ca](mailto:programming@ckut.ca)

**DO NOT give out the home phone numbers of staff members posted on the Emergency Contact list!** These numbers are for CKUT members to use during emergency situations only.

If the caller does not want to call back or be transferred, inform them that they can use the complaints/feedback form linked to ckut's website, or ask for the complainant's name and phone number. Let them know that you will report the complaint to station staff. Call or email your Programming Coordinator with the details of the complaint.

If the caller has a very general complaint, e.g., "this is the worst programming I've ever heard" try to find out what the specific problem may be and follow the procedures above. If the caller refers to a specific word or phrase just aired, the procedures above must be followed AND the show host must as soon as possible

acknowledge on-air that some people may have found the material offensive and then provide a justification and context for airing the material.

If you receive a complaint via any kind of communication medium you must relay the information to a programming coordinator. Do not respond to complaints yourself — responding to complaints is the sole responsibility of the programming committee

## **TECHNICAL DIFFICULTIES**

If anything goes wrong while you're on air (e.g., sound problems, equipment not working properly), play some music in whatever format you have available to ensure that you continue broadcasting, and consult the MCR troubleshooting guide located next to the console.

If the steps outlined in the troubleshooting guide do not fix the problem, fill out a fault report (located on the bulletin board in MCR and outside of each production studio). Once completed, tack the fault report back up on the board, so that the right people find out about it ASAP.

**If the problem is serious (prolonged dead air, transmitter problems, power failure) and occurs outside of office hours, contact staff immediately using the emergency contact list posted in MCR.**

Do NOT complain about technical problems over the air: this will not help fix the problem and our listeners do not want to hear you complain!

## **MCR ETIQUETTE**

The Master Control Room (MCR) is the heart of CKUT. It is where we “make” radio. Programmers need full concentration in order to present their optimal, entertaining, informed and creative programming. Full respect and support must be given to the people on-air in the MCR studio. Be conscious of the “On Air” light over the MCR studio door. Never enter the MCR when the “On Air” light is ON (we do understand that there are emergencies which necessitate exceptions to this rule). Remember to silence cell phones before entering the studio.

Be considerate and respectful of the programmers before and after you by starting and finishing your show punctually! This means if your time slot is 9 -11:00, your time is up at 11, not 11:01. Refer to the digital clock on the soundboard for accurate timing. To ensure smooth and congenial transition, do not go on the microphone(s)

**minimum 2 minutes** before the end of your show (i.e., play music). This allows the next show time to set up.

If the show following yours is pre-recorded (i.e., if no one comes in to replace you for the next show), make sure the Airtime channel on the board (channel 12) is turned back on and up to the yellow line. Otherwise, there will be dead air.

Failure to respect these rules will result in disciplinary procedures (see [Appendix 1](#)).

## **RETURN TO NORMAL!**

**Before you leave MCR**, ensure that the broadcast console is normalised, all cables are coiled, all equipment is in its proper resting place, all surfaces are clear, and all papers and recorded materials are in their proper places. Everything must be ready and accessible for the next person.

If the show following yours is live, leave enough time for the next programmers to set up (see [MCR Etiquette](#)). If it is pre-recorded, make sure the Airtime channel on the board (channel 12) is turned back on.

If you change any settings on any equipment during your program, remember to return them back to their original settings. This includes slip mats for the turntables, pitch controls on the CD players and turntables, the 'aux' inputs on the board.

**Quit all open computer applications and log out of any personal accounts (email, social media, etc).**

Logs, the giveaway book, troubleshooting guide etc. must be in their appropriate place.

Take all of your flyers and papers with you.

Re-file CDs and records to their proper locations. It is expected that incoming programmers will file the outgoing programmer's last CD if necessary. It is not the music librarian's job to file your records.

## **MUSIC LIBRARY**

CKUT's music library is a resource to be reckoned with. Some claim it is the largest and most diverse in all the land!!

Music serviced to CKUT is the property of the station. No member/programmer may contact a record company, promoter, music club, etc. for servicing without first checking with the music department coordinator. We understand (and welcome) that some members are also involved in other areas of media and that they have relations with some aspects of the music industry, but any material solicited on the basis of a member's work at CKUT must go to CKUT.

The CKUT library is a programming library, NOT a lending library. **Music must never be removed from the station.** If you need to borrow music for a special circumstance (live remote), approval must be granted by the music department coordinator. Any instance of CKUT property leaving the station without permission will be dealt with very seriously.

Treat our musical recordings like the asset that they are. Take care when handling CDs and records. Be careful not to damage the playing surfaces, the packaging and liner notes. Return everything to its place. Remove dust from a record's surface before playing. Take very gentle care with the turntable's arm and stylus. If a record or CD is damaged, bring it to the attention of a music department coordinator.

Re-file all your records, CDs, cassette tapes and other resources when you are finished using them. Take note of the library's filing codes. Re-file the releases in their appropriate genre category and by alphabetical order and in. A white dot at the top of the CD case's spine means that it is a new release and that it belongs in the new releases section located in MCR. All other releases should be filed in the appropriate section in the main library.

## **PRODUCTION EQUIPMENT**

To use the station's production equipment, including studios and portable recording kits:

- You must be an active member of the station and your membership fees must be paid in full
- You must not have outstanding late fees or charges relating to damaged or missing equipment.
- You must have had the proper training for the equipment in question and have received authorization for reserving equipment or studio time.

- You must bring back the equipment on time.

You are responsible for the replacement and/or repair cost to any lost/stolen or damaged equipment.

Further rules and policies for studio and portable audio recorder use will be communicated to members during training.

Booking studio time or portable equipment should be done at least 48 hours in advance. Contact the Production Coordinator to make sure the time and/or equipment you want is available. If you need technical assistance, contact the Production Coordinator, who will endeavour to find a trained volunteer to tech for you.

All of CKUT's resources are to be used for CKUT. If you produce material using CKUT's equipment, it must be in collaboration with a project coordinated by the station, unless special permission has been granted. If you are using CKUT's equipment to produce content for a freelance or creative project, let your Programming Coordinator know so that a suitable place for this material can be found on CKUT's airwaves. If a member wishes to use CKUT resources for a freelance or other project that is not intended for broadcast on CKUT, that member may rent studio time or portable recording equipment if it is not already booked for use by CKUT programmers.

Any CKUT producer found to be freelancing with CKUT equipment, but not airing the material on CKUT or negotiating an equipment rental, may be billed for resources used and/or have their equipment privileges suspended or withdrawn. Similarly, any volunteer found to be using CKUT resources for use other than on-air programming without the explicit permission of a staff member may be subject to disciplinary action.

Long distance phone calls will be paid by CKUT within reason. Please keep your pre-interview calls brief and know that calling a cell phone (especially internationally) can be quite expensive (and not broadcast quality). Any volunteer found to be abusing CKUT's resources will lose access and may be billed for costs incurred.

## **REMOTE BROADCASTS**

Proposals to broadcast your show remotely shall be presented to the Steering Committee to consider the planning/promotion time, required resources

(transportation, remote hook-up, and engineering costs), and the relevance for CKUT to have a presence at the remote location.

Programmers proposing a remote should also submit a focus programming proposal to the remote to the Programming Committee (see “[Focus Programming](#)” for guidelines).

## **REMOTE BROADCAST PROPOSALS**

Proposals to the Steering Committee should include:

- Goals of the remote broadcast
- Date & time of remote broadcast, plus when equipment and promo material will be picked-up and returned.
- Names of producers coordinating the remote.
- Your promotion plan before and during the remote broadcast.
- Do you have transportation for drop off and pick up?
- What equipment do you need from CKUT?
- Technicians (Do you have an engineer in-studio and at the site?).
- Details about the location: where, tables/chairs, equipment available, phone access, plus lighting and electricity on site.
- Important considerations for choosing a location for a remote broadcast:
- Goals of remote broadcast
- Do you have access to the router to establish a wired ethernet connection? You should test connection and streaming software 1-week prior to broadcast.
- What is the distance between the phone or Internet connection and the mixer (or place of broadcast)?
- What kind of “outs” does the mixer on-location have (RCA, XLR, etc)?

If outdoors, arrangements must be made to protect equipment from the weather.

After the remote, you must fill out the “Focus Programming Evaluation Report Form” available from your Programming Coordinator.

## GUEST LISTS/ACCREDITATION

CKUT covers all kinds of events (festivals, conferences, music, theatre, dance etc.) for programming purposes. If a volunteer wishes to attend an event on behalf of CKUT, they must address a proposal and request authorization from their programming coordinator. Press accreditations are limited and are granted to volunteers based on their participation at CKUT. Under no circumstances may a volunteer request press accreditation without prior authorization from CKUT.

For concerts and music events, contact the music coordinator with your guest list request. Confirmation will be done by email or phone, so be sure to include this information when making your request. If you have not received confirmation by the day before the show, email the Music Coordinator to find out if you are on the list. Guest lists are often last minute, so please be patient.

When there are more names on a list than there are spots available, names will generally be selected on a first-come, first-served basis. However, you will be given preferential treatment if:

- You have done or intend to do an interview with the artist(s);
- The artists are suited to the mandate of your radio program, if you work with one;
- You have put in a lot of non-programming volunteer time recently; or,
- You are not on other guest lists for the same day/week/festival.
- In the case of CKUT co-presentations, you offer to take and bring back CKUT's banner, sit at a CKUT table, or emcee the event.

If you dispute a decision regarding the selection of names for a guest list, you may file a complaint with the Steering Committee.

Putting your name on a list does not guarantee that you will get into a show. We usually get a limited number of guest list and/or media spots. Thank you for understanding that it may not be possible to accommodate all guest list requests.

**Please do not:** contact a promoter, club or record company for tickets or other freebies without first asking a Programming Coordinator. Doing this not only undermines CKUT's dealings with other institutions but also prevents other

volunteers from accomplishing their work. We may check guest lists with clubs and will find out if this happens. Non-compliance with this policy will result in sanctions.

## **SAFER SPACE POLICY**

CKUT is committed to providing its staff, members and volunteers with an environment within the station that is free from harassment and discrimination and in which everyone can feel safe and welcome. We respect the rights of all people regardless of race, skin colour, ancestry, place of origin, sex/gender, sexual orientation, marital status, family status, religion, disability, body type, political beliefs, and social or economic condition.

CKUT will not tolerate any form of discrimination or harassment: in particular, the forms of discrimination and harassment covered by human rights legislation. See the [Harassment and Violence Prevention Policy](#) for a more detailed breakdown of what constitutes harassment and violence and for CKUT's policy on dealing with these things.

This policy does not negate the rights that staff have under the provisions of the [Canada Labour Code](#) or CKUT's Employee Policy. The policy also does not negate the rights of members and volunteers to redress available under legislation (e.g. the [Charter of Rights and Freedoms](#)). Where a person decides to exercise their right to redress mechanism(s) other than ones indicated in this policy, the mechanisms available under this policy will not proceed.

Abusive, discriminatory or harassing behaviour that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome is a violation of this policy. It includes actions, comments, or displays in-person, via broadcast, or on social media (also see: our [Social Media Policy](#)). It may be a single incident or something that continues over time. Some examples of such behaviour include but are not limited to:

- Unwelcome remarks, slurs, jokes, taunts, or suggestions about a person's body, clothing, race, colour, place of origin, religion, age, marital status, physical or mental disability, sex, sexual orientation, political belief, or criminal or summary conviction offence unrelated to employment;
- Participating in gossip or rumour-mongering that undermines a person in the station;



- Unwelcome sexual remarks, invitations, or requests (including persistent, unwanted contact after the end of a sexual relationship);
- Display of sexually explicit, racist, homophobic, transphobic, fatphobic or derogatory material;
- Written or verbal abuse or threats;
- Yelling (either verbal or in the tone of written communications);
- Excessive emailing, phoning, or texting;
- Practical jokes that embarrass or insult someone;
- Unwelcome physical contact, such as petting, touching, pinching, hitting;
- Patronising or condescending behaviour;
- Humiliating an employee in front of coworkers;
- Vandalism of personal property; and,
- Physical or sexual assault.

## WHAT TO DO IF YOU ARE EXPERIENCING A CONFLICT AT CKUT

If you feel that you have experienced any of the above behaviours or any other discriminatory or harassing behaviour, you should take one or more of the following steps:

- **Speak to the accused directly, if possible:** we are human beings and there are times when offensive or intimidating behaviour was not intended yet inadvertently caused harm. In such situations, if you feel safe to do so, approach the person to indicate your discomfort and hope that will be the end of it.
- **Take notes:** make note of what the bothersome behaviour was, the date it happened, how you felt, what you did about it, and if there were witnesses.
- **Speak to a Steering Committee representative or staff member:** if you do not feel safe confronting the accused or if addressing the issue with that person has not caused them to cease engaging in harassing or discriminatory behaviour, speak to a Steering Committee representative. The person you speak to will ask you for details of what happened, will make sure you

understand the policy and any other options you have (such as a grievance or human rights complaint), and will ask you how you want to proceed. You may:

- Ask them to informally speak or write to the perpetrator on your behalf, or
- Ask them to raise the matter as a formal complaint to the Steering Committee.

You have the right:

- To request that a Steering Committee representative advocate on your behalf to confront a perpetrator of harassing or discriminatory behaviour outside of the station's formal complaints procedures,
- To file a complaint and have it dealt with promptly, without fear of embarrassment or reprisal,
- To have a person of your choice accompany you during the complaint resolution process,
- To be informed about the progress and outcome of your complaint, and,
- To receive fair treatment.

The accused has the right:

- To be informed about the exact incident(s) being addressed in an informal resolution process,
- To be informed of any formal complaint made against them,
- To respond to a complaint,
- To have a person of their choice accompany them during the process,
- To be informed about the progress and outcome of the complaint, and
- To receive fair treatment.

If someone complains to you informally about your behaviour, consider your conduct objectively. For example, it might be helpful to think about whether or not you would like a family member to be treated in that manner. If someone tells you that your behaviour bothers them, it may be that — without intending to — you have spoken or

acted in a way that has offended, humiliated, or degraded another person or group of people. It is your responsibility to change your behaviour if it is harassing or offensive to others. You may also want to consider apologising.

Keep written notes of any conversation you have where someone suggests you have harassed them or another person. Record the conversation and the date it happened, how you felt, and what you did, if anything. Also make notes of your version of the alleged harassment or violation of the Safer Space policy, and if there were any witnesses.

If someone files a formal complaint (a grievance; see: Grievance Procedures) about your behaviour, you should participate in the investigation. Otherwise, a decision could be reached without your input. If the investigation shows that you violated this policy, you may be subject to disciplinary action.

If someone has a complaint with a committee that they sit on, they must remove themselves from that committee for the duration of the resolution process.

Once a complaint is made or a grievance process is initiated, we ask that all parties respect the resolution process and refrain from talking about the matter in other public forums (e.g., on social media or on the air) until it has been resolved.

CKUT has established, according to federal workplace guidelines, a Harassment and Violence Prevention Policy (HVP), and we have an internal Grievance Policy for dealing with various types of conflict that might occur at the station. If you believe that a situation has constituted harassment or violence (see the policy for definitions), then the process for dealing with that is laid out in the HVP Policy. Otherwise, please refer to the Grievance Process outlined later in this document.

## **COMPLAINTS REGARDING STATION POLICY**

Any CKUT member or staff member may direct a complaint regarding CKUT's Station Rules and Regulations, policy, station operations, facilities, members' or staff members' conduct to the station's Steering Committee.

For complaints concerning on-air programming, On-Air Rules and Regulations or Programming Policies, see Complaints Regarding On-air Programming.

Complaints should first be directed to a Steering Committee member. Complaints may be made by phone, email, mail, as a handwritten or typewritten note, or in person. Anonymous complaints will not be considered by the Steering Committee:

the name and contact information of the person filing the complaint must be presented to the Committee member at the time the complaint is made.

Upon receiving a complaint, the Steering Committee member will acknowledge receipt of the complaint and ensure that the Steering Committee is informed about the complaint at its next regular meeting (i.e., within 7 days). When the Steering Committee receives notification of a complaint, it will investigate to determine whether the complaint is valid or unfounded. The Steering Committee will notify any members or staff members implicated in the complaint within 24 hours of receiving notification. As part of its investigation, meetings may be called between:

- The individual who submitted the complaint and the Steering Committee;
- Those implicated in the complaint and the Steering Committee;
- Both of the above and the Steering Committee; and,
- Outside experts or legal professionals and one or more Steering Committee members.

The Steering Committee may also request a written response from those implicated in the complaint. All meetings and correspondence related to the investigation phase of a complaint's resolution should be completed within 28 days.

If, as a result of the investigation carried out by the Steering Committee, the complaint is determined to be unfounded, a letter explaining the process of review and station policy, signed by a Steering Committee member on behalf of the Steering Committee, will be sent to the complainant via email or postal mail.

If the complaint is found to be valid, those implicated may be warned, suspended or removed from their on-air positions in accordance with the station's Disciplinary Procedures.

The Steering Committee member who initially received the complaint will contact the person who made the complaint. This Committee member will thank the complainant for bringing the matter to the Committee's attention, explain relevant policies or procedures, and describe what actions have been taken, including steps taken to prevent similar incidents in the future. CKUT members or staff members implicated in the complaint may be asked to work with the Steering Committee to respond to the

complaint in writing and/or to take further action to resolve the complaint as necessary.

Decisions of the Steering Committee may be appealed to the Grievance Committee by filing a Grievance.

Copies of all complaints and a record of correspondence and resulting actions will be kept in a Complaints file at the station, to be maintained by Collective Management.

# APPENDIX 1: DISCIPLINARY PROCEDURES

Disciplinary procedures usually progress in the following order:

**"Warning"** refers to a verbal or written statement from the Programming Committee or a department coordinator to the programmer informing them of the nature of an offence, along with a request not to repeat it again. The Committee will take no further action unless the offence is repeated. The Committee may decide that having read all the policies, rules, etc. a warning is enough.

**"Probation"** refers to a period, usually 4 weeks [but very possibly more] in which the member's on air performance is monitored in order to verify compliance with the above regulations. Probation may also occur if a station resource is misused or returned late. In these circumstances the CKUT member's equipment borrowing and or/studio booking privileges are denied for a period of time. Probation usually occurs after a warning or a suspension has been issued. Any infraction of the rules or regulations while a programmer is on probation is likely to result in dismissal. All newly accepted shows are placed on a 3-month trial (probationary) period, after which the show will be officially accepted or dismissed (see guidelines for accepting show proposals).

**"Suspension"** refers to the member(s) in question being relieved of their on air duties for a period of 2 weeks or more. It is then followed by a probationary period.

**"Extra volunteer work"** may be considered as a substitute for suspension, allowing the host to continue on air programming while performing extra duties around the station. This procedure may be used when the suspension of the programmer may deprive a specific audience of information related to its community. (e.g., community access programming). Extra volunteer work is followed by a period of probation.

**"Dismissal"** refers to the removal of a member from all on air activities.

**"Expulsion"** refers to the removal of a member from all station activities.

## **APPENDIX 2: GRIEVANCE PROCEDURES**

### **(1) PURPOSES**

1.0 The purpose of the Grievance Committee is to review complaints entailing decisions made by the Steering or Programming Committees or any other internal disputes, which cannot otherwise be resolved. Decisions of the Grievance Committee are final and not subject to further appeal.

1.1 All decisions of the Grievance Committee will be made in accordance with the CKUT Statement of Principles and Active Policies (detailed in the Blue Book).

1.2 All parties dealing with the Grievance Committee must be familiar with these terms.

### **(2) COMPOSITION**

2.0 All grievances must be sent to the Chair of the Board of Directors (chair@ckut.ca). The Grievance Committee is struck on a case-by-case basis, after the initial complaint has been reviewed by the Chair of the Board of Directors. In arranging the Grievance Committee, the Board shall endeavour to seek intervention from third-party human resources specialised in non-profit conflict resolution in order to prevent conflicts of interest.

2.1. A conflict of interest with regards to the Grievance Committee shall be identified by the Board of Directors with consultation from the Steering Committee, and determined through a comprehensive conflict check. If a conflict of interest is deemed, the member in conflict will recuse themselves from discussions surrounding that particular complaint.

2.2 A conflict of interest shall refer to a situation where an individual has a real or perceived interest — personal, financial, or otherwise — in a particular outcome, or could derive personal benefit from actions or decisions made in their official capacity. Relationships with others (including family members and romantic partners) who may derive benefit from a particular decision shall be considered a conflict of interest.

### **(3) SUBMISSION OF THE GRIEVANCE**

3.0 Grievances must be submitted in writing to the Chair of the Board of Directors within 28 days of the decision, incident, or other matter with which the grievance is

concerned. This letter must clearly explain the background and exact nature of the complaint.

3.1 The Chair of the Board will summarise the complaint for the Board of Directors, who will appoint a Grievance Committee whose composition best addresses the nature of the complaint.

3.2 The Committee will accept or reject grievances based on the legitimacy of the claims according to the procedure outlined in these terms. If the Committee rejects a grievance they must, in confidence, outline their grounds for refusal in writing to the party filing the claim.

## **(4) HEARINGS**

4.0 If a grievance is accepted, a hearing must be held at a time agreed on by the whole Committee such that all members are present.

4.1 Previous to the date of the hearing, the Committee may request information (written or otherwise) to be submitted by all parties concerned in support of their case. All supporting documents must be typed.

4.2 Both parties will be present at the hearing. The party with the grievance will present their case first.

4.3 Presentations must be brief and to the point. The Committee reserves the right to set time limits.

4.4 Pending the nature of the case, The Chair has the right to close a presentation if the presentation is deemed redundant or irrelevant.

4.5 Each party has the right to present their case in either official language.

4.6 Archived material must be presented from the station log when possible.

4.7 In the case of group presentations the number of people who will speak for each case will be agreed upon before the hearing with the Committee.

4.8 After both parties have made their presentations the Committee will have the right to ask questions of each party.



4.9 The Committee will then break to decide on a ruling.

## **(5) DECISION-MAKING PROCESS**

5.0 In deliberation, the Committee will strive to achieve a decision by consensus. If the Chair deems that consensus is impossible, a vote will be taken. In a vote, the majority of voting members will prevail.

5.1 A vote of abstention is not allowed.

5.2 If the vote is tied, the Chair will vote to break the deadlock.

## **(6) REPORTING OF DECISIONS**

6.0 The Committee must produce a written report within two weeks of a ruling, ensuring the confidentiality of all parties involved.

## **(7) AMENDMENT OF THE TERMS OF THE GRIEVANCE COMMITTEE**

7.0 These terms of reference can be amended by the Committee according to the Committee's decision procedure and pending review from the Steering Committee and the Board of Directors.

7.1 All drafts of these terms must be kept on file for future reference.

# APPENDIX 3: HARASSMENT AND VIOLENCE PREVENTION POLICY

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## 1. Mission Statement

CKUT, in cooperation with our staff, is committed to a healthy, harassment-free and violence-free environment. CKUT has developed a policy intended to:

- Prevent and respond to workplace harassment and violence of any type.
- Address any incident that might occur in an efficient, exemplary, and objective way.
  - This will be done safe-guarding the welfare of the **parties**, while creating a safe-space for the **principal party**, so **occurrences** can be correctly identified and addressed.

## 2. Application

This policy is a supplement to the SSMU Gendered and Sexual Violence Policy, and applies to all employees, volunteers and contractors at CKUT who are engaged in work, work-related activities or work-related relationships. It applies to employees, volunteers and contractors both on station property and outside of station property. This policy applies to all incidents of harassment and violence, including sexual harassment and sexual violence, family violence and third party violence in relation to CKUT activities.

## 3. Definitions

The following definitions apply to this policy:

- **CKUT activities** include, but are not limited to all activities taking place at the station as well as activities held by CKUT at other locations such as workshops, committee meetings, remote broadcasts, concerts, fundraisers and events.
- **Designated recipient** means the team that has been designated by CKUT, to whom a notice of an occurrence may be submitted. For the purposes of this Policy, the Harassment and Violence Prevention (HVP) Team will act as the designated recipient.
- **Occurrence** means an occurrence of harassment and violence in relation to CKUT activities.
- **Principal party** means an individual or group who is the object of an occurrence.

- **Responding party** means the person who is alleged to have been responsible for the occurrence in a notice of an occurrence provided to the designated recipient.
- **Witness** means a person who witnessed an occurrence of harassment and violence or is informed of an occurrence by the principal party or responding party.
- **Workplace** means any place where an employee is engaged in work for the employee's employer as per 122(1) of the Canada Labour Code (the Code).

### 3.1 Definitions of Harassment and Violence

The Code defines harassment and violence at subsection 122(1) as “any action, conduct or comment, including of a sexual nature that can reasonably be expected to cause offence, humiliation or other physical or psychological injury or illness to an employee, including any prescribed action, conduct or comment.”

#### 3.1.1 Harassment

Harassment can include, but is not limited to any of the following acts or attempted acts:

- Spreading rumours or gossip about an individual or group.
- Cyber bullying (threatening, spreading rumours or talking negatively about an individual online).
- Threats made over the phone, by email, or through other mediums to an employee, including from an (ex) partner or family member.
- Making offensive jokes or remarks.
- Playing unwanted practical jokes.
- Socially excluding or isolating someone.
- Stalking or inappropriately following a person.
- Tampering with someone's work equipment or personal belongings.
- Vandalizing or hiding personal belongings or work equipment.
- Impeding a person's work in any deliberate way.
- Persistently criticizing, undermining, belittling, demeaning or ridiculing a person.
- Intruding on a person's privacy.
- Public ridicule or discipline.
- Unwelcome physical contact.
- Sexual innuendo or insinuation.
- Unwanted and inappropriate invitations or requests, including of a sexual

nature.

- Displaying offensive posters, cartoons, images or other visuals.
- Making aggressive, threatening or rude gestures.
- Misusing authority, including:
  - Constantly changing work guidelines.
  - Restricting information.
  - Setting impossible deadlines that lead to failure.
  - Blocking applications for leave, training or promoting in an arbitrary manner.
- Engaging in any of the actions, conduct and comments outlined above against a person because of that person's:
  - Race.
  - National or ethnic origin.
  - Colour.
  - Religion.
  - Age.
  - Sex.
  - Sexual orientation.
  - Gender identity or expression.
  - Disability.
  - Any of the other prohibited grounds that the *Canadian Human Rights Act* lists.

### **3.1.2. What Harassment is Not**

Harassment is not any of the following:

- Consensual workplace banter and interactions (unless it includes hurtful remarks about others, especially if they pertain to any of the prohibited grounds listed above).
- Reasonable management action carried out in a fair way, such as day-to-day actions by a supervisor or manager related to:
  - Performance
  - Absenteeism
  - Assignments
  - Discipline
  - Dismissal (unless it is abusive or discriminatory as understood in this policy)
- Every workplace disagreement. Although, if a conflict is poorly handled or is left unresolved, it can lead to harassment.

### **3.1.3 Violence**

Violence can include but is not limited to the following acts or attempted acts:

- Verbal threats or intimidation.
- Verbal abuse, including swearing or shouting offensively at a person.
- Non-consensual contact of a sexual nature.
- Kicking, punching, scratching, biting, squeezing, pinching, battering, hitting or wounding a person in any way.
- Attacking with any type of weapon.
- Spitting at a person.
- Throwing physical objects aggressively.
- Damaging property.

## **4. Roles**

### **4.1. Role of CKUT**

The role of CKUT in relation to harassment and violence prevention includes:

- Committing to preventing harassment and violence in the workplace.
- Jointly conducting an initial workplace assessment with an internal HVP team.
- Jointly monitoring and, when necessary, updating the workplace assessment with an internal HVP team when there is:
  - A change to the risk factors identified, or
  - A change in the effectiveness of the preventive measures that have been developed and implemented
- Jointly reviewing and updating the workplace assessment with an internal HVP team:
  - In situations where the principal party chooses to end the resolution process but the occurrence is not resolved.
  - In situations where the responding party is not an employee or the employer.
- Jointly developing emergency procedures with an internal HVP team.
- Deploying the workplace emergency procedures whenever an incident, including an incident of family violence or domestic violence, poses an immediate danger to the health and safety of an employee or there is a threat of

such an incident.

- Jointly reviewing and, when necessary, updating the emergency procedures with an internal HVP team.
- Making available to all employees information related to support services.
- Jointly developing or identifying harassment and violence prevention training with an internal HVP team.
- Delivering harassment and violence training to all employees and the designated recipient.
- Jointly reviewing and, when necessary, updating the training with an internal HVP team at least once every three (3) years and following any change to an element of the training.
- Ensuring that the designated recipient correctly follows the resolution process that is outlined in the Work Place Harassment and Violence Prevention Regulations (the Regulations).
- For investigations into an occurrence of harassment and violence, providing a copy of the investigator's report to the principal party, responding party, and workplace committee.
- Jointly determining with the workplace committee which recommendations from the investigator's report should be implemented.
- Implementing the jointly determined recommendations from the investigator's report.
- Ensuring the resolution process is completed within one (1) year after the day on which a notice of an occurrence is received.
- Reporting to the Labour Program employee deaths resulting from occurrences of harassment and violence, within twenty-four (24) hours of becoming aware of the death.
- Complying with all other aspects of the Regulations and the Code as it relates to harassment and violence.

## **4.2. Role of Designated Recipient (HVP Team)**

Under this policy, the Harassment and Violence Prevention (HVP) team will act as the designated recipient. The details of how to contact the HVP team are outlined below (Section 4.2.1). The role of the HVP team in relation to harassment and violence prevention at CKUT includes:

- Responding to all notices of an occurrence within five (5) business days of receiving the notice.
- Initiating negotiated resolution with the principal party within thirty (30) business days after the day on which the notice of an occurrence is received.

- Reviewing every notice of an occurrence with the principal party against the definition of harassment and violence outlined subsection 122(1) of the Code.
- Making every reasonable effort to resolve an occurrence for which a notice has been provided.
- Allowing the principal and responding parties the option of participating in conciliation if they both agree to participate and on who will facilitate the conciliation.
- Providing notice of an investigation to the principal and responding parties if the principal party requests an investigation.
- In the case of an investigation, selecting a person to act as an investigator from the list of investigators developed jointly by CKUT's Board and Steering Committee, and the HVP team.
- Ensuring selected investigators have the necessary knowledge, training and experience required by the Regulations.
- Ensuring investigators provide a written statement indicating they are not in a conflict of interest with respect to the occurrence.
- Providing investigators all the information that is relevant to their investigation.
- Providing weekly status updates to the principal and responding parties on the status of the resolution process.

#### 4.2.1 Composition of the HVP Team

- The HVP Team will be determined on a case-by-case basis in the following manner:
  - The Board will approach external organizations to ask for arbitration as soon as an occurrence is received.
    - CoCo:
      - <https://coco-net.org/> | [services@coco-net.org](mailto:services@coco-net.org)
      - (514) 849-5599 | 1 (866) 552-2626
  - If external mediation is not possible, the members from the Board of Directors and the Steering Committee will conjointly appoint an **internal HVP team** within 48 hours of receiving an occurrence.
    - It will be composed of three (3) persons deemed the most impartial from either the Board and/or the Steering Committee via popular vote.

#### 4.3 Role of Employees

The role of all employees in relation to harassment and violence prevention at CKUT include:



- Refraining from committing harassment and violence.
- Where appropriate and safe, informing a person committing harassment and violence that their actions are inappropriate and unwelcome.
- Reporting all occurrences of harassment and violence to the Board of Directors via email ([bod@ckut.ca](mailto:bod@ckut.ca)) when they experience or witness it.
- Where appropriate, making every reasonable effort to resolve an occurrence of harassment and violence through negotiated resolution if they were a party to an occurrence.
- Cooperating with an investigator and the investigation process related to an occurrence.
- Refraining from retaliatory behaviour against the principal party, responding party, witnesses and any other individuals who are involved in the resolution process for an occurrence.
- Respecting the confidentiality of the information shared throughout the resolution process of an occurrence.

## **5. Factors that Contribute to Workplace Harassment and Violence**

There are a number of factors that can contribute to workplace harassment and violence. These factors can be divided into 5 general categories:

- People's characteristics
- Physical work environment
- Work activity/culture
- Job factors
- Other external factors

### **5.1. People's Characteristics**

Working with people that exhibit certain characteristics can put employees at greater risk of harassment and violence. This can include working with volunteers, and their relatives, who may lash out at the closest person due to:

- Being angry and frustrated with the system.
- Having a history of violence.
- A mental health condition, emotional disorder, or a head injury.
- Racist, sexist, homophobic, transphobic, ableist or otherwise discriminatory attitudes and behaviours.
- Being under the influence of drugs or alcohol.

## **5.2. Physical Work Environment**

Certain work environments and workplace designs can result in additional risks that may lead to harassment and violence. These can include:

- Working alone, in small numbers or in isolated or low-traffic areas (for example isolated reception area, washrooms, storage areas, utility rooms).
- Working in community-based settings (for example home visitors)
- Having a mobile workplace.
- Working in a poorly designed area, such as a cramped room or a room that has poor visibility of volunteers or staff.
- Working in an overcrowded environment.
- Working in an environment with high noise levels.

## **5.3. Work Activity/Culture**

- Working with the public.
- Handling money, prescription medication or items of significant value.
- Working in an environment that tolerates or promotes racist, sexist, homophobic, ableist, or otherwise discriminatory attitudes and behaviours.
- Working during periods of intense organizational change (for example strikes, privatization, restructuring, downsizing).
- Working in the same workplace with an (ex) partner who is abusive.

## **5.4. Job Factors**

Aspects specific to a job, such as mental and physical demands of the job, can result in additional hazards that may lead to harassment and violence. This can include:

- Lack of control over how work is done.
- Excessive workload.
- Unreasonable or tight deadlines leading to high stress.
- Confusing, conflicting or unclear job or roles.
- Ambiguous or complicated reporting structures.
- Lack of job security.

## **5.5. Other External Factors**

Other external factors that can result in harassment and violence include:

- Family violence or domestic violence, such as a family member or (ex) partner:
  - Threatening an employee or co-workers either verbally or over the phone or email.

- Stalking the employee.
- Verbally abusing the employee or co-workers.
- Destroying the employee or organization's property.
- Physically harming the employee or co-workers.
- Using work time or workplace resources to monitor or attempt to control the actions of an (ex) partner.

## **6. Harassment and Violence Prevention Training**

CKUT will provide all of its employees and volunteers with a harassment and violence training course. This course will cover:

- Elements of the workplace harassment and violence prevention policy.
- The relationship between workplace harassment and violence and the prohibited grounds of discrimination under the *Canadian Human Rights Act*.
- How to recognize, minimize and prevent workplace harassment and violence.

All new employees will receive training within 3 months after the day on which their employment begins. Furthermore, all employees will receive this training again at least once every year.

The following groups will receive training on their obligations in relation to harassment and violence at least once every 3 years:

- Managers.
- Members of the HVP Team.
- Volunteers.

### **6.1 Outline of the Resolution process**

Below is a summary of the resolution process for a harassment or violence report. It includes how a principal party, or witness, can submit a notice of an occurrence.

#### **6.1.1. Notice of an Occurrence**

You are encouraged to notify the Board if:

- You are an individual who experiences an occurrence of harassment or violence in any CKUT activities, as defined by this policy, or
- You are an individual (including employees, non-employees, volunteers, or visitors) who witnessed an occurrence of harassment and violence in the workplace.

The HVP team will ask the employee or individual to fill out a form, in which they provide the following information:

- The name of the principal party and the responding party (if known).
- The date of the occurrence.
- A detailed description of the occurrence.
- Any documentation relevant to the incident, which may include but is not limited to: screenshots; written or online exchanges; photographs; written testimonies; witness contact information and recordings.

If an employee or individual is not able to provide this information in written form, they may provide this information to the HVP team orally. The HVP team will then transcribe the information for them on the form.

Please note that, to proceed with the resolution process, it is mandatory to provide the name or identity of the principal party who was involved in the occurrence. If you do not provide the name or identity of the principal party, the occurrence will not be further reviewed.

CKUT Radio cannot reveal the identities of the parties involved in the resolution process for an occurrence to either the Board of Directors or the Steering Committee without the consent of the parties. However, the identities of the parties may be revealed to each other as part of the resolution process given that the principal party and the responding party both give their consent.

Upon receiving a complaint of an occurrence, the HVP team will, if possible:

- Notify the principal party in writing of any action that is being taken within two (2) business days and ask them if they require any interim measures being applied.
- Within two (2) business days, the HVP team will inform the principal party if their Complaint falls under the jurisdiction of the policy.
  - If the complaint does not fall under the jurisdiction of the Policy, the HVP team will advise the principal party, and if applicable, of other methods of recourse, support, and accommodations available.
  - If the complaint does fall under the jurisdiction of the Policy, the HVP team will inform the principal party as such, and provide them with the option to pursue an alternate and/or formal resolution process.

### **6.1.2. Negotiated Resolution**

Negotiated resolution is a form of informal resolution where the principal party meets with the HVP team and either the Board of Directors, or the designated recipient to:

1. Discuss the occurrence.
2. Clarify what was submitted in the notice of occurrence.
3. Negotiate a resolution.

During the negotiated resolution, the HVP team will ask the principal party to meet with them. This meeting which may be conducted by phone, online, or in-person, is for an initial discussion regarding the occurrence. During this discussion, the HVP team and the principal party will review the notice of occurrence that they received on the grounds of the definition of harassment and violence in this policy. Together, they will try to determine whether the occurrence meets the definition. If both the HVP team and the principal party agree that the occurrence does not meet the definition and the principal party does not feel vulnerable, then they will deem the occurrence as resolved. If the HVP team and the principal party do not agree as to whether the occurrence meets the definition, and the principal party wishes to continue with the resolution process, then the principal party has the option of either:

- Continuing with a negotiated resolution, or
- Pursuing conciliation and/or an investigation.

If the principal party wishes to continue with a negotiated resolution, they must inform the HVP team of this decision. The HVP team will schedule a series of meetings with the principal party. At the meetings, where applicable, the responding party will discuss the occurrence and attempt to achieve resolution. The responding party does not have to be informed of the principal party's notice of occurrence or be involved at this stage of the resolution process — this is only if the principal party does not wish for them to be notified or involved. The HVP team can arrange for any of the following meetings:

- Meetings with only the principal party and the HVP team.
- Meetings with the principal party, responding party and the HVP team.
- Meetings between the principal party and the HVP team with concurrent but separate meetings between the responding party and the HVP team.

### **6.1.3. Conciliation**

A principal party and responding party may engage in conciliation at any time during the resolution process. However, conciliation can only proceed if both the principal

party and the responding party agree to engage in conciliation.

They must also agree on the person who will facilitate the conciliation. However, **conciliation can only proceed if an investigator has not provided their final investigation report.**

- The principal party and the responding party are required to inform the HVP team of their desire to participate in conciliation.
- The HVP team will then facilitate discussion around the selection of a conciliator who is agreeable to both parties.
- The HVP team will also schedule time for both parties to meet with the conciliator.

#### **6.1.4. Investigation**

The principal party may request an investigation at any time during the resolution process. If the principal party wishes to proceed with an investigation, they must inform the HVP team. The HVP team will then:

- Provide notice of an investigation to the principal and to the responding party within two (2) business days, and,
- Select an investigator in collaboration with the Board of Directors as long as there is no conflict of interest.

The selected investigator will investigate the occurrence by:

- Informing the respondent that they may provide a written response to the complaint, within five (5) business days from the date they have been notified of the investigation.
  - If the respondent does not provide a written response within the time requested, the investigation will proceed in the absence of a response.
- The investigator will then send the respondent's response to the principal party, who can then submit a written reply within five (5) business days.
  - If no written reply is provided within the time requested, the investigator will proceed in the absence of such reply. The respondent will receive a copy of the reply, if any.
- The investigator will complete the report within five (5) business days after the responses are received.
  - The investigator charged with the investigation will examine all the information submitted by the parties as well as any other

information gathered during the investigation and conduct all interviews.

- o Any interview conducted will require the presence of a member of the HVP team who will oversee the procedure providing a written account. This document will be part of the evidence submitted to the complete HVP team.

Finally, the investigator will provide CKUT Radio with a report outlining:

1. A general description of the occurrence alongside any documentation relevant to the incident, which may include but is not limited to: screenshots; written or online exchanges; photographs; written testimonies; witness contact information and recordings.
2. Their conclusion detailing whether the complaint of the occurrence was founded or unfounded.
3. Their recommendation to eliminate or minimize the risk of a similar occurrence.

CKUT Radio's Board of Directors will then provide a copy of this report to the principal party, responding party and the workplace committee.

The report will not reveal, directly or indirectly, the identity of the persons who were involved in the occurrence or the resolution process for the occurrence. However, it needs to address how such occurrences may be avoided.

CKUT Radio's Board of Directors and the HVP team will then meet to determine which of the recommendations in the investigator's report are to be implemented. CKUT Radio will implement those recommendations within one (1) year of receiving the notice of occurrence.

CKUT Radio may take into consideration the findings in an investigator's report when applying disciplinary measures. However, disciplinary measures will also depend on the findings from a separate administrative investigation that CKUT Radio will conduct in the circumstances where the investigator's report is not deemed enough by a majority of the Board members.

CKUT Radio cannot use the findings in an investigator's report for any of the following purposes:

- Replenishment of sick leave.
- Granting of any additional paid or unpaid leave.
- Monetary remuneration for damages.
- Material remuneration for damages.

However, the section Recourse avenues in this policy describes other recourse methods that a principal can pursue.

### **6.1.5 Representation**

At any time during the resolution process, a principal party may be accompanied or represented by a:

- Any person of their choosing that makes them feel safe, such as a friend, partner, or colleague.

### **6.1.6. Protection Against Reprisal**

Parties involved in an occurrence are forbidden from seeking any kind of physical, emotional, or mental retaliation outside of this process. If you experience any retaliatory action or threat of retaliatory action from the responding party, witnesses, management, or other people within or outside the organization, please inform the HVP team immediately. The HVP team is allowed to take it to the proper authorities to avoid an escalation of the conflict.

### **6.1.7. Workplace Assessment**

The HVP team will conduct a joint review. If necessary, they will update the workplace assessment if an employee submits a notice of an occurrence, and the resolution process cannot proceed for any of the following reasons (without being limited by these):

- The principal party chooses to end the resolution process at any point during the resolution process, but the occurrence is not resolved.
- The responding party is not related to CKUT Radio in any way (for example, the responding party is a member of the public, an (ex)partner, or family member conducting non-CKUT activities).
  - The HVP team is obligated to accompany the principal party to more appropriate resources so that they are not alone in their occurrence.

The purpose of the review and update of the workplace assessment is to:

- Determine what happened, considering the circumstances of the occurrence.
- Determine whether all risk factors have been appropriately identified.
- Develop new preventive measures, if needed, to mitigate the risk of a similar occurrence.



### **6.1.8. Sanctions**

The sanctions here underlined are to be a guide, but they are not limited to just these as any occurrence of harassment and/or violence may vary from case to case.

For a **visitor who is not a member the community directly affiliated to CKUT**, sanctions are to be enforced by the HVP team, in conjunction with the Human Resources Committee and Board of Directors including, but not limited to:

- Letter of apology.
- Letter of behavioural expectations signed by the respondent, the HVP team and other appropriate enforcement actors.
- Restrictions related to accessing the CKUT premises, or CKUT events.

For a **member of the community directly affiliated to CKUT with no radio airtime (Non-programmer volunteers)**, sanctions are to be enforced by the HVP team, in conjunction with the Human Resources Committee and Board of Directors including, but not limited to:

- Letter of apology.
- Letter of behavioural expectations signed by the respondent, HVP team and other appropriate enforcement actors.
- Restrictions related to accessing the CKUT premises, or CKUT events.
- Mandated anti-harassment or anti-violence training coordinated by the HVP team.

For a **member of the community directly affiliated to CKUT with radio airtime (Programmer)**, sanctions are to be enforced by the HVP team, in conjunction with the Human Resources Committee and Board of Directors including, but not limited to:

- Letter of apology.
- Letter of behavioural expectations signed by the respondent, HVP team and other appropriate enforcement actors.
- Restrictions related to accessing the CKUT installations, or CKUT events.
- Mandated anti-harassment or anti-violence training coordinated by the HVP team.
- Restriction from participation in CKUT-related activities, including removal from their radio show.

For a **member directly affiliated to CKUT (Staff members)**, sanctions are to be enforced by the HVP team, in conjunction with the Human Resources Committee and Board of Directors including, but not limited to:

- Letter of apology.

- Letter of behavioural expectations signed by the respondent, HVP team and other appropriate enforcement actors.
- Restrictions related to accessing the CKUT installations, or CKUT events.
- Mandated anti-harassment or anti-violence training coordinated by the HVP team.
- Restriction from participation in CKUT-related activities, including removal from their radio airtime, if any.
- Administrative leave or suspension without pay.
- Dismissal from their position at CKUT.

For a member directly affiliated to a CKUT's governing body (**Members of the Board of Directors or Steering Committee**), sanctions are to be enforced by the HVP team, in conjunction with the Human Resources Committee and Board of Directors including, but not limited to:

- Letter of apology.
- Letter of behavioural expectations signed by the respondent, HVP team and other appropriate enforcement actors.
- Restrictions related to accessing the CKUT installations, or CKUT events.
- Mandated anti-harassment or anti-violence training coordinated by the HVP team.
- Restriction from participation in CKUT-related activities, including removal from their radio airtime, if they had any.
- Suspension of their duties.
- Removal from their elected position.

## 7. Emergency Procedures

If a harassment or violence occurrence poses an immediate danger to the health and safety of a principal, or if there is a threat of such an occurrence, please contact the McGill Security Office at (514) 398-3000 **or call 911 for emergency services.**

Below is a summary of the emergency procedures that CKUT Radio members must implement in various types of situations.

### 7.1. Violence in the Workplace

If you witness or experience violence at work:

- Remove yourself from the situation if you can.
- Inform or seek help from a co-worker immediately.
- If a member of the Board of Directors is the responding party, contact another

representative of the Board or any other member of the staff or the Board.

- If your physical security or well-being is threatened, if possible, call 911.
- Contact the Security Office as soon as you can do so, **if applicable**.

If you are dealing with a violent person:

- Stay calm.
- Try to calm the other person or diffuse the situation.
  - Avoid saying or doing anything that could aggravate the situation.
  - Avoid eye contact or sudden movements that can be perceived as threatening.
  - Respect the person's personal space.
  - Continue the conversation with the person only if the person calms down.
  - Tell the person that you understand the reason for their anger.
  - If the behaviour persists, end the conversation
- Politely notify the person that you will leave the work area or ask them to do so.
- Notify staff or seek help from a co-worker immediately.
- If the person refuses to leave the premises and the situation escalates, call 911 and contact McGill's Security Office at (514) 398-3000.

## 7.2. Active Shooter

If you witness an incident involving an active shooter outside the building:

- Stay out of sight (away from windows) and warn colleagues and visitors.
- Leave the area at risk if it is safe to do so.
- When safe to do so, call 911, and McGill's Security Office at (514) 398-3000, and other building occupants.
- If you cannot evacuate the building safely, lock outside doors, barricade yourself, and close the blinds and curtains carefully.
- Wait for instructions from first responders.

If you witness an incident involving an active shooter inside the building:

- Stay calm.
- If you can do so safely, leave the area immediately.
- Warn as many others as possible without attracting the attention of the assailant.
- If you can do so safely, call 911 and McGill's Security Office at (514) 398-3000, notify other building occupants.

- Lock the doors or barricade yourself in a room using furniture.
- Block the windows; close the office's blinds, curtains, and lights.
- If the workspace has no door, hide under your desk or where you cannot be seen.
- If you are in a washroom, remain there if safe to do so.
- Silence your cellphone, turn off radios, computers, and noise-making devices.
- If you cannot escape, remain silent and hide until first responders arrive.
- Wait for instructions from first responders.

### **7.3. Bomb Threat**

If you are made aware of a bomb threat by telephone:

- Try to listen to the caller calmly and do not interrupt them.
- Try to get as much information as possible, such as:
  - When the bomb is supposed to explode.
  - Where the bomb is located.
  - Description of the device.
  - Reason for the call or motivation of the threat.
  - Telephone number on the display screen (if possible).
- Remember any details you can about the caller, such as:
  - Approximate age
  - Gender
  - Accent
  - Level of nervousness
  - Any background noises
- Call 911 and inform McGill's Security Office at (514) 398-3000.
- Remain available to provide information to first responders.

If you are made aware of a bomb threat by written media:

- Save the email (or letter).
  - Try to manipulate the letter as little as possible, such as leaving fingerprints on it.
    - Let the police or McGill's Security Office retrieve the letter.
- Send the email to the police following their instructions.

If a bomb alert is activated (for example, over intercom):

- Visually inspect your immediate work area including:
  - Wastepaper baskets
  - Storage areas
  - Dislodged suspended ceiling panels

- o Furniture that has been moved
- o Closets
- Inform your colleagues of the results of your search.
- If you find a suspicious package, do **not** touch it and inform the police and McGill's Security Office immediately.
- Do not evacuate the building until the security services authorize you to do so.

## 8. Privacy Protection

CKUT Radio is committed to the protection of the privacy of the persons involved in an occurrence. As such, the members of the Board, or staff are not permitted any involvement in the resolution process of an occurrence (unless they make part of the internal HVP team's committee and have been trained to be there). Furthermore, we will not permit an investigator to disclose the identity of any of the persons involved in an occurrence or the resolution process for an occurrence in any report it produces and distributes. This includes the principal party, responding party, witnesses and any other individuals interviewed by the investigator.

Please note that if legally obligated, CKUT Radio may disclose information, if, but not limited to:

- o An individual is at imminent risk of self-harm or harming others.
- o Members of the University community or the broader community may be at imminent risk of harm; and/or
- o Investigation or reporting to authorities where required by law (the following list of examples is not meant to be exhaustive: an incident involving a minor, obligations related to occupational health and safety, human rights legislation and/or community safety, procedural fairness).

## 9. Recourse Avenues

Employees can pursue multiple recourse avenues for their occurrence. This includes, but is not limited to:

- Pursuing recourse under the *Canadian Human Rights Act* with the *Canadian Human Rights Commission*.
- Pursuing recourse directly with SSMU under their Gendered and Sexual Violence Policy.
- Pursuing recourse with the Canadian Institute for Conflict Resolution.
- Pursuing recourse directly with the police under the *Criminal Code*.

## 10. Support Measures

Involved parties can access a list of medical, psychological, or other support services available within the province of Quebec.

- 211: Help line and website providing information on government and community social and health services.
- Info-Santé and Info-Social 8-1-1: Free, confidential consultation service available 24 hours a day, 7 days a week.
- Réseau Avant de Craquer: Collection of mental health assistance organizations 1-855-CRAQUER (272-2837)
- Suicide Action Montréal: Suicide prevention organization 1-866-APPELLE (277-3553)
- DIOGÈNE: Resources for people with a mental illness with judicial and/or homelessness issues 514-874-1214
- Commission des droits de la personne et des droits de la jeunesse (CDPDJ): 1-800-361-6477
- Elder Mistreatment Helpline: 1-888-489-2287
- Ligne Tel-Aînés: 514-353-2463
- Crime Victims Assistance Centres (CAVAC): 1-866-LE CAVAC (532-2822)
- Centres d'aide et de lutte contre les agressions à caractère sexuel (CALACS): 1-888-933-9007
- Centre pour les victimes d'agression sexuelle de Montréal: Listening, support and referral 24/7. 514-933-9007
- LGBTQ + Community Center of Montreal: Services for people on sexual and gender diversity 514-528-8424
- Native Friendship Centre of Montreal: Day center 9 am to 5 pm, Monday to Friday. 514-499-1854
- Ullivik: Health and social services for the Nunavik community 24/7. 514-932-9047, ext. 0
- Cree Health Board: Health and social services for the Cree community 24/7. 514-989-1393, ext. 73270 or 73238
- Projet Autochtones du Québec: Free hosting service for homeless people or people in vulnerable situations. 6 pm to 8 am, 7 days a week. 514 879-3310, ext. 202 or 203.
- Southern Inuit Association: Social services for the Aboriginal community. 9 am to 5 pm, Monday to Friday. 514 545-1885
- RESICQ : Centre de Crise du Quebec :
  - Centre-Est. Centre de crise Le Transit. (514) 282-7753
  - Centre-Ouest. Centre d'intervention de crise Tracom. (514) 483-3033

## **11. Notices Submitted in Bad Faith**

Notices of harassment and violence that are identified throughout the resolution process as having been made in bad faith may be subject to disciplinary action.

## **12. Complaints Related to Employer Non-compliance with the Code**

In accordance with section 127.1 of the Code, if you, as an employee believe that there has been a contravention of the Code as it relates to an occurrence of harassment and violence, you may make either an oral or a written complaint to the Board of Directors