THE BLUE BOOK

CKUT POLICY AND PROCEDURES MANUAL

- 2026 edition -



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

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1. ABOUT CKUT

Radio CKUT 90.3FM (CKUT) is a non-profit, campus-community radio station based at McGill University in Montreal, Quebec. CKUT provides alternative music, news and spoken word programming to the city of Montreal, surrounding areas, and 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. We've been on air as CKUT since November 1987.

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 documentation 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 (See: Station Structure) over the years to reflect the evolution of the station.

1.1. GETTING STARTED

So you're new to CKUT? Welcome! We ask that you please familiarize 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, 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 (See: Disciplinary Procedures). Be sure to read them before going on-air.

  The reason we have a Statement of Principles is because we reach a wide 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 the 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!

1.2. 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.

1.3. MANDATE

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 broadcasts 5700 watts at 90.3 MHz to the greater Montreal area (200 km radius), 24 hours a day, 365 days a year. We also stream online at 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. We aim to be a mic for the mic-less.

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

1. 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,
2. 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 realized through adherence to CKUT's Statement of Principles and the implementation of the Programming Policies that govern the station.

1.4. STATEMENT OF PRINCIPLES

CKUT is a volunteer-driven organization 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. (See: Safer Space Policy)

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 organization 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. (See: Music Policy)

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 emphasizing 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. (See: Spoken Word Policy)

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. (See: Volunteering and Membership)

CKUT will publicize 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. (See: Disciplinary Procedures)

1.5. VOLUNTEERING AND MEMBERSHIP

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 has two types of volunteer Members:

- **Active Members** (the approximately 300 student and 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 but have not done a tour and orientation
    - non-student members recommended by the Steering Committee who have paid their dues but not completed the other steps to become Active Members).

Regular Members have the right to vote at meetings of the Members but are not eligible to run for committees or the Board. (See: Station Structure)

All CKUT members must be willing to work under CKUT's Mandate and Statement of Principles. Members must sign a volunteer agreement that outlines the expectations and responsibilities of a CKUT member to indicate they understand their rights and responsibilities.

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, as outlined in the Disciplinary Procedures. Should the individual wish to contest this decision, they may file a Grievance (as per CKUT's Grievance Procedures).

Membership at CKUT is defined by our Bylaws. See: Membership Dues and Cards.

* Note: in this text, “member” and “volunteer” are often used interchangeably. All paid staff, volunteers (programmers and other volunteers), interns, and committee members are members of CKUT.

1.5.1. VOLUNTEER RESPONSIBILITIES

As a volunteer, you must:

- Abide by CKUT’s policies, rules, and regulations (outlined below);
- Attend, if possible, the Annual General Meeting (AGM) (see below) and any other general volunteer meetings;
- Be in good financial standing with CKUT (see: Membership Dues and Cards);
- Be responsible for station resources such as equipment, music library and premises. Theft or abuse of these resources may result in membership being revoked;
- 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 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.

1.5.2. VOLUNTEER RIGHTS

As a volunteer, you have the right to:

- Be treated with respect (see: Safer Space Policy);

- Know as much about the organization as possible and participate in station governance when possible (see: Collective Management;
- 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 Programming Coordinators and other staff and volunteers;
- Develop your broadcasting skills and take on more challenging roles as your skills develop;
- 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; and,
- 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: the Safer Space Policy, the Grievance Procedures, and the Harassment and Violence Prevention Policy.

1.5.3. MEMBERSHIP DUES AND CARDS

All CKUT volunteers must maintain a valid membership at CKUT. A membership fee applies to community members who are not McGill students.

Maintaining a valid membership allows access to the library, on-air and production studios (time/space permitting), media accreditations, portable recorders, phones and the possibility to serve on committees.

The membership fee is due for new members who are not McGill student members (i.e., who have not paid for their membership via their student fees). After completing volunteer intake, a tour and, and an orientation/training for their respective departments, all new members (McGill student Regular Members and community 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 prior to the AGM. It is the responsibility of each volunteer to have their membership paid and in good standing. Any

CKUT volunteer accessing station privileges with an expired membership may receive a warning from the Steering Committee and may be suspended from the above privileges if they do not renew their membership.

Any community member experiencing financial hardship can request a **sliding scale membership fee of $0-20**. This sliding scale fee will be approved at the discretion of a department coordinator and ratified by the Steering Committee.

See: By-laws 3.3 Active Membership Eligibility & Fees.

1.6. CKUT STATION STRUCTURE

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

- The Board Of Directors
- The Steering Committee
- The Programming 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.

1.6.1. 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:

- CKUT Permanent Staff Representative
- CKUT Steering Committee Representative
- At least 5 **Active Members**:
    - At least 2 who are undergraduate students (1 is nominated by the **Student Society of McGill University (SSMU)** as outlined in Article 36 of SSMU's Internal Regulations,)
    - At least 1 who is post-graduate student (nominated by the **Post-Graduate Student Society of McGill University (PGSS)** as outlined in Chapters 7 and 11 of the PGSS Activities Manual),

    - At least 2 who are non-students, and,

- At least 2 members of the **community at large**, including but not limited to residents of Montreal and surrounding areas, and faculty or staff of McGill University.

1.6.1.1. OFFICES OF THE BOARD

Four (4) Board members are chosen to serve as **Officers** in the positions of Chair, Vice-Chair, Secretary and Treasurer. (For more information on Officers, see BoD Officer and Subcommittee Descriptions (2024).pdf)

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

The Board is responsible for hiring staff to run the radio station within a structure established and reviewed yearly by the Board.

All members of the Board are **Active Members** of the station upon their election or appointment.

The Board is responsible to the Members of the station and must hold an Annual General Meeting (AGM) of the station's membership at least once a year.

1.6.2. STEERING COMMITTEE

The **Steering Committee (Steering)** is the internal group that monitors and guides the day-to-day operations of the station. Steering also monitors, reviews and proposes revisions to the internal structure established through the Board of Directors. It aspires to be the collective management of CKUT through the interaction and consultation of volunteers and staff responsible for the various departments. The minimum requirements are to be a member in good standing and to have been involved at CKUT for a **minimum of three months**.

Steering is composed of the following roles: 6 permanent staff and (typically) up to 3 volunteer representatives. The 3 volunteer representative positions are decided by Steering in advance of the AGM, depending on their needs. These open positions are communicated to candidates who are interested in running so that they may indicate which position they are running for. Candidates must declare their intention to run for a committee role in advance of the AGM. The roles are:

1. Music Coordinator
2. Spoken Word Coordinator

3. Production Coordinator
4. Partnerships Coordinator
5. Fundraising & Outreach Coordinator
6. Volunteer Coordinator

And any 3 of the following positions:

7. Programming Representative,
    - Spoken Word
    - Music
8. Community News Volunteer Representative
9. McGill Student Representative
10. Production Representative
11. Community-at-Large Representative

1.6.3. 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.

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

Members of the committee are elected at the AGM.

The membership of the ProCom 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 Women's Volunteer Rep
- 2 Black Block Volunteer Reps
- Music Department Coordinator (non-voting)
- Spoken Word Coordinator (non-voting)

The mandate of ProCom is to coordinate and oversee all on-air programming at CKUT. As its primary function, ProCom 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

ProCom 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.

ProCom'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.

1.6.3.1. INTERIM PROCOM REPRESENTATIVE SELECTION POLICY

Volunteers may join ProCom 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 ProCom 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 ProCom.

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 ProCom. 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.

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

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

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

1.6.4. FINANCE COMMITTEE

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

FinCom is composed of (5) members:

- The **Treasurer** of CKUT (an officer of the Board of Directors),
- 1 Steering Committee representative, and,
- 3 representatives appointed by the Board of Directors.

FinCom's responsibilities are as follows:

- Support the Financial Coordinator and the Steering Committee in the establishment of a CKUT's annual operating budget
- Review financial statements
- Review cash flow as necessary to ensure we have money in our chequing account to pay bills/payroll.
- Approve and schedule major purchases

- Approve GIC or investment purchases

Capital expenditures over $1000 (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 AGM.

1.6.5. 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** (see: policies for complaints regarding programming and policy or conduct.)

The Grievance Committee is struck *ad hoc* according to the below criteria, and 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.

1.6.6. ANNUAL GENERAL MEETING (AGM)

The **Annual General Meeting (AGM)** is a legal requirement for CKUT as outlined in Section 4 of our Bylaws. It must happen within 6 months of the end of the previous fiscal year, which generally places it at the end of November each year. The exact date is decided upon by Steering (CKUT's collective management committee) and the Board of Directors (BoD) and must be conveyed to the membership **21 to 60 days before the meeting**.

The primary function of the AGM is to share the past fiscal year's financial reports with the membership, appoint the auditor for the upcoming fiscal year, share reports from the Board and staff about the activities of the preceding year, and elect committee members to the Steering Committee, Programming Committee, and the Board of Directors.

The AGM is also a time at which member motions, which must be made in advance of the meeting, are voted upon, and various other matters can be discussed. It is a moment for all of the station's members and other interested parties to see what's been going on at CKUT for the previous year, particularly with respect to finances, and for Active Members to nominate themselves for committees, which is one of the best ways to get involved in the day-to-day workings of the station.

The AGM is open to all Members of CKUT, and members of the public may be admitted at the discretion of the Chair of the Board of Directors. Only Members may speak or vote, and only Active Members can run for committees

Everyone interested in nominating themselves for a committee position is asked to indicate their interest in the AGM intake RSVP form, and to provide some brief information about who they are. This is to give Steering a chance to prepare the online ballots ahead of time and to flag if there are candidates who may be presently ineligible due to their membership standing (on probation, suspension, or involved in an ongoing conflict or grievance).

For more on the AGM, see: CKUT's AGM Guide for Participants (2024)

1.6.7. CKUT STAFF

CKUT maintains a small core staff of paid permanent positions, as well as temporary, seasonal, and grant-funded positions employed on contracts.

1.6.7.1. PERMANENT STAFF

The permanent staff at CKUT comprises the **Department Coordinators**:

- Programming Coordinators
  - **Music Coordinator:** music@ckut.ca
  - **Spoken Word Coordinator**: spokenword@ckut.ca
- Other Department Coordinators
  - **Funding and Outreach Coordinator**: funding@ckut.ca
  - **Partnerships Coordinator**: partnerships@ckut.ca
  - **Production Coordinator**: production@ckut.ca
  - **Volunteer Coordinator**: volunteering@ckut.ca

1.6.7.2. CONTRACT STAFF

Contract positions at CKUT vary according to need and access to funding, but may include:

- Music Librarian
- Partnerships Assistant
- Spoken Word Assistant
- McGill Engagement Coordinator
- Social Media Coordinator
- Archivist

1.6.8. COLLECTIVE MANAGEMENT

CKUT operates on a non-hierarchical **collective management** system that includes volunteers in decision-making. The body responsible for managing the day-to-day affairs of the station is the Steering Committee, and volunteers in good standing are elected to this committee at the AGM.

2. 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 is a campus-based community radio station. The vast majority of its programming is "**community access**" by definition. 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 organizations 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. See also: BALANCE OF PROGRAMMING.

2.1. REGULATORY POLICIES

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 campus and community radio policy (which sets out the role, definition, 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.)

2.2. 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.

2.2.1. 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. Any spoken word segments are subject to all the rules and regulations of the Spoken Word Policy, including journalistic standards. There are two forms of music programming: Community Access and General Music.

2.2.1.1. COMMUNITY ACCESS MUSIC PROGRAMMING

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

2.2.1.2. GENERAL MUSIC

General Music programs do not fulfill 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

2.2.2. 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**.

2.2.2.1. 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

2.2.2.2. COMMUNITY ACCESS SPOKEN WORD PROGRAMMING

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 (Audio Smut, O.W.L.), Amandla, Lesbo-sons

2.2.2.3. 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

2.3. 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 or 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 play all kinds of music. This can include material by artists exploring difficult and taboo facets of human experience and behaviour: for example racism, sadomasochism, addiction, slavery, insanity, mass murderer, hatred, torture, genocide, etc. CKUT believes that artists often serve as 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.

2.3.1. CANCON

CKUT is 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 Coordinator for help.

2.3.2. TOP 40

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 contextualize them. However, 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*.

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 (see Regulatory Policies). However, it will not be promoted, playlisted, charted or featured regularly on CKUT.

2.3.3. STREAMING

Not all materials found on the Internet are suitable for broadcast. Programmers must ensure that audio is of broadcast quality, and that the audio content is cleared for broadcast use (see Copyright Policy).

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.

Music on streaming services such as Youtube or Spotify are not typically licensed for broadcast and therefore should not be aired.

2.4. SPOKEN WORD POLICY

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 considerately and in a manner accessible to all listeners.

CKUT's resources are dedicated to the exploration and exposition of lesser-known, unrecognized 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 National Public Broadcasters (e.g., CBC).

CKUT recognizes and celebrates that the parameters of art are nebulous and vary by 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 possibility on-air and will at all times contextualize the material in question through intelligent explication, analysis and responsible discussion.

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.

In accordance with Canadian criminal law, the CRTC, and other legal guidelines, CKUT prohibits any content that can be considered an offence against a person or reputation (e.g., defamation, libel, or slander), disinformation/misinformation, or proselytizing.

- Defamation/libel: matter published, without lawful justification or excuse, that is likely to injure the reputation of any person by exposing them to hatred, contempt or ridicule, or that is designed to insult the person of or concerning whom it is published, which may be expressed directly or by insinuation or irony.
- Disinformation: intentionally false or deceptive communication tactics that actors use to advance their political or economic aims.
- Misinformation: communication that may contain false claims but is not intended to cause harm (such as satire or accidental errors)

Although we make every effort to avoid mistakes, we know they might still happen. When we make a mistake - whether in fact or in context, and regardless of the platform, we correct it promptly, prominently and in a transparent manner.

CRTC and CKUT rules and regulations do not support the "Talk Radio" format: excessive talking, indulging in bad jokes, giving lots of opinions or 'hot takes,' etc**.** (See: Free Chat Guidelines).

2.4.1. NEWS POLICY

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

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

The 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.

The 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.

The News Collective endeavours to utilize radio as a tool for resisting corporate-controlled and -consolidated media.

The News Collective, and all programmers making journalistic content at CKUT, adhere to the Ethics Guidelines (2023) of the Canadian Association of Journalists (CAJ) on accuracy, fairness, independence, conflicts of interest, transparency, diversity, and accountability.

Additionally, the 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 making defamatory statements.

For more on CKUT's editorial guidelines, ask a Program Coordinator for CKUT's Editorial Policy.

2.4.2. BALANCE OF PROGRAMMING

CKUT recognizes that the station is an alternative voice in Montreal's media landscape through its creation and selection of programming.

CKUT recognizes 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 and general programming. Complex issues may be dealt with across several different programs in order to provide an overall balance of programming over a reasonable period of time, which is consistent with the CRTC's views on balance.

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

2.5. SENSITIVE CONTENT AND CONTENT DISCLAIMERS

People often ask, "Can I swear on CKUT?" The answer is "yes but"-- it's a little bit complicated.

CKUT is subject to federally mandated CRTC and CBSC (Canadian Broadcasting Standards Council) regulations regarding on-air content as laid out in the Broadcasting Act and related broadcasting decisions (e.g., this one). The CRTC requires that "adult" content, or content that may not be appropriate for children, not be aired prior to the "**watershed**" period, or beginning of the late-night period, from 9pm-6am.

Regarding “sensitive” content (harsh or explicit language, sexual or violent themes and other matter that may not be considered appropriate for young listeners, as well as content that might be triggering), if we air it outside of those hours (i.e., 6am-9pm), we have a legal responsibility to include content disclaimers warning listeners of what they might hear. We also consider this to be good radio etiquette.

Additionally, we ask that programmers use a content warning whenever they are expressing personal opinions on their shows (please note that we are not mandated for talk radio and so the expression of personal opinions must be kept to a minimum; please see the Free Chat section for more on this).

We have recorded content disclaimers that you can use (found in Airtime and the Ads and PSAs folder), or you can do them yourself verbally on the microphone. You must use any/all of these disclaimers whenever they pertain to your show. We recommend airing them at the beginning of your show, along with your show’s mandate, and at least one other time during the show.

- “The opinions expressed on this show do not necessarily reflect the opinions of CKUT at large.”
- “The following program contains adult language and themes and may not be suitable for children.”
- “The following program contains mentions/descriptions of racial/sexual/etc. violence/discussion of suicide/etc. Listener discretion is advised.”

Again, aside from expressing care for our listeners, these are a legal requirement. If a listener were to make a complaint to the CRTC regarding on-air content, whether or not content disclaimers were aired properly would factor into the ruling.

Programmers should also include content disclaimers on their show page on the website if their show frequently contains sensitive content, and should include a content disclaimer in the playlist even for one-off content.

2.5.1. CONTEXTUALIZATION

As noted above in the Music and Spoken Word Policies, there are situations in which we might air content that seems to go against our mandate not to air bigoted or discriminatory material, specifically when a member of a marginalized group is talking about experiences they or other members of that group have faced, or in order to educate the broader public about the kinds of discrimination they face. When we air sensitive material in this way, we must contextualize it as such. The above content disclaimers are one way of doing that, but

you should strive to provide more context than this during your show so that listeners understand why you are airing the content.

2.6. THIRD LANGUAGE PROGRAMMING

CKUT is committed to programming in languages other than French or English, herein referred to as “third languages.” If a show is, in part or in full, in a language other than French or English, programmers should make an effort at the beginning and end of the shows to summarize the content in English or French.

It is the responsibility of the Programming Committee (ProCom) to support and monitor all CKUT programs. Therefore, the Committee must be able to understand programming that takes place in third languages. 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 ProCom, the Committee must set in place one of the following procedures:

1. If ProCom understands both the language and the content, it can monitor the program as usual.
2. If ProCom 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 organizations, the committee can ask that a representative organization 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.

2.6.1. COMMUNITY ADVISORY BOARD

If ProCom does not understand either the content or the language of a program, it will establish a **Community Advisory Board (CAB)** 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 ProCom, 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.

The CAB may accept suggestions, complaints and other input from the community. The CAB is authorized to make recommendations and report to ProCom, which is the final decision-making body for programming at CKUT.

2.7. FOCUS/SPECIAL PROGRAMMING

CKUT's focus/special 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.

ProCom is open to proposals of focus/special programming 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 ProCom through a Programming Coordinator. Proposals should include the following information:

1. Goals & objectives of the proposed programming;
2. A description of how the programming will engage CKUT's listeners;
3. A plan for soliciting and incorporating CKUT volunteer participation;
4. A plan for involving programmers whose regular broadcasts may be pre- empted;
5. Names of producers and contributors, their qualifications, and their roles in the proposed programming (hosting, technical operations, promotion, production);
6. Date(s), time(s) & length(s) of proposed broadcast(s), including a run-sheet for the proposed programming;
7. 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;
8. A contact list (names and phone numbers) of community groups, NGOs, organizations, and other contacts who will be approached for research, interviews, promotion or financial support;

9. 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);
10. A list of relevant music that will be drawn upon (song, artist, album, CanCon);
11. A list of resources required from the station (phone use, studio time, recording equipment, printing, training, etc.);
12. A list of expenses (note: transportation of equipment, rental of equipment and technical support are not covered by CKUT); and,
13. 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.

ProCom may also request a calendar, including timeframes 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.

ProCom may choose to **approve**, **reject** or **request changes** to a focus programming proposal. ProCom 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.

2.8. PROGRAM EVALUATIONS

One of the ProCom'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 constructive and 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, ProCom 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. ProCom will then endeavour to honour such a request within six (6) months. The procedure for program evaluations is as follows:

1. Programming Coordinators or other committee members bring forward programs to be reviewed and these are prioritized by consensus.
2. 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;
3. 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;
4. Programmer(s) will be asked to complete a self-evaluation of the program of their choice, using a standard evaluation form;
5. This form will also be completed by at least 3 ProCom 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;
6. 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;

7. All evaluations (committee members, listener, and self-evaluations) are to be completed within a one-month period; and,
8. At the end of this period, programming coordinators collect the completed evaluation forms. The resulting feedback is discussed and synthesized by ProCom at its next regularly scheduled meeting.

Upon consensus, ProCom can:

- Deliver a letter to the programmer(s) sharing the Committee's feedback and suggestions;
- Ask the programmer(s) to attend a ProCom 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 ProCom will be kept in the program's file.

2.9. 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 ProCom 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, notice must be given to the Programming Coordinator and ProCom.

If a programmer is unable to continue producing a program, they must inform ProCom at least 4 weeks in advance.

Programmers seeking time-slot 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 program proposals, which are kept on a separate waiting list. In some cases, where no show on either the time change or new program waiting list fits the time-slot, ProCom may call for new proposals. ProCom 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.

2.10. HOW TO MAKE A PROGRAM PROPOSAL

2.10.1. PROPOSAL GUIDELINES

CKUT's programming schedule is developed and monitored by the Programming Committee (ProCom). ProCom 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:

1. **a name** — choose a name or names that would be appropriate for the show.
2. **the date** — please include the date of submission
3. **the mandate** — who will it serve? why is it important? what are the goals and objectives?
4. **the contributors/producers/programmers** — who will work on the show? what is their experience? how will coordinators/producers ensure fair and collective participation?
5. **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.
6. **the length** — how long and how often would the ideal program be?
7. **the resources** — what will be needed from CKUT? technical or research assistance? physical or staff resources?
8. **content ideas** — what kinds of topics will be covered over the course of 4–5 months?
9. **an outline** — write up a mock show outline: detail the programming minute by minute, including the track names and artists of all musical selections.
10. **a demo** — record an example of a typical show, and submit it on CD or in a digital format.

Please do not use AI for any element of the show proposal. See: CKUT's AI Policy

2.10.2. PROPOSAL EVALUATION PROCEDURES

Applicants will be directed to the appropriate Programming Coordinator. 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 ProCom). All other proposals will be passed on to ProCom for consideration. ProCom 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.

ProCom 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:

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

Applicants may be invited to attend a ProCom 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 ProCom 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 monitored by ProCom.

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 is considered to be on probation for 3 months. During this time, the program will undergo at least one program evaluation. At the end of this 3-month period, ProCom will decide whether the program will be given a permanent time-slot, have an additional 3-month conditional period, or be removed.

2.11. COMPLAINTS REGARDING ON-AIR PROGRAMMING

Any listener or CKUT member may direct a complaint regarding on-air programming to the station's Programming Committee (ProCom).

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 ProCom are informed about the complaint, *within 5 working days* of receipt of the complaint. When the programmer(s) involved is given notification of the complaint, they will be invited to respond. When ProCom 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 ProCom, 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 ProCom, 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 ProCom and/or the Programming Coordinator to respond to the complaint in writing.

All meetings and correspondence related to the investigation phase of a complaint's resolution should be completed *within 60 days* of receipt of the complaint.

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.

Complaints made against a programmer and deemed valid may count as warnings according to our disciplinary procedures.

For complaints regarding station policy or member conduct, see COMPLAINTS REGARDING STATION POLICY OR MEMBER CONDUCT.

3. STATION POLICIES

3.1. SAFER SPACE POLICY AND CODE OF CONDUCT

CKUT is committed to providing all its members, staff and volunteers, with an environment within the station that is free from harassment and discrimination and in which everyone can feel safe and welcome. All members of CKUT are expected to conduct themselves in a manner that aligns with the following.

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.

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, fat-phobic 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;
- Patronizing or condescending behaviour;
- Humiliating an employee in front of coworkers;
- Vandalism of personal property; and,
- Physical or sexual assault.

Violations of this policy will result in the triggering of various internal processes depending on the circumstances and severity of the violation (see the Complaint Policy and Harassment and Violence Prevention Policy), as well as Disciplinary Procedures.

3.1.1. WHAT TO DO IF YOU ARE EXPERIENCING A CONFLICT AT CKUT

See COMPLAINTS REGARDING STATION POLICY OR MEMBER CONDUCT.

3.2. FUNDING DRIVE POLICY

CKUT's Annual Funding Drive is a ten-day radio-telethon with special programming, guests and events. Funding Drive provides a large portion of the station's operating budget and ensures CKUT can remain on the air 24/7 for years to come.

The Funding Drive is a shared responsibility. It requires the participation of all station members: programmers, volunteers, staff, committees and the Board of Directors.

Participation is **mandatory** for staff and programmers and expected for all others. Every contribution, whether in dollars, time, effort or elbow grease helps to make the Funding Drive a success.

3.2.1. PROGRAMMER REQUIREMENTS

As CKUT's direct link to listeners, programmers have specific obligations during the Funding Drive. Programmers must fulfill the following responsibilities during the Funding Drive:

1. **Preparation**: Remain up to date with all Funding Drive materials and procedures provided by staff. This means acknowledging receipt of Funding Drive materials shared by staff and engaging in discussion about Funding Drive efforts.
2. **On-Air Pitching**: Programmers are expected to pitch for the Funding Drive at least every 15 minutes during their Funding Drive show(s) – regardless of whether the program is live or pre-recorded – in line with CKUT's general broadcast requirement to identify the station every 15 minutes
3. **Promotion**: Promote the Funding Drive on-air and actively share campaign information through personal and/or community networks
4. **Handle Pledges/Donations Responsibly**: Record all pledges and/or donations accurately and transfer them in a timely manner to the appropriate staff or system.

3.2.2. SPECIAL PROGRAMMING

Program hosts are encouraged to plan special programming (e.g., guest interviews, in-studio performances, feature segments) for the Funding Drive and to communicate these plans to their designated Programming Coordinator as well as the Funding & Outreach Coordinator at least two weeks before the start of the Drive.

Providing advance notice of special programming allows for stronger promotion, increases listener awareness, and helps maximize audience engagement and donations.

3.2.3. SHOW GOAL

Program hosts are required to set a fundraising goal for their show, based on information provided by the Funding & Outreach Coordinator (including past year's earnings, the show's relative costs to the station, and the overall Funding Drive target).

This goal must be communicated to the programmers designated Programming Coordinator as well as the Funding & Outreach Coordinator at least two weeks prior to the start of the Drive. Programmers are expected to work towards achieving their goal by securing pre-pledges and actively promoting their Funding Drive programming to friends, family, listeners and community.

3.2.4. STATION SUPPORT

The Funding & Outreach Coordinator along with the Funding Drive Assistant and your associated Programming Coordinator(s) will provide members, programmers and volunteers, with the resources for a successful drive, including:

- Printed and digital materials (manuals, posters, bulletins, emails, updates);
- Training sessions and drop-ins before the drive;
    - Training sessions: provide structured guidance on how to run an effective Funding Drive show, including tips on on-air pitching, using audio equipment during the Drive, tracking pledges, and engaging listeners;
    - Drop-ins are open informal office hours where hosts and volunteers can come by to ask questions, practice pitching, review their show's fundraising goal, or get one-on-one support with Drive planning.
- Staff and volunteer support during the daytime, evening and weekend programming when possible; and,
- Systems for processing online donations and pledges.

3.2.5. ACCESSIBILITY & ACCOMMODATION

CKUT will make reasonable accommodations for programmers facing barriers to participation (accessibility needs, technical proficiency, illness, extraordinary circumstances, etc.). Programmers should notify the Funding & Outreach Coordinator along with their appropriate Programming Coordinator in advance (when possible) to arrange support.

Members who do not fulfill their Funding Drive responsibilities may be reviewed by the Programming Committee or Steering Committee and may face disciplinary procedures. Remember that participation is a requirement of membership.

The Funding Drive is both a fundraiser and a celebration of CKUT's community. Members are expected to support one another, uphold station values on-air, and contribute to the team spirit that makes the drive not only fun but an annual success!

3.3. PARTNERSHIPS AND ADVERTISING POLICY

Ad sales represent a significant portion of CKUT's budget, and are one of the main exchanges we make with our partner organisations. They are the responsibility of the Partnerships Coordinator.

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 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.

All advertisements made on air, formally or informally, must be cleared with the Partnerships Coordinator.

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

3.3.1. 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 organizers receive reduced rates for advertising.

Co-presentations are negotiated by the 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.

3.4. COPYRIGHT POLICY

CKUT follows and adheres to Canadian copyright laws.

CKUT believes creators should control the copyright of their own works. CKUT's Copyright Policy 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 organization, 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 utilizing 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.

3.5. SOCIAL MEDIA POLICY

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 any page or account associated with CKUT (e.g., a show's Facebook, Twitter/X, Instagram page, etc.) must respect the 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 (e.g., 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.

3.5.1. POLICY APPLICATION

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.

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.

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.

3.5.2. SOCIAL MEDIA RULES

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.

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 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 community 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.

Consequences for 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.

3.5.3. SOCIAL MEDIA BEST PRACTICES

What kinds of content are appropriate or inappropriate to share?

Keep it professional. For staff, consider publishing to the organization'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 criticized 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. (See: Sensitive Content and Content Disclaimers)

3.6. AI (ARTIFICIAL INTELLIGENCE) POLICY

At CKUT, it is part of our mandate to navigate emergent technologies and to help our community do the same. We are excited about the possibilities opened up by AI (Artificial Intelligence), but we are also cautious about the ways in which we adopt its use at the station. At the same time, we pride ourselves on being people-powered and exist to amplify the voices of the people in the communities we serve.

3.6.1. WHAT IS ARTIFICIAL INTELLIGENCE (AI)?

Artificial Intelligence (AI): A machine-based system capable of performing tasks that would otherwise typically require human intelligence—such as creating content, making decisions, or generating predictions.

Generative AI: A subset of AI that can produce original outputs like text, music, speech, video, images, and code based on user prompts.

3.6.2. USING AI AT CKUT

In particular, we are thinking about the environmental impacts of AI (e.g., resource drain from data centres), issues around copyright (like AI being trained with data it wasn't given permission to use), and social issues like replacing jobs– especially creative ones, because we exist to showcase the creative work of real people. We would rather teach you the skills you need or provide you with resources to create than see you rely on AI.

We believe that what makes CKUT a crucial local resource are the diverse human contributions and perspectives from our community members. If everyone is using AI-generated artwork, prompts, scripts, etc. then CKUT will become no different than the AI-reliant status quo media outlets that we exist to offer an alternative to.

Here are some general rules for AI usage at CKUT:

- Don't use it if you don't NEED to (consider the environmental, social, and informational impact of every single use)
    - Running something through a chatbot to see if it's funny or as a shortcut for something you could write yourself? Probably not worth it.
    - Using AI to write a news story? You're better off fact-checking and writing it yourself– you're honing valuable skills and might avoid errors.
    - Using AI to translate something or make an episode transcript? Probably reasonable, but should be checked by a human.
    - Playing content made, in part or full, by AI? You must be able to contextualize it (see below).
    - Using AI to generate art? Not worth it. Ask us and we will help you make something.
    - Making your own content using AI? Probably not reasonable. **A general rule of thumb is that if you could work with a person to make it, do that, and if using AI would replace someone's job, don't use it.**
- If you are going to play content that has been created using AI, you must be able to contextualize it within the topic of the show, as with any other type of prohibited content (e.g., Top 40, "sensitive" content).

- You MUST disclose whenever you use it, either verbally (e.g., if you have used ChatGPT or similar to write part of your show) or in writing (e.g., if a social media post contains an AI-generated image).
    - For example, if you use ChatGPT or similar to translate or summarize a text, you must say so when you introduce the text.
    - If you are referring to a work created using AI tools, you must make it clear that it was produced using AI.
- All AI content aired must be reviewed by a real human (i.e. the volunteer airing the material or a staff member).

If in doubt, ask your Programming Coordinator.

If you are using AI because you do not have the resources to do work yourself, please let us know so that we can help.

CKUT staff agree to abide by the same rules.

3.7. 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), keep in 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 must 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).

3.8. COMPLAINTS REGARDING STATION POLICY OR MEMBER CONDUCT

Any CKUT member, staff or volunteer, may direct a complaint regarding CKUT's Rules and Regulations, policies, station operations, facilities, members' or staff members' conduct to the station's Steering Committee via a Department Coordinator or another staff member of their choosing.

This section constitutes CKUT's internal policy for dealing with various types of complaints and conflicts that might occur at the station. CKUT has also established a Harassment and Violence Prevention (HVP) Policy. The HVP Policy is in accordance with federal workplace guidelines. 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.

If someone has a complaint within a committee that they sit on, they may be asked by Steering to remove themself from that committee for the duration of the resolution process.

If you feel that you have experienced any breach of the Safer Space Policy or any other discriminatory or harassing behaviour, or you feel as though a member or staff member's conduct does not reflect the mandate and regulations as outlined in the Blue Book, you should take the following steps:

- **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 (Steering) representative or staff member (Department Coordinator)**: if you do not feel safe confronting the implicated party, speak to a Steering Committee representative. If you have addressed the issue with that person and they continue to engage in harassing or discriminatory behaviour or the issue persists, speak to a Steering representative.

The Steering or staff member you speak to will ask you for details of what happened in order to create an **Incident Report**, will make sure you understand CKUT's policies 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 Steering.

You have the right:

- To request that a Steering representative advocate on your behalf to confront a perpetrator of harassing or discriminatory behaviour outside of the station's formal complaints procedures (informally),
- To file a formal 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.

Both parties have the right to remain anonymous throughout the investigation process to each other and to other Staff or Steering Committee members involved in the investigation. This anonymizing process will only be considered if anonymizing is both possible and feasible; assessing feasibility will be done through consideration of the administrative burden anonymization would entail. If both parties consent to their identities being known, they will be shared with those involved in the investigation process if deemed appropriate.

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 public forums (e.g., on social media or on the air) until it has been resolved.

For complaints concerning on-air programming, see COMPLAINTS REGARDING ON-AIR PROGRAMMING.

3.8.1. INFORMAL COMPLAINTS

If you choose to make an informal complaint, the Steering member you speak with will inform you of the results of their conversation with the implicated within 5 working days. If you are satisfied with the outcome, the matter will be considered resolved and the Incident Report will be kept on file. If you are not satisfied, you may make a formal complaint (or file a grievance).

An informal complaint may constitute a "first warning" at the discretion of the Steering member.

A description (which may be anonymized) of any informal complaints will be made to the Steering Committee and included in the monthly report from the Steering Committee to the Board of Directors.

3.8.2. FORMAL COMPLAINTS

Formal 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 member will acknowledge its receipt and ensure that the Steering Committee is informed at its next regular meeting (i.e., *within 7 days* of receipt).

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 implicated *within 5 working days* of receiving the complaint.

As part of its investigation, meetings may be called between:

- The complainant and the Steering Committee;
- The implicated 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.
    - If the Steering Committee does not believe itself capable of dealing with the complaint, it may invoke the Board of Directors as an outside expert, in which case the Grievance Procedures are followed.

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 60 days* of receipt of the complaint.

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 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 dismissed, including from their on-air positions, in accordance with the station's Disciplinary Procedures.

The Steering member who initially received the complaint will contact the complainant. 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 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. A grievance may be filed if the complainant or accused are not satisfied with the resolution process of a formal complaint. If the Steering Committee considers itself incapable of dealing with a formal complaint, it may also ask for assistance from the Board of Directors, in which case a grievance process will be triggered.

Copies of all complaints and a record of correspondence and resulting actions will be kept in a file at the station, to be maintained by collective management (the Steering Committee).

A description of any formal complaints will be included in the monthly Steering Committee report to the Board of Directors.

3.8.3. WHAT TO DO IF SOMEONE MAKES A COMPLAINT ABOUT YOU

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. Make notes about 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 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.

4. CKUT RULES & REGULATIONS

4.1. 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. If approval has been received, members will adhere to the terms as dictated within the CKUT Copyright Policy, Procedure, and Compensation document, which will be made available after approval through communications with members.

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 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.

4.2. 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!

4.3. 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.

4.4. ON-AIR RULES & REGULATIONS

The following rules and terms have been compiled from precedents established since CKUT went on 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 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 on-air content must adhere to both the Music Policy and Spoken Word Policy. Show hosts are responsible for everything said on air during their shows, whether it be by them and their co-hosts, guests, or pre-recorded content.

Show hosts should be particularly mindful of the time of day at which their show airs: all programming broadcast between 6am and 9pm should be considered appropriate for all ages, or be prefaced by content warnings (See: Sensitive Content policies). Note that a content warning does not absolve you in the case of a listener complaint. You are responsible for what you play on the air.

Hosts should refrain from saying anything that could be construed as promoting the consumption of drugs/alcohol (including cannabis). There should also not be any indication that such substances are being used during a broadcast. For more details, see the Code for broadcast advertising of alcoholic beverages.

The basic elements of a radio show that all programmers must include **every show** are: the show mandate, station identifications, and ads. Each episode should **start with a short explanation of the show's mandate** (e.g., "This is Venus Radio, a show where we celebrate music of all genres and all forms of artistic expression by women, queer people, and gender non-conforming folks").

4.4.1. 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, and contact your programming coordinator.

Please try to give **48 hours** notice if you cannot do your show. This is so your Programming 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, according to the disciplinary procedures.

4.4.2. PRE-RECORDED SHOWS AND AIRTIME

When CKUT's studios closed temporarily during the COVID 19 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 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.

4.4.3. 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 minidiscs 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.

4.4.4. 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.

4.4.4.1. 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. The Partnerships Coordinator, and very often the ad purchaser, checks compliance with the ad logs.

4.4.4.2. 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 sx, 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. Timestamps can be added afterwards if needed– ask the Production Coordinator for details. 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.

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.

4.4.4.2.1. SOCAN

CKUT staff use the playlist information on ckut.ca to file our **SOCAN** (Society of Composers, Authors and Music Publishers of Canada) Logs, which 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 to ensure that songwriters receive royalties for the airplay of their music on CKUT's airwaves. If you have questions about SOCAN or the survey process, contact the Music Coordinator.

4.4.5. STATION IDENTIFICATION

A Station Identification (**Station ID**) contains our **call letters and frequency** (i.e., CKUT 90.3FM). It may also include information such as 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.

4.4.6. 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. See: Advertising Policy

Only CKUT can receive revenues from advertising. Any programmer requesting or accepting money for on-air promotion will be subject to disciplinary procedures and may lose their privileges as a CKUT member.

All advertisements made on air, formally or informally, must be cleared with the Partnerships Coordinator.

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 Coordinator has to confirm that the ads were played as scheduled. If for any reason you cannot play an ad, please inform the Partnerships Coordinator.

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 Coordinator to get approval from the Steering Committee for any other national advertisement.

Do not criticize 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 the Partnerships Coordinator 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 Coordinator then the issue will be decided by the Steering Committee.

Please forward any listener complaints about advertisements to the Partnerships Coordinator. See: COMPLAINTS REGARDING ON-AIR PROGRAMMING.

4.4.6.1. CO-PRESENTATIONS

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 organizers receive reduced rates for advertising. Co-presentations are typically aired for two weeks and are considered advertising by the CRTC.

Co-presentations are negotiated by the 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.

Because co-presentations imply cooperation between the station and other organizations, 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 will typically 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 Coordinator. See: Co-Presentation Policy

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 Coordinator.

4.4.6.2. GIVEAWAYS

We do ticket giveaways for co-presentations and for events advertised (paid) on CKUT, and in special cases where the giveaway is tied directly to programming (i.e., you are doing an interview with someone who wants to offer tickets to the event). The CRTC considers ticket giveaways to be advertising.

Any other giveaway must be cleared with the Partnerships Department. Please be sure to inform the Partnerships 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 Coordinator.

4.4.6.3. 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, grassroots, 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.

4.4.6.4. PUBLIC SERVICE ANNOUNCEMENTS

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

Public service announcements provide information about an issue that has no commercial value or expiration date. They are not necessarily 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.

4.4.7. 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 (e.g., 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!

4.4.8. 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 wall for accurate timing.

To ensure smooth and congenial transition, **do not go on the microphone(s) a minimum of 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.

4.4.8.1. RETURN TO NORMAL!

Before you leave MCR, ensure that the broadcast console has been put back to normal, 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, clean, 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 and the fader pushed up.

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 (e.g., email, social media, streaming services, etc).

Take all of your flyers and papers with you.

Re-file CDs and records in 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.

4.4.9. 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. Any volunteer found to be abusing CKUT's resources will lose access and may be billed for costs incurred.

4.4.10. MUSIC

Part of CKUT's mandate is to support local, Indigenous, Quebecois, and Canadian artists and musicians. (See: Music Policy)

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.

Regarding "sensitive" content (harsh or explicit language, sexual or violent themes and other matter that may be offensive or may not be considered appropriate for young listeners, as well as content that might be triggering), if we air it during daytime hours (i.e., 6am-9pm), we have a legal responsibility to include content disclaimers warning listeners of what they might hear. We also consider this to be good radio etiquette. See: SENSITIVE CONTENT AND CONTENT DISCLAIMERS.

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 programming log. (See: Logs)

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 (see Copyright Policy). 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. Music on streaming services such as Youtube or Spotify are not licensed for broadcast and therefore should not be aired.

Speak with a Programming Coordinator before airing material that you find on the internet or streaming services.

See: Music Policy and policies on CanCon, Top 40, and Streaming.

4.4.10.1. 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 may contact a record company, promoter, music club, etc. for servicing without first checking with the Music 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 (e.g., live remote), approval must be granted by the Music 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.

4.4.11. 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** (See: Spoken Word Policy). 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 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:

1. The mandate (goal) of the ”call-in” programming
2. The specific measures to be taken in pre-screening callers (including question(s) to be asked)
3. How listeners’ calls will be incorporated in the proposed programming
4. 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 jeopardized by on-air comments from a caller or guest.

As is the case with all programming at CKUT, ProCom (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.

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.

If a caller does cross the line, it is strongly recommended that you cut them off and apologize 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 (i.e., CKUT member)
- It is strongly recommended that the host and/or moderator encourage a constructive dialogue, that is, do not antagonize 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.

4.4.12. 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 marginalized 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 necessarily 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.

4.4.12.1. WHAT MAKES GOOD 'FREE CHAT'?

Community access shows often have 'free chat' between a collective of members that come from a marginalized identity. (e.g., Radyo Kapwa, OWL). Here are some ways to do 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 marginalized, or who are speaking from a place of personal experience.
- Comments that shed light on a topic, e.g.:
    - 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 organization 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, 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, organizations, etc.

And again, CRTC and CKUT rules and regulations do not support the “Talk Radio” format. Avoid excessive talking, indulging in bad jokes, giving lots of opinions, and remember that you, the programmer, are responsible for every single thing you or your guests say on air. ProCom (and the CRTC) will hold programmers responsible for all content broadcast on their programs.

4.4.13. FRIENDS ON AIR

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 everything that goes over the air and what takes place in the studio during their broadcast time, including the behaviour of guests!

4.4.14. 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.ca). They can also write to 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.

See also: COMPLAINTS REGARDING ON-AIR PROGRAMMING.

4.4.15. 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).

4.4.15.1. REMOTE BROADCAST PROPOSALS

Proposals to the Steering Committee should include:

1. Goals of the remote broadcast
2. Date & time of remote broadcast, plus when equipment and promo material will be picked-up and returned.
3. Names of producers coordinating the remote.

4. Your promotion plan before and during the remote broadcast.
5. Whether you have transportation for drop off and pick up?
6. What equipment do you need from CKUT?
7. Technicians (Do you have an engineer in-studio and at the site?).
8. Details about the location: where, tables/chairs, equipment available, phone access, plus lighting and electricity on site.
9. Important considerations for choosing a location for a remote broadcast:
10. Goals of remote broadcast
11. Whether you have access to the router to establish a wired ethernet connection? You should test connection and streaming software 1-week prior to broadcast.
12. What is the distance between the phone or Internet connection and the mixer (or place of broadcast)?
13. • 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.

4.4.16. 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 requests for guest list spots 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 would like to 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 may result in disciplinary procedures.

4.4.17. 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 familiarize 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.

4.4.17.1. OTHER ELECTION GUIDELINES

Part of CKUT's 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, organizations, 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 organization 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 with 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.

4.4.17.2. 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 municipal, provincial, or federal election, their on-air duties must stop:

- as soon as their candidacy is announced

OR

- once the election is officially called, whichever is later.

APPENDIX 1: DISCIPLINARY PROCEDURES

CKUT aims to foster a non-punitive culture based on the concept of transformative justice, focusing on community-building and collective solidarity rather than punishment and ostracization. We recognize, however, that there are situations that cannot be resolved according to the policies in this document which may call for disciplinary procedures.

In the case that a formal complaint is made (see COMPLAINTS REGARDING STATION POLICY OR MEMBER CONDUCT and COMPLAINTS REGARDING ON-AIR PROGRAMMING) OR A GRIEVANCE PROCEDURE is initiated, the following disciplinary procedures are available as part of the resolution process as deemed fit by the committee(s) assigned to each incident.

In the case that a member, staff or volunteer, otherwise fails to adhere to CKUT's mandate, policies, and/or the decisions of the collective bodies such as Steering, ProCom, or the Board of Directors (see: Station Structure), the following disciplinary procedures will also apply.

CKUT follows the disciplinary procedures outlined below, which usually progress in the following order:

"**Warning**" refers to a verbal or written statement from the Programming Committee, Steering Committee, or a Department Coordinator to the member informing them of the nature of an offence, along with a request not to repeat it. The Committee may decide that, having read all the policies, rules, etc., a warning is sufficient to address the situation, or that further disciplinary measures are warranted. The committee or coordinator will take no further action unless the offence is repeated or a grievance is made.

If a number of warnings are issued to the same member for similar behaviours, further disciplinary measures may be taken at the discretion of Steering and/or the Board.

"**Probation**" refers to a period, usually *4 weeks* (but very possibly more) in which the member's activities at CKUT, including on-air duties, are monitored in order to verify compliance with CKUT's regulations as outlined in the Blue Book.

Probation may also occur if a station resource is misused or returned late or if a member otherwise fails to adhere to CKUT's mandate, policies, and/or the decisions of the collective bodies. In these circumstances the CKUT member's equipment borrowing, activities at the station, and or/studio booking privileges may be 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 member is on probation is likely to result in dismissal. Probation may occur with or without a suspension period.

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 CKUT activities, including on-air duties, for a period of *2 weeks* or more. It is then followed by a probationary period.

"**Dismissal**" refers to the removal of a member from all on-air activities. A dismissed member may still take part in other station activities but is not permitted to be on air.

"**Expulsion**" refers to the revocation of member status: removal of a member from all station activities, including representing the station or presenting themself as a member of the station.

A **ban** may be enforced in the case that a member is asked not to return to the station or attend events associated with CKUT.

Should the member wish to contest any disciplinary decision, they may file a Grievance as per CKUT's Grievance Procedures (Appendix 2).

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 (e.g., a formal complaint in which one party does not agree with the outcome or which Steering does not feel capable of resolving). 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 Statement of Principles and active policies (detailed in the Blue Book (this document)).

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

2 Composition of the Grievance Committee

2.0 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 specialized 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 All grievances must be sent to the Chair of the Board of Directors (chair@ckut.ca). Grievances must be submitted in writing to the Chair *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 will summarize 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 Grievance 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 Grievance 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 Grievance Committee must produce a written report within *two (2) 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 Grievance 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

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 Workplace 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 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.
  - 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. This follows the process laid out in Section 2 of Appendix 2: Grievance Procedures.
- It will be composed of three (3) persons deemed the most impartial from either the Board and/or the Steering Committee via popular vote.

The HVP team can be reached at the following email address:

hvp@ckut.ca

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 Chair of the Board of Directors via email (chair@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 4 general categories:

- Physical work environment
- Work activity/culture
- Job factors
- Other external factors

5.1 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 (e.g., isolated reception area, washrooms, storage areas, utility rooms).
- Working in community-based settings (e.g., 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.

5.2 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 (e.g., strikes, privatization, restructuring, downsizing).
- Working in the same workplace with an (ex) partner who is abusive.

5.3 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.

5.4 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:

- Coordinators,
- Members of the HVP Team, and,
- 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 an incident report, 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 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:

1. Continuing with a negotiated resolution, or
2. 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.
    - 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 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'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'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 will implement those recommendations within *one (1) year* of receiving the notice of occurrence.

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

CKUT 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 in any way (e.g., 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 a guide, but CKUT is 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 with CKUT, sanctions are to be enforced by the HVP team, in conjunction with the Steering 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 with CKUT with no radio airtime (non-programmer volunteers), sanctions are to be enforced by the HVP team, in conjunction with the Steering 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 with CKUT with radio airtime (programmer), sanctions are to be enforced by the HVP team, in conjunction with the Steering 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 with CKUT (staff members), sanctions are to be enforced by the HVP team, in conjunction with the Steering 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 with a CKUT governing body (Members of the Board of Directors or Steering Committee), sanctions are to be enforced by the HVP team, in conjunction with the Steering 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 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
  - Furniture that has been moved
  - 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 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 may disclose information, if, but not limited to:

- An individual is at imminent risk of self-harm or harming others.
- Members of the University community or the broader community may be at imminent risk of harm; and/or
- 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 centre 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.