



**94.9 CHRW (RADIO WESTERN)
POLICY AND PROCEDURE MANUAL**

ABOUT THIS MANUAL

This document to provide guidance and direction to staff and volunteers on appropriate procedures with respect to
94.9 CHRW (Radio Western) – dated October 25, 2009

As a broadcaster it is your responsibility to be aware of the policies and procedures contained herein

HISTORY

Radio Western-CHRW 94.9 FM is a community-based campus radio station licensed by the Canadian Radio-Television and Telecommunications Commission (CRTC). Its origins date from 1959 when student politicians suggested that a student-run radio station would be a good idea. In 1971, a group of students began broadcasting for six hours every Sunday night on CFPL-AM 980. This encouraged the University Students' Council (USC) to give financial support for a closed-circuit station to be set up first in Somerville House and later at the new (at that time) University Community Centre. Interest in the station waned between 1974 and January 1978, at which time the old carrier current and cable frequencies were established. In 1979 the USC held a referendum asking students if they would support a radio station. The referendum passed by a 4-to-1 margin. The CRTC granted a low-power license (50 watts) in June 1981 for broadcasts on public airwaves. The power increase to the present 3000 watts was granted and implemented in October 1990, allowing coverage of the surrounding area from Chatham to Woodstock. A further power increase to 6000 watts and a change of frequency to 94.9 FM, happened on November 1, 2003. In August 2007, CHRW's licence was renewed by the CRTC until 2014. For more details on CHRW's history check out <http://chrwradio.com/history.html>

CHRW OBJECTIVES

- To produce and provide an opportunity for high-quality programming by UWO students and the community of London and its immediate area.
- To maintain the integrity as a community-based campus radio station and adhere to CRTC regulations and the Broadcast Act.
- Maintain a commitment to new artistic and musical expressions with a special focus on local and Canadian talent.
- Maintain a commitment to the equality of all people, regardless of gender, physical challenges, sexual orientation, race, religion, or age.
- Maintain a commitment to being on the leading edge of social and political issues ignored by the other area media.

STATION RESPONSIBILITIES

94.9 CHRW has a responsibility to:

- the USC (University Students' Council). The USC holds the broadcast license and the undergraduate students of Western fund the radio station.
- the CHRW Board of Directors.
- the CRTC (Canadian Radio-television and Telecommunications Commission). The Commission regulates broadcasting in Canada and most importantly, to
- our audience, both UWO students and alumni, and members of the London community and surrounding area.

VOLUNTEER RESPONSIBILITIES

- Be sure you have the time and the inclination to do the job to the best of your ability.
- Be dependable; do what you have agreed to do. Don't make promises you cannot keep.
- Give management sufficient notice when you are unable to come in.
- Be willing to learn: training is essential to any job well done. Take advantage of feedback.
- Welcome supervision, direction, and guidance from management; you will do a better job and enjoy it more.
- Implement new policies and procedures as directed by management.

- Be a team player; respect the function of the paid staff and fellow volunteers.
- Be tolerant of all opinions carried by CHRW, volunteers, and paid staff.
- Remember the overall goals and needs of the station as a whole, not just your own.
- Attend meetings as scheduled by staff.
- Keep the station aware of current local events of interest
- Educate the public on the role of a community-based campus radio station.
- Represent the station to the public in a professional manner.

VOLUNTEER RIGHTS

- The right to be treated respectfully as a colleague and not just as free help.
- The right to know as much about the organisation as possible: its policies, its people, its programmes
- The right to express opinions to management in an appropriate manner.
- The right to continuing training in other areas after the initial training has been completed.
- The right to sound guidance and direction by someone that is experienced and well informed.

MANAGEMENT/ORGANIZATION RIGHTS

- The right to expect acceptance of responsibilities such as promptness, reliability and good performance.
- The right to expect enthusiasm and belief in the work the organisation is doing.
- The right to make a decision as to where the volunteer would best fit.
- The right to express opinions about poor volunteer effort in a diplomatic way and to take remedial action as necessary.
- The right to expect clear and open communication from volunteers at all times.
- The right to execute job duties as directed by the CHRW Board of Directors.
- The right to arrange the programming and change policies as necessary.

TRAINING

All volunteers must be trained to the **standard required** by the **relevant** department(s) before being permitted to participate in any on-air programming. Management in consultation with the volunteer reserves the right to decide when a volunteer is ready for on-air experience. Volunteers are required to undertake a Level One (1) training session in ALL departments and must fully complete training in the department of choice before a photo ID card will be issued. While training is in progress it is essential that the volunteer-in-training carry a “New Recruit” or “Temporary ID Card” with them at all times while on station premises. Volunteers are encouraged to seek additional training in multiple areas throughout their time at CHRW.

CRTC REGULATIONS: THE LAW AND WHAT CAN BE SAID ON AIR

Introduction

Despite allusions in the Broadcast Act to freedom of expression, there are many CRTC regulations and laws which restrict what can and cannot be said over the air. Time of day, intent of the announcer, and context are all considerations for the CRTC and thus are considerations for all Radio Western volunteers. The CRTC bases regulation on a case-by-case occurrence. Playing profanity-laden material simply for “shock” value is **unacceptable** to CHRW and the CRTC.

CHRW Policy on Obscene Language / Explicit Material / Time of Day

1. **Between the hours of 6am and 9pm it is CHRW policy that we will refrain from playing music material containing profanity.** This is a time when children “may” be listening.
2. **Playing material that may be perceived as racist, sexist or otherwise demeaning will not be tolerated at any time.** CHRW is responsible for ALL material broadcast, which includes comments made by guests. In all cases of infraction not only will the person who makes remarks over the air be subject to legal action, but in all cases the radio station will also be threatened along with the holder of the broadcast licence the University Students’ Council.
3. **If an occasion arises that material aired may conflict with generally accepted audience values regarding such matters as vulgarity, profanity or sexual behavior, the material shall only be broadcast if it is in the proper context, is integral to the theme of the program, and has worthwhile educational value.** If the material is deemed to satisfy these requirements then it can be aired only if the following warning sequence is followed:
 - a. warning messages must be aired one week before a "special program" containing sexually explicit material goes to air,
 - b. a warning messages must be aired at the top of the hour for two hours before such a program and,
 - c. every hour on the hour during the program.

Volunteer broadcasters will be informed if a specific complaint has been received concerning material broadcast during a show. If such a complaint is received, the complaint and the material aired will be reviewed by station management and if it is found to contravene CHRW policy action will be taken. Penalties can range from temporary to permanent suspension of volunteer status.

The above section applies to all speech on CHRW. Obscene, indecent, or profane language spoken or recorded for on-air play by a volunteer broadcaster will bring immediate action, especially when deliberate, wilful or malicious; as a CHRW host you are **NEVER** allowed to use profanity on the air.

In Canada, air waves (radio & TV) are owned by the public and therefore community standard is the driving force - what could be considered obscene in one community may not be considered obscene in another.

CHRW Policy is based upon the following CRTC policies on the airing of explicit material

All broadcasters are required under the Act to provide programming of "high standard". High standard cannot be defined differently for different sectors of the broadcasting system.

In assessing complaints involving explicit programming, the Commission considers a number of criteria. These include:

- the time the program aired and whether children might be listening;
the context of the material;
- whether warning messages or advisories were provided;
- the amount (if any) of editing to remove objectionable material;
- the licensee's own guidelines and whether it conformed to them; and,

- the level of discretion of the programming service in question (for example, pay television services are more discretionary than over-the-air broadcasting services).

The time of day is only one factor among others to be considered. While children may generally be considered as more likely to be listening before 9 p.m., this is not the only or the determinative factor the Commission considers in assessing complaints. Depending on the other factors described above, explicit programming broadcast before 9 p.m. does not **necessarily** violate the "high standard" requirement of the Act.

While a licensee's mandate and the target audience of a particular program are not criteria used in considering complaints, these factors may form part of the context of the programming in question, which is one of the criteria used to assess complaints.

The Commission recognizes that the mandate of campus stations to provide alternative programming and programming targeted to specialized groups may mean that these stations are more likely than others to broadcast controversial programming. While each complaint will be assessed against the criteria set out above, the Commission emphasizes that a station's propensity to generate complaints is not *in itself* problematic. At licence renewal time, the Commission will consider only those complaints that were substantiated or where the Commission was not satisfied with the licensee's response.

Warning messages or advisories need not be negative in tone. They may be positive factual statements describing the nature of the programming, provided that they clearly provide listeners with the opportunity to make an informed choice as to whether the programming is suitable for them or their children.

Any questions regarding material that could be considered to violate CHRW or CRTC policies should be raised with the General Manager, Program Director or Spoken Word Director well before it goes to air.

Blasphemous Libel

The Broadcast Regulations prohibit the use of "obscene, indecent, or profane language." Usually, the use of swearing in artistic programming is exempt from such censorship, but be aware that the words "obscene" and "indecent" may have very broad interpretations. There still exists a law in the Canada Criminal Code (Sec. 296), which provides for a penalty of no more than two years imprisonment for the utterance of "blasphemous libel" statements (derogatory remarks about God)! This law excludes any remark made in good faith as an opinion on a religious subject providing it was made in "decent" language.

Politics

The Broadcast Act makes certain guarantees to ensure candidates for public office can get access to the airwaves. However, there are restrictions. Nothing can be said concerning a referendum or election (municipal, provincial, or federal) either on the day of the election, or on the day immediately preceding the election. Fines for violation are exceedingly stiff. For any political broadcast, the sponsor of the broadcast, and the political party or an individual on whose behalf the program is being broadcast must be announced before and after the broadcast. University Students' Council elections may have additional rules and regulations that should be consulted each year.

Soliciting money over the air

Under the terms of the CRTC Regulations, it is not permissible to ask for money over the air **in any form** unless the organisation that is soliciting the money fits into one of the following categories:

- Church or religious bodies (Note: the organisation generally must be a formally established church: permanently established in Canada, AND serving the area covered by the station.
- A recognised charity (recognised charities are issued an income tax number by the Canada Customs & Revenue Agency).
- **A university or college: CHRW (Radio Western)**
- Certain other non-profit organisations, which must either, be musical or artistic organisations.

CHRW conducts an annual fundraising campaign to raise operating funds for the station. All volunteers are expected to promote CHRW fundraising efforts and encourage public support.

Anti-government remarks

It is illegal to broadcast any remark, which advocates or teaches the use of force to change the Government of Canada (Criminal Code, section 60-4). The "seditious libel" law has been rarely used in recent history with the notable exception of 1970 in Quebec, and does not apply for any sort of criticism whatsoever of the existing system of law, courts, constitution, or whatever, as long as violent ("without lawful authority") overthrow is not mentioned.

Race, religious, or sexist remarks

The Broadcast Regulations prohibit "abusive" comments about race, religion, gender or sexual orientation. CHRW will not tolerate any such comments.

Defamation (Libel and Slander)

Defamation of character is covered both by Ontario provincial statutes and the Criminal of Canada. Not only is the person who made a "defamatory remark" liable to be sued for damages, the broadcast outlet can also be named in the legal suit under the Libel and Slander Act of Ontario. If the libel was particularly malicious, criminal charges (with penalties of up to 5 years imprisonment) may be laid.

- The Criminal Code (section 261) defines libel as an attempt to injure the reputation of an individual by exposure or contempt, hatred or ridicule, or comments designed to insult. Insinuations are just as deadly as allegation (section 262-2) meaning that parodies or satires, which point directly to one person, may be libellous. The presentation of false information in any case will always make things worse.

In light of the serious nature of "libel" and "slander" **volunteer broadcasters are not permitted to broadcast ANY material which may be construed as a "commentary" or "editorial"**. Volunteers are encouraged to make personal views or opinions public via the 94.9 FM signal BUT these views must be "fair" and "accurate". Commentaries will only be permitted with express permission from the Station Manager or the Spoken Word Director and the Station Manager & Spoken Word Director or a designate is solely permitted to conduct commentaries.

For a more complete explanation of "fairness" & "accuracy" go to <http://www.rtnda.org>. The RTNDA (The Association of Electronic Journalists) Code of Ethics has been adopted by 94.9 CHRW. We expect all hosts who host a show on the 94.9 CHRW to follow them:

The Association of Electronic Journalists - Code of Ethics

The Standard for Canadian Broadcasting Excellence

Free speech and an informed public are vital to a democratic society. The members of RTNDA Canada recognize the responsibility of broadcast journalists to promote and to protect the freedom to report independently about matters of public interest and to present a wide range of expressions, opinions and ideas.

ARTICLE ONE (Accuracy)

Broadcast journalists will inform the public in an accurate, comprehensive and fair manner about events and issues of importance.

ARTICLE TWO (Equality)

Broadcast journalists will report factors such as race, national or ethnic origin, colour, religion, sexual orientation, marital status or physical or mental disability only when they are relevant.

ARTICLE THREE (Authenticity)

Broadcast journalists will present news and public affairs without distortion. Interviews may be edited provided that the meaning is not changed or misrepresented. Broadcast journalists will not present news that is rehearsed or re-enacted without informing the audience. Newsrooms should take steps to ensure the authenticity of amateur video and audiotape before broadcasting it. Editorials and commentary will be identified as such.

ARTICLE FOUR (Privacy)

Broadcast journalists will respect the dignity, privacy and well being of everyone with whom they deal, and will make every effort to ensure that newsgathering and reporting does not unreasonably infringe privacy except when necessary in the public interest. Hidden audio and video recording devices should only be used when it is necessary to the credibility or accuracy of a story in the public interest.

ARTICLE FIVE (Independence)

Independence is a fundamental value and we will resist any attempts at censorship that would erode it. Broadcast journalists will resist pressures to change or alter the news. Intrusion into content, real or apparent should be resisted.

ARTICLE SIX (Integrity)

Producers of news broadcasts will not pay subjects or sources that have a vested interest in a story. Commentators or contracted experts are exempted. Broadcast journalists will not accept financial compensation from those who seek to influence news coverage thereby compromising journalistic integrity and independence.

ARTICLE SEVEN (Conflict of Interest)

Broadcast journalists will govern themselves on and off the job in such a way as to avoid conflict of interest, real or apparent.

ARTICLE EIGHT (Corrections)

Errors will be quickly acknowledged and publicly corrected.

ARTICLE NINE (Decency and Conduct)

Broadcast journalists will treat people who are subjects and sources with decency. They will use special sensitivity when dealing with children. They will strive to conduct themselves in a

courteous and considerate manner, keeping broadcast equipment as unobtrusive as possible. They will strive to prevent their presence from distorting the character or importance of events.

ARTICLE TEN (Fair Trial)

In reporting matters that are or may be before the courts, broadcast journalists will ensure that their reporting does not interfere with the rights of an individual to a fair trial.

ARTICLE ELEVEN (Covering Violent Situations)

Reporting on criminal activities such as hostage takings, prison uprisings or terrorist acts will be done in a fashion that does not knowingly endanger lives, offer comfort and support or provide vital information to the perpetrator(s). RTNDA members will contact neither victims nor perpetrators of a criminal activity during the course of the event for the purpose of conducting an interview that would interfere with a peaceful resolution.

ARTICLE TWELVE (Intellectual Property)

Plagiarism is unacceptable. Broadcast journalists will strive to honour the intellectual property of others, including video and audio materials.

ARTICLE THIRTEEN (Impediments)

Broadcast journalists will seek to remove any impediments to or bans on the gathering or reporting of news in the public interest.

ARTICLE FOURTEEN (Sources)

Broadcast journalists will make every effort to attribute news on the record. Confidential sources should be used only when it is clearly in the public interest to gather or convey important information or when a person providing information might be harmed.

ARTICLE FIFTEEN (Respect and Enforcement)

Members of the RTNDA will respect the provisions of this Code and the RTNDA itself will take all reasonable steps to encourage that all broadcast journalists in Canada are aware of and observe the Code, even if they are not themselves members of the RTNDA.

Medicines, drugs, and cures for diseases / Abortion, venereal disease, birth control:

Although you can make mention of these topics as a matter of discussion, you may not make suggestions for listeners or advise on how to deal with these issues as you are not licensed physicians.

PROGRAMMING

CHRW attempts to maintain a consistent schedule based on programming genre blocks of time. Programmes are expected to be consistent with the genre time scheduled. However, management reserves the right to pre-empt regularly scheduled programming at any time. For foreseeable pre-emptions, reasonable attempts will be made to give adequate notice to regular programming to allow audiences to be informed.

CHRW strengths lie in our unique programming

- Multi-cultural programming
- Alternative open format music shows
- Documentaries (spoken word)
- Canadian and local productions

- Special interest music shows
- Campus/community news and sports coverage

Each of the areas of strength is vital to the station's operating successfully. When everyone works in harmony to the common goal of providing quality broadcasting to the community, the station and its members can consider the results of their efforts as successful. As a volunteer you have the privilege to work in any or all of the different areas and the obligation to encourage and support others through awareness and knowledge.

MUSIC PROGRAMMING

General Music Shows - Rock/Hip Hop/Electronica/Pop etc... As Defined by the CRTC.

An Open Format show is a music-based programme with intelligent and informative spoken word material (mosaic or background) which adds colour to the music being played but remains brief in duration. Brief is described as not longer than 3 to 5 minutes. The content needs to be well researched and presented such that it reflects the intuition and intelligence of the announcer. Music however, is the dominant feature in open format programs with a special focus on Canadian Content (40%) and new release music (40%). The musical styles during an open format show may vary. The ability to blend musical styles and augment it with spoken word is the challenge facing all Open Format announcers. How well that challenge is met will be reflected in the on-air presentation. However, open format is not the place to do jazz “super sets”, or classical music “super sets” or sound art. CHRW provides opportunities for the aforementioned genres and thus open format should basically be alternative rock. Open format time is likewise not the proper avenue for extended personal opinions. Open format programming constitutes the greatest number of hours of our broadcast week and should extend the radio station to the largest part of the student body and the London community. Overall the music programs should please most of the people most of the time. As music programmers, you will need to be informed of many music activities and be willing to devote a good portion of time reviewing and analysing music for radio play.

- A well-researched and planned show is intrinsically better than a show, which is haphazard in preparation.

Music Shows - Special Interest - As Defined by the CRTC

Special interest shows focus on a particular style such as jazz, blues, folk or classical music. The hosts of these shows are recognised as authorities in their respective genres and have dedicated themselves to educating and entertaining the listener so as to get a better appreciation of the genre. Special Interest shows or “speciality” shows are required to programme 15% Canadian content and 15% new release as defined by the CRTC being six (6) months or newer.

MULTICULTURAL PROGRAMMING

CHRW is committed to representing languages other than English. For many groups, it is the only way that they can talk in their native language to their community members. CHRW is fortunate to have so many different groups involved. Multi-cultural programmes are those that are conducted in languages other than the two (2) official languages or a First Nations language. Multicultural shows are required to programme 7% Canadian content.

The Music Department is here to help procure this material so that we may meet CRTC requirements.

INFORMATION PROGRAMMING

News and Sports

One of the original intents of CHRW as decreed by the CRTC is to provide information about campus activities. CHRW provides this information through news updates, background reports and documentaries concerning students' lives, academic developments, current events, and other related activities. Mustang sports also receive attention though comprehensive coverage such as live broadcasts, sports reports, and live-phone in shows. These features are co-ordinated through the Spoken Word Director and his/her editorial staff.

Spoken Word Programs (Documentaries)

CHRW also has a commitment to do in-depth information documentaries. These shows are generally thirty minutes in length and provide concentrated information on a particular topic while providing balanced reporting. Spoken word shows focus on student issues and issues not otherwise covered by mainstream media. All shows are produced from the premise of “fairness” and “accuracy”.

Please consult the News and Sports Department Policy Manual for further detail.

DEPARTMENTAL ORGANIZATION

Programming Department

The Programming Department is responsible for co-ordinating all broadcast programming. Specific coordination of information programming is the responsibility of the News & Sports Department. The Programme Director oversees the on-air studio, schedules all shows, and produces daily log sheets. These log sheets detail each item that is to be broadcast. On-Air hosts are expected to follow the programming log sheets to the best of their ability. The programming department is also responsible for evaluating shows and making changes to the schedule.

Spoken Word & Sports Departments

The Spoken Word & Sports Departments are responsible for the information programming broadcast on CHRW. This includes news, sports, and spoken word programs. The Spoken Word & Sports Departments coordinate coverage of campus and London news and sports events by volunteers, through live coverage, interviews, and filed reports.

Music Department

The station procures and catalogues music under the direction of the Music Department. The department also maintains the on-air “new release” library and the back-catalogue library. The Music Director utilises the expertise of the volunteer programmers to find music that fits the sound the station is trying to project. In addition the department compiles and files music charts with various trade publications and for general distribution.

- Volunteers in good standing are permitted to sign out CDs and vinyl records from the Music Library for personal use. Sign out privileges are for a maximum of three (3) items and for a maximum of seven (7) days. All sign out requests must be approved by a member of the CHRW staff. Sign-out of recorded material is simply a courtesy for Radio Western volunteers and **does not include material in the on-air studio.**

Promotions Department

The Promotions Department is responsible for letting everyone know about the wonderful goings-on at the “mighty RW”. The interaction between the hosts of programs, the communities they represent and the station as a whole is reflected in the events that are sponsored and supported by the station. The promotion department co-ordinates events with individual areas of the station as are appropriate. It is this department that ensures the station is involved with as many events, both on and off campus as possible and wherever appropriate.

Production Department

This department is responsible for creating the recordings that are used at various times throughout the week. Responsibilities include producing ads, show promos, station identifications, and other special projects as they come up such as Canadian Productions.

HIRING PROCEDURES – PART-TIME & HONOURARIUM POSITIONS*

In order to ensure the internal CHRW hiring process is as fair and open as possible, the following procedure must be followed :

1. A job description must be created.
2. The position must be posted via email to all volunteers and posted in the station for at least 5 days.
3. All applicants must submit at minimum a cover letter and resume – if desired the posting may request audio samples of past work etc...
4. A hiring committee of at least 3 people must be created, including the staff member who the proposed part-timer must report to.
5. The committee must meet, discuss the applicants, and ask at least 2 of them to come forward for an interview.
6. Once an offer has been accepted, the applicant must submit paperwork as established the by the USC HR Manager.

* Full-time members are hired through the process established by the USC HR Manager.

STUDIO PROCEDURES

No food or drink is allowed in or around the production studio, on-air studio, or the newsroom production suite at CHRW.

Production Studio Booking

All production studio booking is to be made through the Production Director. Booking request forms are available outside the studio and must be completed fully before approval. No one is permitted to use the production studio without the express consent of the Production Director, management, or a designate.

Show Responsibilities

Once a host has attained a “regular” show on CHRW it is their responsibility to create a 45 second (maximum length) promo. The promo should be voiced by the host(s) involved and can focus on the music played and/or a particular feature within the show. It must include the day & time of the show and end with an appropriate “station slogan”, call letters and frequency. This promo must be updated 2 times per year (it can be updated more often if desired)

ON-AIR PROCEDURES

Arrival Times

All on-air announcers are required to report a minimum of fifteen (15) minutes prior to airtime. Arriving early ensures smooth transition between shows and permits each announcer to select play material in a timely fashion. Showing up early allows a smooth transfer of responsibility between announcers, time to finish up preparation for the show, time to check the previous announcer's play-list, check for messages and to peruse the logs before going on. Arriving announcers should check in with the current announcer before making any preparations within the on-air studio.

Announcers are expected to co-operate to ensure that all programming elements begin and end at the scheduled times. It is unfair not only to the next host, but to our listeners when one host cuts into another's time. Not following the schedule makes the station appear amateur and turns off listeners. Both arriving and departing announcers should attempt to accommodate each other's needs throughout the transition. The arriving host has the right to be prepared to go to air by the scheduled time. The departing host has the right to finish his/her show without unnecessary interference.

Announcer telephone numbers are available on the programme logs in the event that subsequent hosts need to be telephoned.

DO NOT give out volunteer or management telephone numbers to members of the general public. Instead, take a message and forward it to the appropriate person.

Guest Sign-In:

Volunteers in good standing are permitted to have a maximum of two guests per show during the duration of their time slot. Guest sign-in must be confirmed with a staff member twenty-four (24) hours prior to the show. The guests names will then appear on the station's programme logs. The volunteer broadcaster is **responsible** for all actions of their guest.

Legal Documents

All on-air volunteers are required to compile "play sheets" and to sign and verify elements of the Programme Log. Completing and signing programme logs is a requirement of the CRTC. Failure to comply with programme log and play sheet requirements will result in disciplinary action.

As part of the responsibilities each announcer is required to conduct a "bag check" of the outgoing announcer. This is the deter theft. It is the responsibility of each announcer to conduct this process conscientiously.

Filling out play sheets is covered in Programming Training and Music Department training - once you have a show your sheets will be reviewed periodically and you can expect to receive a "white sheet" for any shortcomings - this is used to keep track and determine if there are any areas that require you to take review training or further (usually negative!) action...here's a sample:

CHRW White sheet for _____ (date) / _____
(show title)

Your play sheet is lacking in the following areas:

Show Name	Show Code	Date	Time	Type	Announcers
missing incomplete	missing incomplete	missing incomplete	missing incomplete	missing incomplete	missing incomplete
Artist Name or Album/Comp. Name	Song Title	New/Can/Loc/Req/Format Quotas	Totals	Name Song from Last Playsheet	CD's Missing Info
missing incomplete	missing incomplete	missing incomplete	missing incomplete	missing incomplete	missing incomplete
Read Memo's	Bag Check	Tech Check	Visitors	Comments	Legibility
not signed	missing incomplete	missing incomplete	missing incomplete	should go on fault report	Poor Illegible

CHRW RESOLUTION INFORMATION

All employees and volunteers have a responsibility to respect the dignity and human rights of their co-workers, fellow volunteers and customers. All employees and volunteers are responsible for conducting themselves in a way that ensures others are able to work in an atmosphere free from ill-treatment and unresolved work related disputes. Employees and volunteers are encouraged to first discuss all of their workplace concerns with their immediate supervisor or Manager. In the event that an employee or volunteer feels their concerns surrounding work-related concerns or ill-treatment involve their Manager, you are encouraged to discuss your concerns with another member of the CHRW management team. It is expected that a normal amount of conflict, difference of opinion or disputes are normal in every work environment. In fact, healthy conflict tends to lead to some of the most creative and effective solutions. Respectful conflict and difference of opinion should not be confused with ill-treatment. There will, however, be occasions when volunteers will feel they have been treated unfairly by a staff member, fellow volunteer or person associated with the workplace. Not everyone will agree with all decisions and in some cases individuals may feel they have been treated unfairly. While informal discussions will resolve the majority of differences or hurt feelings, it is important that volunteers and employees have a means to express their concerns in a way that differences can be settled before they affect day-to-day operations or long-term relations between individuals. It is also important that volunteers are confident that their concerns will be addressed in a fair and consistent manner, without fear of being treated unfairly or with bias.

If satisfactory outcomes can't be achieved during informal discussions with your Supervisor or Manager, CHRW volunteers and employees are welcome to utilize the CHRW Resolution Process to resolve disputes such as:

- Work-related disputes between volunteers, or between volunteers and paid staff
- Clarifying the nature of volunteers roles, for example the boundaries of volunteer roles vs. staff roles
- Any perceived or actual difference in treatment between groups of volunteers or individual volunteers (or perceptions of such differing treatment)
- Addressing any instance where a volunteer or group of volunteers has a complaint or dispute with another volunteer, group of volunteers, other worker or CHRW more broadly

In the event that any concern, issue or problem may be of a criminal nature, it may be necessary to notify police services. In the event that any concern, issue or problem may be of a harassing or discriminatory nature, it will be referred directly to the USC Harassment and Discrimination Policy.

Once aware of incidents of un-just or ill-treatment, management is responsible for intervening and dealing with the actions of their staff. Ignoring such behaviour could be viewed as condoning it and will be subject to disciplinary action.

An individual subjected to any ill-treatment should:

Tell the offender to stop. Inform the alleged offender that her behaviour is unwelcome, that you find it uncomfortable. An individual may not realize that she is being offensive. An open and frank conversation may resolve the problem. Ask the person to immediately stop this behaviour or action.

If the person refuses to cooperate, or the above action cannot be taken:

Refer to the CHRW Resolution Procedure

Make a written record of all incidents. Include the nature of the behaviour, the times and dates of each event, what you said to the offender to bring the matter to her attention and to get her to stop, and the names of any witnesses.

CHRW Resolution Procedure

This section of the CHRW Policy & Procedure Manual outlines the procedure by which volunteers can expect their concerns regarding ill-treatment to be addressed.

At any stage a volunteer can either express their satisfaction with the resolution proposed at that stage or they may continue to the next stage if they aren't happy with the proposed resolution. Throughout the process every volunteer may expect a fair resolution of their concern without fear of jeopardizing their volunteer status.

Step 1 – Informal Discussion Stage Most complaints and concerns can be resolved when they are brought to the attention of the staff or volunteer member who is perceived as being the source of the comments or actions that are causing a volunteer to feel they are being treated unfairly or unjustly. For the vast majority of differences between individuals, there will be no need to utilize the formal Resolution Procedure. When differences can't be settled at this informal level, Step 2 can be taken.*

Step 2 - Supervisor Stage The complainant will submit a written description of the events and circumstances that surround the complaint to their immediate supervisor who will attempt to resolve it. The supervisor will write a brief report, take notes, and address the situation with the other party. The supervisor will attempt to create a solution within 15 days of receiving the concern. Once a solution has been found, the Supervisor will notify the Station Manager of the concern and the agreed upon resolution. If a resolution cannot be attained, Step 3 can be taken.*

Step 3 - Station Manager Stage If the Supervisor cannot resolve the concern, the Supervisor will notify the Station Manager. The Station Manager shall consult with both parties and arrange a meeting that includes all appropriate parties.. The purpose of this meeting is to provide a setting in which the two parties can discuss their issues and hopefully come to an understanding of each other's position and a resolution of the conflict. The Station Manager will attempt to resolve the

situation. If the complaint cannot be resolved, The USC HR Manager will be notified of the outstanding concern.

***RESOLUTION & ACTIONS** If a resolution is agreed to at any stage, the person or committee who attained the resolution will submit a written report (to be included on or attached to the Grievance Form) detailing the resolution and any action to be taken. Actions should include a review of any existing policies which should be clarified or changed to reduce additional grievances.

***FULL-TIME STAFF** If the complaint is against a full-time or part-time staff member, the Committee Stage will be replaced with a process as created by the USC Human Resources Manager.

If it is determined that the concern is unsubstantiated, notes of the allegation do not appear in the alleged offender's file. No information concerning the complaint will be placed on the file of any witness. CHRW will make every effort to help the parties reconcile their differences. In the event that it is determined that the concern is determined to be of a frivolous, vindictive or vexatious nature, action will be taken against the complainant and/or appropriate parties.



Resolution Form

If speaking to your Supervisor (Informal Discussion Stage) has not been successful in resolving a work related issue, then the next step is to fill out this form, attach a written description of the concern, and submit it to the Supervisor of the department in which the issue arose.

This is a confidential process and parties to any concern can expect their confidence and privacy will be respected and preserved. Documentation resulting from any concern will be stored in a secure place.

Name: _____

Email Address: _____ Telephone: _____

Attach a written explanation of the concern or complaint, being as specific as possible including dates, times, places and people when necessary.

Number of pages attached: _____

Action taken to resolve concern, to be filled out by Supervisor:

Multiple horizontal lines for writing the action taken to resolve the concern.

Resolution Accepted:

Complainant Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Live vs. Pre-recorded Shows

All shows on CHRW are to be done live except Spoken Word shows as scheduled by the News & Sports Director - these can be done live if approved but they are usually taped in advance because of interview and production requirements etc... If a Spoken Word host cannot do his or her show they should contact the News & Sports Director for alternate arrangements to be made; other show hosts should contact the Program Director as soon as possible so he can make alternate host arrangements. The Program Director will contact alternate hosts who have a similar music taste as the regular host; however, if none can be found in a timely manner any suitable host will be substituted. Only under exceptional circumstances will pre-recorded shows (other than those monitored by the Spoken Word Director) be allowed to run on CHRW.

TRAINING

From time to time you will be expected to train new volunteers - do not expect to be contacted regarding trainees - when you come in for your show look at the Sign Up Board and see if anyone is scheduled to come in during your show. They will be doing Session 2, 3 or 4 and should have the Programming Training Guide and their Temporary ID Card with them. Please check off the sheets to acknowledge that you have instructed the material that is asked of you. If someone is clearly not capable of what is being asked you should recommend that they re-do a Session or tell the Program Director so their training can be cleared up.

IN CASE OF ABSENT SHOW STAFF

If the host (s) who are relieving you fail to attend, there are a variety of options:

1. Telephone the host(s) who should be relieving you; their telephone number will be on the logs.
2. If that avenue is fruitless; contact full-time staff, Program Director first. They might be able to find replacement staff.
3. If that proves fruitless, then phone the host(s) who are scheduled after the absent host and see how soon they can come in.
4. Alert Program Director as soon as possible that host(s) were in non-attendance.
5. **NEVER** leave the On-Air facilities unattended.

ADDITIONAL REGULATIONS

Fire Alarms

Both the on-air studio and the production studio are equipped with fire alarm strobe lights, which will flash when the fire alarm has been activated. When the alarm is sounded the scheduled on-air announcer will place a CD in "continuous play" mode. This ensures that the station doesn't broadcast dead air. The announcer and all others present will then leave the On-Air studio.

Fire Alarms During Business Hours

In the event of a fire alarm it is management's responsibility to clear the station. All individuals must leave the station and in fact the UCC building **immediately**. During normal business hours (Monday to Friday 9:00 am to 5:00 p.m.) a staff member will usually be present to facilitate a quick and orderly exit from the station and building. However, in the event that the fire alarm is activated during non-business hours the individual charged with on-air duty will ensure that the station is cleared of all people.

Fire Alarms Non-Business Hours

- Close the on-air door.
- Ensure that no person is present in the record/CD library and studio floor and isolation studio.
- After ensuring that the on-air, library, isolation booth and studio floor is clear proceed to close the door to the library.
- The on-air announcer will then clear the remaining areas of the station and a quick and orderly fashion ensuring that all individuals present at the time of the alarm have left the station.
- After the station is cleared of all individuals the on air announcer will ensure that the main doors to room 250 are closed.

In most cases of a fire alarm the fire department will attend the UCC building. Once they have determined the situation, people will be informed as to whether they may return inside.

Theft

Those caught stealing music, equipment, or other station property will be immediately suspended and face possible criminal charges.

Holiday & Off-hour Access Procedure:

It is routine that during holidays and off-hours the UCC building will be locked down. CHRW however, broadcasts 24-7-365 and radio station volunteers and staff require access around the clock. Effective September 2002 the front doors of the UCC are open 24 hours during school days. Overnight and holiday scheduled individuals may have to use the telephone ahead procedure: in the event all doors are locked, the next announcer should telephone the On-Air studio or Event Staff to gain admittance to the building.

Use of Radio Station Equipment

Volunteers in good standing are permitted to book hand-held tape recorders for interview purposes. Misuse or reckless use of any CHRW equipment will result in disciplinary action. All use must be coordinated through station management using the designated signout methods. Abuse or failure to return CHRW equipment will result in immediate suspension.

Website

All CHRW programmes have the right to develop a programme website and have it linked from the chrwradio.com site. All content must conform to station, University Students' Council and University of Western Ontario regulations. For more information, see <http://www.uwo.ca/IP/policies>

Advertising on CHRW

All advertising on CHRW is done through the Management Team and Gazette Advertising. Performing any act, verbal notice, or service explicitly designed to act as free advertising for a venue, service, event, or product is cause for immediate action, as well as a violation of the station's relationship with its legitimate, paid sponsors. Any person expressing interest in advertising on CHRW should be directed to The Gazette Advertising Bureau, at (519) 661-3579. Any independently arranged and paid system, in cash or goods, will result in disciplinary action.

QUICK RULES:

- Food or drink is not to be consumed in studios.
- Smoking in the UCC is illegal and chargeable under city by-laws. Smoking in the on-air studio is bad for the equipment and others. If you need to smoke, go outside the building.
- Consumption of alcohol in the UCC is chargeable.
- It is illegal to be under the influence of alcohol and be on public airwaves. You, as the host, are responsible for your guests as well.
- Falling short on minimum music requirements cause a reprimand. After two reprimands there will be a suspension of on air privileges.
- Breaking C.R.T.C. or Canadian laws/rules will be cause for immediate suspension of privileges.
- Improperly filling out logs & play sheet will be cause for immediate suspension of privileges.
- Food or drink is not to be consumed in studios (repeat)

NOTES

These Policies and Procedures have been developed over the years to ease in the operation of the station. This document is to guide and assist all volunteers and to ensure the harmonious operation of the radio station.

CHRW Radio Western Incorporated has the right to up-date or amend this Policy and Procedure Manual at any time.

This manual has been compiled by:

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APPENDIX

Example of a properly completed Temp ID – see APPENDIX A.

NOTE: Volunteers in training are required to carry the temp ID whenever attending CHRW.

Example of Properly Filled Playsheet – see APPENDIX B.

Example Log Sheet – see APPENDIX C.

Any corrections/changes/missing items should be noted on the log by the announcer.