



# NWC46 ConCom March Agenda

March 9, 2024

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## **Exec Meeting - 10:00 am Start (Zoom link opens)**

Post con survey

April 1st pro forma con meeting - quick and dirty @ hotel 10am

May 11th post-con meeting @ Doubletree - social at SunnyJim's in Normandy Park

## **Votes here**

(Policies and Procedures changes - see end of this agenda)

**Exec Meeting - \_\_\_\_\_ End**

**Department and Cross-Department Meetings - 11am Start**

**Department and Cross-Department Meetings - \_\_\_\_\_ End**

## **General Open Meeting - 1pm Start**

Thank you

Native land acknowledgement

Introductions and Announcement

Walk forward to mic

### Chair

Exec meeting recap

Elections - nominations closing this meeting

Post con meeting

Charities

Timeline

Wednesday night social for those onsite

During breakouts - tour of hotel for anyone who is interested with SunnyJim

After meeting - tour of hotel for anyone who is interested with Rob

### Vice Chair

Hotel update

Parking price additional tax

How to contact hotel during con

Dead Dog party in Presidential Suite 1360 - after Art Show broken down watch Discord

for notice when room opens and party starts

Where the ADA elevators are

### Convention Services

When to show up for move in and move out

Tech has moved to Cascade 4  
Open positions  
Staff Discord  
Sunday integration test for IT

#### Special Events

Updates  
Open Positions

#### Member Services

Integration Day Sunday before con 24th 11am - Art Show and Reg cashier training  
Department reportbacks  
Reg Numbers etc  
Single Day Admissions pricing and when go live  
Accessibility - BIPOC & AAPI Lounge Location 7101  
Art Show bag check - in Cloakroom (new location NW Grand)  
LFL Ribbons  
Open positions - Info Table

#### Programming

Program grid is up  
Where do Pros go (Cascade 1)  
Workshop signups at Info Table

#### Secretary

February meeting minutes approved  
Post-con survey  
# of positions onboarded so far - 205 people, 233 positions - about 50 new people!  
If not onboarded yet, please talk to your exec  
Must go through staff kiosk

#### Business / Treasurer

Can pay registration at meeting today  
% of Budget spent and income  
Check requests

#### Personnel

Social - Denny's  
Open positions  
Cloakroom new location NW Grand right behind registration - Art Show bag check  
Teen/Tween Social, the Shire  
At-con volunteering  
Community Building - Book Club, Camping Trip, Gaming  
Dates for Volunteer picnic - July 28th 10-3 at Steel Lake Park Shelter #1, Federal  
Way  
LAW

#### Publications

Newsletter - March 15th  
Zine update  
Signs

**General Open Meeting - \_\_\_\_\_ End**

**Listen:**

- Let the person reporting the incident tell their story.
- Ask clarifying questions as appropriate; tone is important.

**Assure:**

- If appropriate, concisely summarize what the person has reported to you.
- Let the person know you will be connecting them to someone who can help.

**Walk:**

- Physically walk the reporting person to the Convention Office.
- Assures the reporting person gets to the appropriate place.



# Policies and Procedures

**Proposed Changes, March 2024**

With the assumption that the Norwescon Policies and Procedures are a living document that should be reviewed and revisited to align with our ever-evolving convention and community -- as time allows over the course of the year.

**The following have been reviewed by the Executive Team and are to be voted on in bulk at our March Executive meeting.**

Vote to amend the policies and procedures via additions or **deletions** as follows:

## **Elections**

~~\*\*POLICY: Ties for Elected Officers Roles: If there is a tie in any race, the candidates are given 48 hours to decide if they wish to proceed with a re-vote. The only option for any candidate is to continue their candidacy or withdraw. No random mechanism (coin flip, dice roll, etc.) may be used to decide the winner. If only one candidate decides to continue at the end of that period, the position will go to that candidate. If there is more than one candidate that wishes to continue their candidacy, a re-vote will occur between those who wish to continue a coin flip or other random mechanism will be used to decide the winner.~~

~~\*\*POLICY: Ties for GoH Selection Committee: If three or more candidates are tied for the GoH Selection Committee positions, those candidates are given 48 hours to decide if they wish to proceed with a re-vote. The only option for any candidate is to continue their candidacy or withdraw. No random mechanism (coin flip, dice roll, etc.) may be used to decide the winner. Withdrawals, if any, will be accepted in the order received until only two candidates remain. Those two remaining candidates will serve on the GoH Selection Committee. At the end of the~~

~~48-hour period, if more than two candidates decide to continue, a re-vote will occur with all candidates who wish to continue.~~

## Personnel

### Expectations

#### CON COM MEMBERS

POLICY: It is the responsibility of the hiring Exec Team member to recommend that each ConCom member ~~review~~ read the Norwescon Bylaws and Policies/Procedures, and to refer them to the ~~Secretary for the location of~~ electronic version. It is expected that ConCom members ~~read~~ review these within a couple of weeks of joining each year's ConCom.

#### ALL VOLUNTEERS

POLICIES: All onsite volunteers during the convention must be members of the current convention.

Volunteers must not be under the influence of any substance that shall impair judgment while on duty.

"On duty" is defined as being actively engaged in performing official duties and/or representing the Norwescon staff.

Costumes worn on duty are at the discretion of the appropriate Executive and Department head. Costumes worn on duty should not obscure identification of the individual and should be appropriate to the family friendly atmosphere of the work being performed. Costumes must not impede the ability to perform con responsibilities, ~~where "on duty is defined as being actively engaged in performing official duties and/or representing the Norwescon staff.~~ Executives and Department heads may grant exceptions based on the function being performed.

#### CONVENTION LOUNGE

POLICY: Norwescon's Convention Lounge is dry (non-alcoholic).

#### JOB DESCRIPTIONS

POLICY: ~~It is recommended that~~ All ConCom and volunteer positions shall have job descriptions. Job descriptions should be reviewed and updated by the October ConCom meeting. It is the responsibility of each Exec to supply this information for all positions in their department to the Personnel director. Job descriptions can be retained from the prior year if there are no substantial changes to the position.

Procedure: The Personnel Exec shall keep a repository of all the job descriptions. Personnel shall keep a master copy of the Org Chart with all the potential jobs listed and each year at the Executive Retreat a copy shall be made and named with the current

year to be adjusted for the needs of the current convention. Once this is finalized, this shall be passed to the Secretary for use during the year.

#### REMOVAL OF A CONVENTION COMMITTEE MEMBER

POLICY: The removal of a ConCom Member must be performed with the utmost discretion and sensitivity to that individual. Cause for such removal may include, but not be limited to, financial malfeasance, deliberate abrogation of the bylaws, flagrant disregard of a member's safety, dereliction of duty (which may include but not be limited to neglect of job responsibilities), and other major infractions.

PROCEDURE: The removal of any ConCom member must be reviewed and approved by the appropriate Exec Team member prior to the removal of said member, and in consultation with the Personnel Director. If the Personnel Director is unable to perform this function due to conflict of interest, the Vice Chair shall act in their place. If the Vice Chair is unable to perform this function due to conflict of interest, other members of the Exec Team may be used.

The ConCom member has the right to appeal the decision to the Chair, who shall then review the circumstances and, with discussion with the appropriate Exec Team member and Personnel Director, come to a final decision.

The appropriate Exec Team member may decide to submit a formal report as outlined in the violations part of the Convention Services section.

## **Volunteers**

#### CHECK - IN FOR WALK IN VOLUNTEERS

POLICY: Volunteers need to register ~~with~~ at the Volunteers Office table in the lobby and verify that the Volunteers Office ~~department~~ has at least their correct name and current convention badge number in order to be eligible for any volunteer prizes. Legal names are requested for check-in. ~~The Personnel Department Director may make exceptions on a case-by-case basis.~~

#### TEEN VOLUNTEERS

DEFINITION: Teen Volunteers are volunteers between the ages of 14 and 17.

POLICY: Per Washington State Labor and Industry standards, teenagers are permitted to work the following: 14-15 year-olds may work three hours a day M-F, eight hours a day Sat-Sun, with a total of 16 hours per week allowed. 16-17 year-olds may work four hours a day M-Thurs, eight hours a day Fri-Sun with a total of 20 hours per week allowed.

Due to child labor restrictions, teenagers are not allowed to do any ~~more~~ of the physically straining or dangerous jobs around the convention.

Jobs should be appropriate to the age/size/skill of the teen. Teens shall not be allowed to lift or carry large or heavy objects. Teens should not work on electrical equipment except

under adult supervision. Teens standing door watch should do so in pairs, with an adult volunteer within eyesight.

#### VOLUNTEERS WITH CHILDREN

POLICY: Certain jobs are not ~~reasonable~~ appropriate for volunteers who have a child age 12 or under with them: Site Operations, food preparation, tech set-up for the Masquerade & dances, etc.

Exceptions may be allowed at the discretion of the ~~appropriate~~ supervising department head.

#### VOLUNTEER REWARDS

POLICY: Volunteers logging 30 hours of volunteer time from Wednesday through Monday of the convention are eligible for a discounted membership to the next convention (e.g. at Norwescon 46 you work toward a discount for Norwescon 47). Hours that are counted as double for volunteer awards shall be counted as single hours for the purpose of the discount. The discounted membership rate is the minimum staff rate, plus \$5, for that year. This amount cannot be reduced by any other discounts.

This membership is non-transferable.

This membership is available for pre-registration only.

The Personnel Director may propose special membership rates for clubs and groups of volunteers.

PROCEDURE: Volunteers that qualify for a discounted membership shall receive a one-time voucher listing their badge number that allows them to purchase a discounted membership once the rates for the future year have been determined.

### **Convention Services**

#### CONVENTION SERVICES DIRECTOR'S RESPONSIBILITIES

POLICY: The Convention Services director must consider themselves on 24-hour duty. The Convention Services Director is strongly advised against the use of any substances that would cause intoxication and should use discretion if doing so. The Convention Services Director should not appear publicly intoxicated at any time. If they do so they may be removed from duty at the discretion of the Chair. In the case that the Convention Services Director is unable to perform their duties, the Convention Services Assistant (the second) or another department member appointed by the Convention Services Director shall assume all responsibilities as outlined in the policy, with the approval of the Chair.

Norwescon on-site operational activities fall to the responsibility of the Convention Services Director, who acts as the operations head of the convention.

The Convention Services Director shall have nightly meetings (aka: "midnight meetings" and not necessarily held at midnight) with key staff during the convention. These meetings are to report on the activities of their departments and keep the Convention Services Director informed. ~~Who~~ Whoever is invited to these meetings is at the discretion of the Convention Services Director.

~~The Chair, Vice-Chair, Programming Director, and Special Events Director~~ Executive Team shall be invited but may decline as they see fit. If an Exec declines to attend they shall provide, as appropriate, a report on the activities of their departments for the day in place of their attendance. E.G. members checked in on-site, volunteer shifts filled, etc. Times for these meetings may vary but should occur later in the evening. If a nightly meeting is not or cannot be called due to circumstances it must be with the agreement of the Chair. Any other convention meetings are at the discretion of the Convention Services Director, with the agreement of the Chair.

The Convention Services Director is responsible for the daily meeting with the hotel. The purpose of these meetings is to go over the daily charges to the hotel, sign off on charges, and to discuss any issues as necessary. The Vice-Chair should also meet with the hotel during these meetings. The Convention Services Director may appoint a proxy in their place but one of these persons must be able to sign the contract (see "Business - Authorized Signatures") and have been pre-designated to do so with the hotel. It is suggested that the Business Director or Chair be an alternate. If the Convention Services Director is not present, any issues arising from these meetings must be reported to them as soon as possible. The Convention Services Director shall inform the Chair and/or Programming Director of issues that may arise. Contact with the hotel is not limited to just this meeting and is at the discretion of the Convention Services Director.

The Convention Services Director cannot make changes to the programming track without the express approval of the Programming Director and/or the Chair. If there is a disagreement, the Chair shall act as a mediator and may make the final decision.

Any issues pertaining to invited guests of Norwescon must be discussed with the Programming Director. No invited guest of Norwescon may be removed from the convention without the express approval of the Chair.

The Convention Services Director may revoke a member or attendee's membership at their discretion for violation of Norwescon policy or upon the advice or direction from the hotel or law enforcement personnel. The Convention Services Director must submit a written report to the Chair within 24 hours of the incident. In cases of refund eligibility, the Member Services Director must also be informed.

This policy is not intended to conflict with or otherwise change, update, and/or revoke the ability of the Chair to remove and/or revoke a member or attendee's membership.

There may be circumstances where immediate action must be taken in the removal of an invited guest or member/attendee when advice or direction comes from the hotel or law enforcement. In such cases, the Convention Services Director must act accordingly and the Chair must be informed as soon as possible. This is the only exception to the removal of guests or attendees. If the Convention Services Director, for any reason, is unavailable the Convention Services Manager on Duty and/or designated 2<sup>nd</sup> can act in their proxy; however all attempts to wake, reach and/or communicate with the Convention Service Director (and designated 2<sup>nd</sup> if applicable) must be made before the determination proxy is granted.



## BIG BLOCK MEETING

POLICY: The Big Block Meeting is held at least five months prior to the start of each Norwescon. The purpose of the meeting is to assign static rooms and establish times for transitions between complicated room sets. The attendees must include the Convention Services Director (as host), Programming Director, Special Events Director, and Membership Services Director. If a room change is proposed that shall affect a department (such as Personnel for Volunteers Room, or Membership Services for the Dealers' Room), the Exec Team member of that department must be consulted prior to making the change(s). The Convention Services Director shall ensure that other Exec Team members are contacted and agree with the change(s). If such a change is known ahead of the meeting, the affected Exec Team member shall be given the option to attend the Big Block Meeting. The Big Block Meeting may alternately be included as a portion of the Exec Retreat meeting rather than scheduled as a separate meeting.

PROCEDURE: the results of the Big Block Meeting shall be shared with Layouts, Logistics/Transportation, Site Services/AV, the executive team and posted to the ConCom shared drive as a reference for the committee as a whole.

## EVENT SUMMARY MEETING

POLICY: The event summary meeting (Big Bad Book Meeting) is designed to coordinate the events and panels including the technical needs of the convention.

The meeting is chaired by the Convention Services Director.

The meeting date is typically 6-8 weeks from the convention. This is coordinated with Programming, Special Events, and Publications.

One binder of the ~~event summary sheets~~ room layouts shall be provided to the hotel. Other binders shall be distributed as needed.

PROCEDURE: The Convention Services Director will ensure that the date of the Event Summary meeting is added to the timeline and a save-the-date notice is sent out to the attendees as soon as possible after the date is determined. At least 24 hours before the meeting the Convention Services Director will share the Event Summary Sheets, Master Grid, Master Schedule, and any other materials with the attendees.

During the meeting, the grid, schedule, and event summary sheets will be reviewed to ensure that they are in alignment. Programming and Special Events will be responsible for tracking their own items for revision. The grid, schedule, and event summary sheets will be provided to publications for editing within a week after the meeting. Updates will be made in Convivious and then the schedule and event summary sheets will be exported again and provided to Publications within a week of the meeting. After delivery of the schedule, all subsequent changes will be recorded on the available track changes document created by the Programming Exec and available to all relevant parties.

## MAJOR EMERGENCIES

POLICY: If ~~an~~ a major emergency occurs at the hotel during Norwescon, the ~~Site Operations Safety Department~~ shall interface with the hotel and emergency personnel and give assistance as requested.

When informed of an emergency, ~~Site Operations~~ Safety shall immediately contact the Convention Services Director or their designee in the Director's absence and request the Director attend to the emergency.

In an emergency, the Convention Services Director shall coordinate with the Hotel Manager on duty and emergency personnel.

In an emergency, ConCom staff shall not be expected to endanger themselves in dealing with said emergency.

The Chair and/or Vice Chair shall be informed of the outcome of all emergencies as soon as conveniently possible.

## GIFT BASKETS

~~POLICY: Norwescon's Convention Services Department may give gift baskets (flower arrangements, candy, etc.) to various hotel departments at the beginning of the convention and candy refills during the convention. Hotel departments may include: Engineering, Operators, Housemen, Banquets, Front Desk, Housekeeping, Sales/Convention Services, and General Manager.~~

## ROOM PARTIES

POLICY: Open parties must be registered at the Convention Office. Any open party that is not registered shall be subject to closure.

A host must be listed for the party at the Convention Office and must remain at the party and sober. That person is responsible for the party and any incidents that occur there. If the party is serving alcohol, the host must be 21 or older.

Parties are restricted to the party areas. No alcohol may leave these areas.

If serving alcohol, the hosts are responsible for checking ID. Alcohol must be monitored. Persons under 21 may not have access to alcohol.

Noise must abate at 1 a.m. After that point, the host of the party must be sure the noise level stays within their rooms. Parties that do not reduce the noise level are subject to closure. The ~~Site Operations~~ Safety Department must be aware of the current hotel policies regarding parties.

## SITE OPERATIONS SAFETY

The safety department provides staff, volunteer, and member support via Dispatch, Discord, Safety Ambassadors, and Peacebonding as well as managing Code of Conduct or other complaints.

POLICY: ~~Prior to~~Before volunteering for one of these positions, volunteers must have taken either the extended training prior to the con or the abbreviated training at the con. This training covers the usage of necessary communications equipment, the information found in the membership guide, and the layout of the hotel.

#### SAFETY FEED

POLICY: Norwescon publishes a safety feed to our public Discord channel. This feed is also embedded on our website. Outside of the specific dates of the convention this feed will only see activity if a formal complaint is filed. If no activity happens during a convention day, a post outlining "nothing to report" shall be used as a place setter. During the convention, this feed will list formal complaints, safety deliverables, and "no activity" periods. No PII (personally identifiable information) shall be released on the safety feed. For example:

- mm/dd/yy formal complaint filed regarding offensive language at the holiday party (####)
- mm/dd/yy holiday party complaint resolved (####)
- mm/dd/yy nothing to report for Wednesday of the convention
- mm/dd/yy Safety escorted member to member's car as requested
- mm/dd/yy Safety and Hotel responded to a noise complaint in wing 5B, warning issued
- mm/dd/yy nothing to report for Sunday of the convention, see you next year!

#### VIOLATIONS (CODE OF CONDUCT, HARASSMENT)

POLICY: Harassment or other violations of the Code of Conduct can be made to [report@norwescon.org](mailto:report@norwescon.org), at the convention office, or to any staff member.

PROCEDURE: Once formally reported, the following will occur:

Formal report – when a report is submitted the receiving staff member determines if the complainant would like to file a formal report. If so, the Norwescon Safety and Conduct Team form for that year is filled out. A post is made to the safety feed that includes the date of the event and a brief description of what happened. E.G. mm/dd/yy complaint filed regarding language usage in a panel.

Information gathered – A safety interviewer is assigned, and they fill in any gaps in the report plus gather additional information regarding the restorative desires of the complainant if

appropriate. Both the complainant and the respondent will have an equal opportunity to be heard.

Details provided to deciding body – An anonymized report is provided to the Code of Conduct team (Chair, Vice Chair, , other relevant executive, and/or other appointed members) who reviews it and provides a determination. If anyone on the Code of Conduct Team is conflicted out, they shall not shall serve on the committee for the relevant complaint. Results could be no action taken, warning, restoration, and/or exclusion depending on the nature of the report.

Decision provided to the respondent(s) – respondents receive the determination.

Limited report published to safety feed (date, brief description, action)

The amount of time to proceed through the reporting process will vary depending on the nature of the complaint and the available information.

POLICY: It is not necessary to file a formal complaint to receive support. In every case, Norwescon will make all reasonable efforts to ensure the preservation of privacy to the extent provided under applicable law.

#### SAFETY DOCUMENTATION

POLICY: Norwescon maintains an Adverse Actions list which is a list of members that have had adverse findings, including but not limited to Code of Conduct violations. This list is maintained by the safety records administrator and is accessible by the current year executive team and lead advocate. A master list of formal complaints, their resolution, and any involved parties is kept in the Convention Services Confidential Drive. This list is accessible by the Code of Conduct team and records administrator.

#### CLOAK ROOM AND LOST & FOUND

POLICY: Norwescon shall operate a Lost and Found department.

PROCEDURE: The Lost & Found is located in the Convention Office Security. If something is lost during the convention, members should check both with the convention's Lost & Found and with the hotel. If it does not turn up right away, members should check back on Sunday afternoon; sometimes things take a little while to be discovered and filter in.

Unclaimed articles left in the Lost & Found or Cloak Room after 4 p.m. on Sunday, will go into the hotel's Lost & Found, ~~or will go home with Norwescon's Lost & Found Manager.~~  
~~Determination of where items will be placed will depend on their nature: luggage and like items will be left with the hotel's Lost & Found, miscellaneous objects and small items will remain with the Norwescon Lost & Found.~~

After the convention, inquiries about lost items can be made to [info@norwescon.org](mailto:info@norwescon.org) or by physical mail to 100 Andover Park W, Suite 150-165, Tukwila, WA 98188. ~~Inquiries should also be made with the hotel. Lost items will be kept until July 1 of the convention year. After that date, any unclaimed items will be auctioned at the Volunteer Picnic, with the proceeds going to Norwescon.~~

#### IT DEPARTMENT

The Norwescon IT department provides computers, printers, and internet access in support of the convention.

POLICY: All provided systems are the property of Norwescon and are only to be used for Norwescon's business.

In the event that system replacement is necessary, appropriate security measures will be followed to ensure the data is securely destroyed.

#### AV/SITE SERVICES DEPARTMENT

The AV/ Site Services Department is responsible for sound, lighting, and video for Norwescon. They also provide large format media in support of programs (e.g. easels, whiteboards, large pads of paper with markers). Streaming of programs to Twitch and/or YouTube is managed by this department in accordance with the schedule provided as part of the Event Summary Meeting.

POLICY: Norwescon maintains ownership and archival copies of the streamed content. It may be made viewable online on Norwescon channels after the event with the initial consent of the participants.