

## Fair Community Support – for Coordinators

- Please send your questions or comments to:  
[Faircommunitysupport@oregoncountryfair.org](mailto:Faircommunitysupport@oregoncountryfair.org)
- Why we're here
- How to interact with the process
- Resources



## Who is involved in Fair Community Support?

- Mediation Team (Cedar, Camping Mediation)
  - Assists with interpersonal conflicts, advising appropriate interventions
- Support Administrator
  - Accepts the Requests for Support, Mediation or Decision Leader needed, assigns Fact Finders, documentation, equity reviews, etc.
- Decision Leaders (OCF employees, BUMs, outside support)
  - Reviews Fact Finders report, decides appropriate intervention, delivers decision
- Fact Finders
  - Gathers information in relation to Request for Support, documents interviews with Requestor, witnesses etc.
- OCF People Leaders (Coordinators, Booth Reps, Camp Hosts etc.)
  - Deliver and documents simple behavior interventions

## What behaviors are we collectively addressing consistently?

From the Code of Conduct “Each member of our community is entitled to respectful and equitable treatment by all other participants. The Guidelines apply whenever and wherever we gather for OCF sponsored activities. The OCF is committed to the principles of non-violence and non-discrimination. Hate speech, verbal, or written threats, physical, sexual, mental, verbal, or emotional abuse”.

Review the [definitions](#) handout – continually updated all throughout the year.

- Are we missing one? Email us at [faircommunitysupport@oregoncountryfair.org](mailto:faircommunitysupport@oregoncountryfair.org)

### **Are there some Requests for Support that might not be accepted?**

- There could be, we will explore that with the person who initiated the request. Examples of instances we might engage in exploration: if there is no violation of policy alleged, if the requestor states they are unhappy with reasonable feedback or action taken related to legitimate OCF operational or business interests (being removed from a crew due to attendance, etc.), etc.

## Why involve the FCS?

- Consistent responses and equitable outcomes across the org!
- Increased sense of fairness
- Retain and attract diversity of membership
- Developing shared language
- Addressing behavior early and often affords the opportunity to learn new skills rather than allowing situations to escalate
- Gathering data allows us to systematically address. Need training? Policy? New crew? Bad form?
- Support and resources

## When to document, engage Support process

- Appear to be simple feedback?
  - Document, store so can be shared with future Coordinators or FCS
  - Best Practices
- Complex/escalated?
  - Document, store so can be shared with future Coordinators or FCS
  - Support Process
  - [Request for Support Form](#) (oregoncountryfair.net>General Info>Fair Community Support>Request for Support Form linked bottom of page) or [faircommunitysupport@oregoncountryfair.org](mailto:faircommunitysupport@oregoncountryfair.org) and we will email you the link

Simple	Complex	
Attendance issues	Abusive conduct	Aggressive behavior
Rudeness, inappropriate language	Consent issues (personal violations)	Misusing position or Fair property
Poor performance of duties	Intentional damage	Safety incidents
Unintentional damages	Discrimination, harassment, stereotyping	Theft
Unintentional safety incident	Faking passes, sneaking someone in	

## What is the FCS process like?

It will depend on what is reported.

We believe most of the time, a Coordinator or Fair participant will initiate the process. From there a few things will happen:

- We'll gather basic information to determine if the Request for Support should be accepted
- Determine Mediation or more formal process needed.
  - The Fact Finders could be deployed at this time if more detailed information needs to be gathered.
- Determine the appropriate intervention
- Assign mediator(s) or Decision Leader(s)
- Develop written materials
- Engage the respondent(s) in the intervention, deliver any written materials

Communications with the reporter and respondent will occur throughout, depending on what is substantiated. Again, depending on what is substantiated, the respondent could have the opportunity to ask for a review of their process and the decision. The written materials will let the respondent know.

## How does this change how I manage my crew?

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Hopefully not much! Be prepared to:

- Address poor behavior early and often so things don't escalate needlessly
- Document, document, document.
- If you're having difficulty, reach out! We have resources.
- Work on your own ability to deliver and to receive feedback. Consider talking to your crew if this is a shift for your crew so it isn't a surprise to them. Explain in advance that you may ask them to do things differently or deliver other kinds of feedback on a regular basis. Feedback is essential for our growth as people. It is one of the ways we show how invested we are in the individual, and how much we care for them.
  - If you would like to work on this skill, consider reading this article:  
<https://marcvollebregt.medium.com/giving-receiving-feedback-is-difficult-heres-how-to-do-it-right-e8fc2edea376>
  - Contact FCSP or your Decision Leader if you need additional assistance preparing for a conversation.