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POLICY STATEMENT

House of Hush is excited to be part of your entertainment!

The purpose of this **Client Policy Handbook** is to provide you with clear expectations when booking our entertainment services. It is for the protection of both the client and House of Hush, including our cast and crew.

All clients who work with House of Hush are required to read and abide by our Client Policy Handbook, and also to ensure that their staff and contractors adhere to it.

House of Hush approaches our policies from an anti-oppression and intersectional lens.

If you have any questions or concerns about this Policy Handbook, contact LeTabby or Violette at House of Hush.*

*If any House of Hush policies go against a client's policy, it is the responsibility of the client to bring it to our attention prior to the day of performance so that an agreement can be reached by both parties.

LAND ACKNOWLEDGEMENT

House of Hush acknowledges that we are on Treaty 6 Territory, the ancestral and traditional territory of the Cree, Dene, Blackfoot, Sauteaux, Nakota Sioux, as well as Region 4 of the Métis Nation of Alberta.

WELCOME MESSAGE

Over the past few years we have had the absolute delight and honour to create magical spaces and experiences for our audiences and clients.

Our commitment is to creating memorable, live, theatrical experiences that celebrate the unique art of burlesque performers. Honouring this commitment requires embracing growth, and a continual pursuit to learn how we can better support our performers, our audiences, and our art.

The House of Hush Client Policy Handbook provides an easy-to-navigate summary of the principles and standards for ethical and professional behaviour that provide the foundation for everything we do.

By embracing these client policies we are together building a foundation to create the magical art that we all love so much.

xo

Violette Coquette & LeTabby Lexington
Founders, House of Hush

MISSION

Our goal is to use burlesque to create a unique, magical shared experience between audience and performer, together building a captivating space where we can dream, delight, escape and connect through imaginative, theatrical storytelling.

VALUES

We believe in...

Creating magic

We collaborate to create an atmosphere that empowers artists to do their finest work. We want to create art that we are proud of and excited about. We highly value personal and artistic growth.

The coolness of being kind

We value honest, collaborative, and respectful communication that provides space for all involved to grow.

Having a love affair with our audiences

We value our audiences and we want to delight them. We believe in offering magical, captivating experiences

Celebrating what's unique

We strive to celebrate performers of all bodies and a variety of backgrounds, and the unique powerful voices and art that comes from each.

Supporting the ones we love

We value a positive, supportive and fun work environment that aims to meet people's access needs.

The value of art

We highly value live performance art, and being properly compensated for it!



PERFORMER SAFETY

RESPECT

HOUSE OF HUSH PROVIDES A SAFE SPACE FOR OUR CAST AND CREW.

We respect our cast and crew from different backgrounds and treat everyone with respect.

We commit to treating each and every member of your team with respect and in turn expect to be treated the same.

We do not tolerate harassment, bullying or discrimination.

House of Hush does not tolerate any body shaming or the sexual harassment of our performers.

If our cast or crew have any accessibility needs, we will communicate it where possible prior to the day of the show.

Examples of respectful behaviour includes:

- Using accessible, gender-neutral and gender-inclusive language, both in-person and online*.
- Communicating clearly.
- Respecting personal boundaries.
- Making sure everyone feels included, in particular: women, people of colour, Indigenous persons, those with disabilities, and members of the LGBTQ2SIA+ community.
- Respecting and acknowledging all experiences and approaching any interaction through an intersectional lens.

*Examples include:

- Asking and using the pronouns of the cast and crew (example: she/her, he/him, they/them), both in-person and when referring to them in writing (in emails or when posting show promo on your website or social media, etc.).
- Putting up gender-neutral signage on the bathrooms at your venue.

ZERO TOLERANCE

House of Hush has a zero tolerance policy in regards to discrimination, harassment and bullying.

Please refer to page 11 (next page) for definitions and descriptions of discrimination, harassment and bullying.

If at any time the cast or crew feels that they are threatened or in a hostile, unsafe, harmful, hazardous or unsanitary environment, they retain the rights to leave with full compensation from the client.

House of Hush cast and crew are also encouraged to raise any issues of discrimination, harassment or bullying to the show-lead/producer so that it can be remedied.

We expect all our clients to have workplace harassment policy and prevention procedures in place that are actively implemented and maintained, including having a publicly posted Code of Conduct and Bystander Training for all staff.

If an issue is raised, we expect our clients to investigate and take appropriate corrective actions to address all incidents and complaints of harassment in a fair, respectful and timely manner.

Thank you for your commitment to treating our cast and crew with respect and dignity.

DISCRIMINATION, HARASSMENT AND BULLYING

DISCRIMINATION

Discrimination is the prejudicial treatment of an individual or group based on their personal characteristics, such as gender, age, religion, race, ancestry, disability, or sexual orientation.

Discrimination can be intentional or non-intentional. It can take many different forms which oftentimes are subtle. **Discrimination can look like:**

- Verbal and written slurs
- Microaggressions
- Exclusion
- Stereotyping, racial profiling and labeling of persons
- Cultural appropriation or mocking of sacred traditions
- Not being given the same opportunities for advancement

The effect of discrimination is to impose burdens or disadvantages on individuals or to limit their access to benefits or opportunities, without consideration of their actual abilities.

HARASSMENT

Harassment is when someone is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability,

age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Protection from sexual harassment is included under the ground of gender.

Examples of harassing behaviour:

- unwelcome conduct, comments, gestures or contact that cause offence or humiliation
- deliberate misgendering
- unwanted sexual advances, and other unwanted verbal or physical conduct of a sexual nature.

BULLYING

Bullying is repeated and intentionally mean, cruel, hurtful behaviours done by someone with more power. There are 4 types of bullying: verbal, physical, social and cyber.

Examples of bullying can include:

- name-calling, insults, put-downs
- making racist, sexist or homophobic comments
- hitting, slapping or punching
- stealing or damaging property
- gossiping or spreading rumours
- sending mean or hurtful content through text, email or social media

Bullying turns into harassment when the behaviour goes against the Alberta Human Rights Act.

GRIEVANCE PROCEDURES

If one of our cast or crew alleges discrimination, harassment or bullying, we have the obligation to investigate the complaint.

- Where possible, we will conduct an internal review and a mediation process.
- Where internal mediation is not possible, House of Hush will hire a mediator who has experience working in equity and inclusion.

House of Hush recognizes its legal obligation to protect its contractors (cast and crew) from harassment. This means not every conflict situation is suitable for mediation. We will decide after investigation what the best course of action is. For serious incidents that have legal consequences, House of Hush is obligated to act immediately.

We recognize that marginalized communities have been mistreated by law enforcement in the past. We commit to assess every situation and to only call law enforcement when it is absolutely necessary. Please see page 16 of this document for a description of our Emergency Procedures.

We commit to fair contract terminations that are based solely on misconduct and not on discriminatory bases including but not limited to: age, sex, ethnicity, sexual orientation, gender identity or expression.

If a problem arises with one of our cast or crew, please come speak to the producer on-site.

Our commitment to a safe and fair workplace – including our zero tolerance policy – extends to our clients as well, and we take our responsibility seriously.

NON-RETALIATION

House of Hush will follow all legal provisions for retaliation and will grant cast, crew and our clients the right to address problematic, discriminatory or unethical behaviours.

Retaliation is understood to be any kind of negative action against a cast, crew member, or client that takes the form of punishment and makes the working conditions uncomfortable or threatening as a result of their complaint.

We provide a safe space for any issues to be addressed. Whether these issues are found to be true or false, we commit to preventing victimization or other forms of retaliation towards the cast, crew or client who raised the issue.

Forms of retaliation can include:

- Exclusion
- Defamation
- Demotion or termination

This policy applies to future, current and past cast, crew and clients of House of Hush.

BACKSTAGE

Our cast will require a greenroom in which to get ready and relax before, during, and after the performance.

The greenroom provided must have:

- Privacy so our performers can change safely
- Access to a washroom
- Access to drinking water
- A sanitization station (with hand sanitizer and wipes)
- A safe and secure place where personal belongings can be kept
- A safe entry and exit way for our cast and crew including a pathway to the emergency exit

Please note that the greenroom is a safe space. We kindly ask the client not to enter the greenroom or bring any guests backstage to meet our cast members without prior agreement and clearance from the producer.

The crew will be happy to leave their personal belongings in the greenroom, provided there is enough space. If there is not, please provide a safe, secure space for the crew to leave their personal belongings.

ONSTAGE ETIQUETTE

Burlesque is exciting and fun. We encourage the audience to cheer, hoot and holler for our performers! We want to make sure our cast feel supported on stage.

Please note that behaviour such as the following will not be tolerated:

- Touching a cast member
- Heckling
- Making any comments of a sexual or derogatory nature
- Photography or video of the performance by anyone other than a professional photographer/videographer hired for the event*
- Touching or taking costume pieces

The host will go over house rules with the audience at the beginning of the performance and reserves the right to enforce the rules throughout the performance.

If the client is providing a host, House of Hush will go through a list of the house rules prior to the show. It is the expectation that these will be communicated clearly to the audience and respected. This includes relaying what appropriate and inappropriate behaviours are, as well as consequences if these rules are not respected.

House of Hush reserves the right to stop the show if there is inappropriate behaviour.

*If the client is hiring a photographer or videographer, this must be discussed and approved by House of Hush prior to the event.

SECURITY

Security

Security for our cast and crew is important to us.

House of Hush reserves the right to hire its own private security for events that do not have adequate security. The cost for security will be added to our total rate.

Any security hired will have the right to remove anyone from the show area who violates our zero tolerance policy or shows inappropriate behaviour.

Any security contractors hired must have an up to date Security Service Worker License.

If you have any concerns regarding security, please contact LeTabby or Violette.

EMERGENCY PROCEDURES

Emergency Procedures

The client is responsible for going over emergency procedures on-site with our cast and crew, as well as highlighting emergency exits.

Alternatives to 911

We recognize that marginalized communities have been mistreated by law enforcement in the past. **We expect on-site staff to assess every situation and to only call law enforcement when it is absolutely necessary.**

When to call 911:

- in a life-threatening situation (including a medical situation or fire),
- if you're a witness to or are a victim of a crime in progress.

When calling emergency services, be prepared to:

- State your name and location
- Speak as calmly and clearly as possible
- Know whether you are asking for police, fire or medical

Alternatives to 911 include, but are not limited to:

- Edmonton Distress Line: 780-482-4357
- PACT (Police and Crisis Team) – mental health and addiction: 780-424-2424
- Addiction Services Helpline: 1-866-332-2322
- Bullying Helpline: 1-888-456-2323
- Mental Health Helpline: 1-877-303-2642
- Alberta Council of Women's Shelters: 1-866-331-3933
- Not sure who to call? Call 2-1-1 (24-hour information and referral line)

If one of our cast and crew is the victim of harassment, we expect our clients' supervisors and staff to listen to and take their cues from the victim. Do not call the police without the target's consent.

COVID-19 PROCEDURES

House of Hush takes directive from the Chief Medical Officer of Health Orders in regards to COVID-19 procedures.

The client resumes the responsibility for enforcing maximum capacity as well as other health measures within venues.

House of Hush commits to every cast and crew complying with the required province protocols as well as venue specific protocols in place.

We will health screen our cast and crew prior to the show to ensure anyone with:

- symptoms of COVID-19;
- with a history of international
- travel in the last 14 days;
- or with close contact with a confirmed case of COVID-19 in the past 14 days;

will not be part of our cast and crew.

If an infection does occur, we will disclose the information immediately and ensure that we provide regular updates.

ADDITIONAL RESOURCES



GLOSSARY OF TERMS

Allyship

Allyship is a lifelong process. It means providing support, without the need for recognition, to another person who has a different identity or lived experiences from you. Allyship requires you to listen, investigate and acknowledge your own privilege and confront any problematic behaviours such as harassment and discrimination.

Anti-Oppression

Anti-Oppression includes the strategies, theories, actions and practices that actively challenge systems of oppression on an ongoing basis in one's daily life and in social justice/change work. Anti-oppression work seeks to recognize the oppression that exists in our society and attempts to mitigate its effects and eventually equalize the power imbalance in our communities.

Discrimination

Discrimination is an action or decision that treats a person or group unjustly based on their personal characteristics such as race, sexual orientation, religion, age, gender identity or expression, disability and other characteristics. Discrimination on the grounds of personal characteristics is prohibited under the Canadian Human Rights Act.

Harassment

Harassment includes a wide range of inappropriate behaviours that makes the person feel uncomfortable, humiliated, excluded or threatened. Harassment can be a once off incident or repeated and can take many forms including verbal, physical and sexual.

Inclusion

As Vernā Myers put it “Diversity is being invited to the party; inclusion is being asked to dance”. While this may be an overly simplified statement, it makes the difference between diversity and inclusion clear. Genuine inclusion comes from examining systemic oppressions that are in place and inspecting your society and company structure through the lens of equity and intersectionality. The work of inclusion is a lifelong process.

Intersectionality

Intersectionality coined by the legal scholar Kimberlé Crinshaw in 1989 describes the complex, cumulative way in which the effects of multiple forms of discrimination (such as racism, sexism, and classism) combine, overlap, or intersect especially in the experiences of marginalized individuals or groups. Intersectionality is important in understanding the multiple and layered ways of discrimination and oppression some communities face. The term was originally used to describe the intersections of discrimination faced by Black women and we are grateful to widen the scope to describe intersections of discrimination faced by various other communities and persons.

LINKS & RESOURCES

Edmonton Distress Line: 780-482-HELP (4357)

The 24-hours Distress Line is available 7 days a week.

Sexual Assault Centre of Edmonton (SACE)

780-423-4121 / www.sace.ca

The Sexual Violence Advocacy and Accountability

Network (SVAAN): info@svaan.org

Alberta 211

211 Alberta is focused on building a comprehensive Information and Referral system accessible to all Albertans.

Edmonton Non-Emergency Police Line

780-423-4567 / #377 from an Edmonton mobile

Alberta Council of Women's Shelters

Speak with someone at a shelter near you.

Toll-free, 24/7 hotline: 1-866-331-3933.

Bullying Helpline: 1-888-456-2323

Advice or support on bullying.

Mental Health Helpline: 1-877-303-2642

Offers help for mental health concerns for Albertans.

Addiction Services Helpline: 1-866-332-2322

Help for problems with gambling, alcohol, tobacco, and other drugs.

Victim Services Alberta

Information, support and local referrals for victims of crime and tragedy.

HOUSE OF HUSH GRIEVANCE FORM

We know not every conflict can be resolved informally. Please fill out this form and send it back to LeTabby and Violette. You will receive confirmation of this form within 7 business days.

Name:

Position:

Date:

Date of Incident:

Details of the incident:

Witnesses:

Additional Information:

Signature of Complainant:

Signature and Date of Receipt:

CONTACT INFORMATION

If you have any questions or concerns at all, please feel free to email us at hello@houseofhushburlesque.com.

Prior to your event, we will let you know which producer will be on-site for your event, and provide you with their email and cell number.

FOUNDERS CONTACT INFO

Violette Coquette

Email: hellothere@violettecoquette.com

Cell: 780-907-3027

LeTabby Lexington

Email: letabbylexington@gmail.com

Cell: 780-604-2933

HOUSE OF HUSH CONTACT INFO

Website: houseofhushburlesque.com

Instagram: [@houseofhushburlesque](https://www.instagram.com/houseofhushburlesque)

Twitter: [@househush](https://twitter.com/househush)

THANK YOU!



THE
HOUSE
OF
HUSH
BURLESQUE