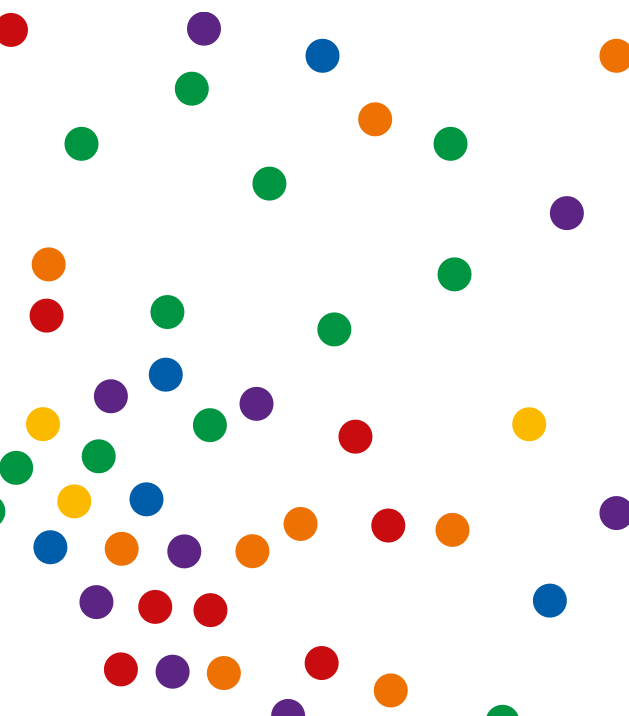




#YouAreIncluded

Includer Handbook



UK
VERSION NO.:
26-07-2021

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Dear Includer

This handbook is made for you as a volunteer, to give you the overview of all the practical details regarding being an Includer at Copenhagen 2021 – WorldPride & EuroGames.

None of this could happen without you, and between Malmö and Copenhagen, we gather 3,000 Includers to help make this mega-event a reality. We can't explain how excited we are to join forces and create the biggest LGBTI+ community we have seen yet.

By reading this handbook and taking an active part in the event you are also building the collective knowledge in society and help make the community stronger and more prepared for the future.

Welcome on board – and thank you so much for being here.

#YouAreIncluded

**TUBORG
FONDET**

Copenhagen 2021

Welcome to Copenhagen 2021 in Copenhagen and Malmö, the most significant LGBTI+ event in 2021 combining WorldPride, EuroGames, an eclectic arts and culture program, and an historic LGBTI+ human rights forum. Between 12–22 August, thousands of people will celebrate and advocate for LGBTI+ equality in Denmark and Sweden, countries often cited as being among the most progressive for equality and human rights. It's the first time WorldPride and EuroGames have been combined, and the first time that either has taken place in two countries.

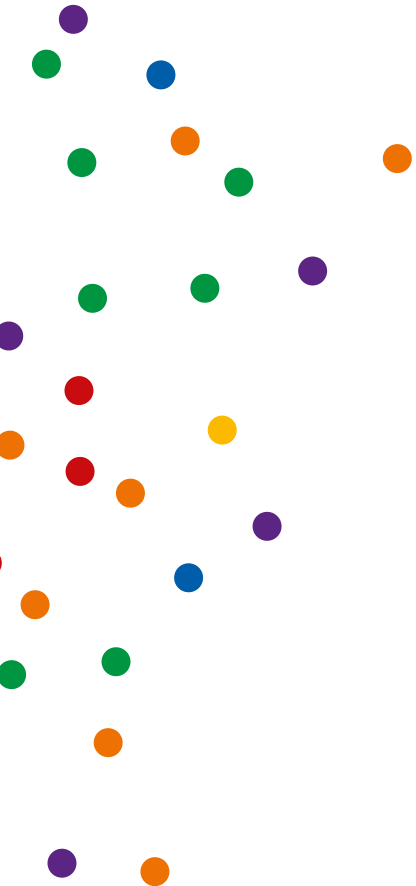
#YouAreIncluded

#YouAreIncluded is a powerful, all-encompassing statement that whatever your sexuality, gender identity, race, religion, appearance, economic status, nationality, refugee status, health, HIV status – or any other factor – You Are Included in Copenhagen 2021.

The theme has been central to our work throughout our planning for Copenhagen 2021. We don't just oppose discrimination; we stand against it and we call it out. And #YouAreIncluded!

Being an Includer

We hope that you have a great time during your shift. To help create a great event for Includers and guests, we have some guidelines for you:



- Being an Includer is about having fun, meeting people, and building connections. The most important rule is to enjoy yourself, the guests, and the event.
- Take responsibility of the joint space and be aware of the people around you.
- You might encounter people that hold opinions that you do not agree with. Be open-minded, inclusive, and curious.
- Avoid assuming anything about the gender, body or sexuality of others. Respect the names and pronouns of others. When in doubt, just respectfully ask.
- Should you in any situation feel that your lines are being crossed or differences are not respected and feel uncomfortable handling the situation yourself, please notify your manager.
- During the shifts, there is a zero-tolerance policy towards alcohol and drugs. This also means that you are not allowed to be under the influence of alcohol or drugs when you start your shift.

The Programme

Events & dates

Copenhagen 2021 is based on four pillars. You can find the detailed information on events on the website.

Below you can see the core events and dates:



WorldPride

12–22 August 2021

	Thurs 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thurs 19	Fri 20	Sat 21	Sun 22
WorldPride Square Copenhagen	●	●	●	●	●	●	●	●	●	●	●
WorldPride House Malmö	●	●	●	●	●	●	●	●	●	●	●
WorldPride Park Malmö	●	●	●	●	●	●	●	●	●	●	●
WorldPride Marches Copenhagen										●	
Opening Event Copenhagen		●									
WorldPride Concert Copenhagen							●	●	●		
Closing Ceremony Copenhagen										●	



Arts & Culture

12–22 August 2021

	Thurs 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thurs 19	Fri 20	Sat 21	Sun 22
YouthPride at Amiralen Malmö	●	●	●	●	●	●	●	●	●	●	●
Children's Pride Malmö	●	●	●	●	●	●	●	●	●	●	●
Fluid Festival Copenhagen		●	●	●	●	●	●	●	●	●	
Huset 2021 Huset, Copenhagen			●	●	●	●	●	●	●	●	
Rainbow Children @ BLOX Copenhagen			●	●	●	●	●	●	●	●	
Arcadia Rådhusøen, Copenhagen			●	●	●	●	●	●	●	●	●



EuroGames

14–21 August 2021

	Thurs 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thurs 19	Fri 20	Sat 21	Sun 22
Sports to the People Copenhagen			●	●	●	●	●	●	●		
Sports Leader Conference Copenhagen					●	●					
Sports Village Copenhagen						●	●	●	●		
Tournaments Copenhagen & Malmö						●	●	●	●		
Opening Ceremony Copenhagen							●				
Inclusive Sports Forum Malmö							●	●			
Closing Ceremony Copenhagen										●	



Human Rights Forum

12–22 August 2021

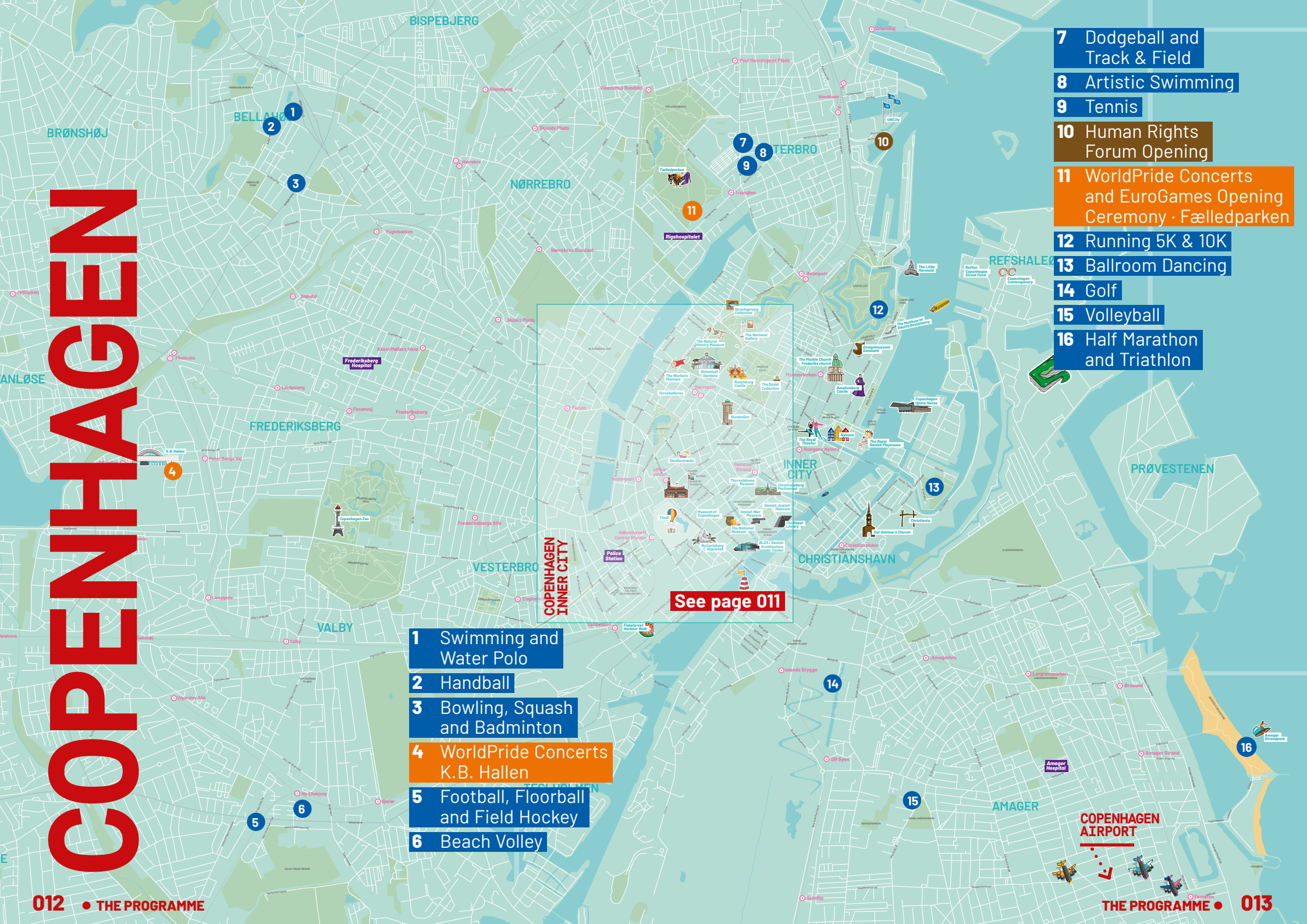
	Thurs 12	Fri 13	Sat 14	Sun 15	Mon 16	Tue 17	Wed 18	Thurs 19	Fri 20	Sat 21	Sun 22
Pride Riots Malmö					●	●	●	●	●		
Official Opening & LGBT+ Fair at UN City Copenhagen					●						
Human Rights Conference Copenhagen						●	●	●			
Workplace Inclusion Day Copenhagen							●				
Global Interparliamentary Plenary Assembly Copenhagen									●		
Refugees, Borders & Immigration Summit Malmö									●		
1:1 Democracy Festival Copenhagen					●	●	●	●	●	●	

Venues

On page 008-011 is an overview of the venues in Copenhagen and Malmö:



COPENHAGEN



- 7** Dodgeball and Track & Field
- 8** Artistic Swimming
- 9** Tennis
- 10** Human Rights Forum Opening
- 11** WorldPride Concerts and EuroGames Opening Ceremony · Fælledparken
- 12** Running 5K & 10K
- 13** Ballroom Dancing
- 14** Golf
- 15** Volleyball
- 16** Half Marathon and Triathlon

- 1** Swimming and Water Polo
- 2** Handball
- 3** Bowling, Squash and Badminton
- 4** WorldPride Concerts K.B. Hallen
- 5** Football, Floorball and Field Hockey
- 6** Beach Volley

COPENHAGEN INNER CITY

See page 011

This block contains a detailed inset map of the Copenhagen Inner City area, showing numerous landmarks and points of interest. The inset map is framed by a red border and includes a red callout box with the text 'See page 011'. The landmarks shown include the National History Museum, The Workers Museum, The National Museum, The Royal Danish Playhouse, and the Copenhagen Zoo.

All you need to know about shifts

Shifts

When you log into the volunteer sign-up system, you can see the shift start-time as well as the shift end-time. As a volunteer you are requested to volunteer for a minimum of 12 hours. Shifts vary in length and can be between 4 and 12 hours long. You are of course more than welcome to volunteer for more shifts than that.

The volunteer system

Create an account. To become a volunteer and to sign up for shifts, you must create an account in the volunteer system. You can find it here:

volunteer.copenhagen2021.com

You sign up by entering your email address and a password of your own choice. Shortly after you will receive an email asking you to confirm your account. Be sure to check your spam folder if the email doesn't arrive within 5-10 minutes. Press the confirmation link in the email. This will take you to a confirmation page that we encourage you to read carefully. Click 'I accept these terms' once you have read them.

If you have any trouble signing up, please write our support email:

VolunteerSupport@copenhagen2021.com

Fill out your profile

To sign up for a shift, you first fill out your personal profile including specifying when and where you are available for shifts. When done, you agree to the terms.

Sign up for a shift

Once you have filled out your profile, you will see an overview of all available shifts. If you click 'Match my profile', you will only be shown shifts that fit the selected dates and locations on your profile.

In the overview you can read about the shift. If you click the blue link, you will see all relevant information of that shift. Return to the overview to sign up for a shift, by clicking the sign up button.

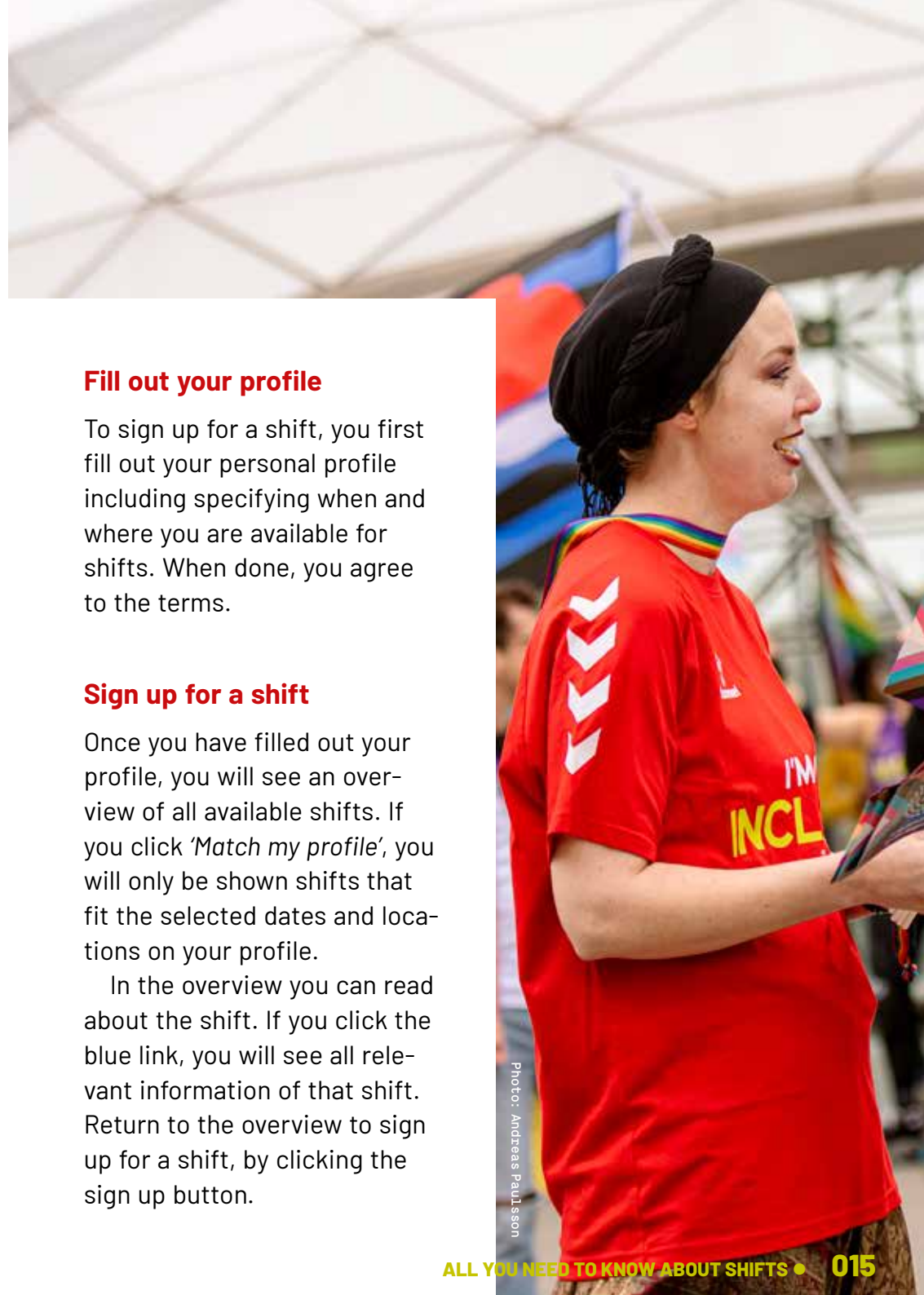


Photo: Andreas Paulsson

Checking in for a shift

Ideally you show up 15 minutes before your shift begins.

It is important that you check in before starting your shift. This is to ensure that enough Includers have shown up. Check the list below to see where you should check in:

COPENHAGEN

If you will be working at:	Check-in point:	Opening hours:
WorldPride Square (Rådhuspladsen) Rainbow Square Arcadia (Rådhushaven) Accreditation Centre (Axel Towers) Communication Centre (Dansk Industri/Industriens Hus)	Includers HUB, Axel Towers, Axel Torv 2 entrance via Jernbanegade	09–11 August: 0830–1530 12–22 August: 0830–2130
Sports Village	Sports Village, Islands Brygge, Kulturhuset, Islands Brygge 18	15–16 August: 0830–2200 17–21 August: 0700–2300
Opening Ceremony	Fælledparken, Edel Sautes Allé	18–21 August: 1430–0000
Fluid Festival	Fluid Festival, Gammel Strand.	11 August: 0730–2030 12–21 August: 0830–2400 22 August: 0730–2030
Huset 2021 Main House & Front Yard	Rådhusstræde 13	12–13 August: 0730–2030 14–21 August: 0830–2200 22–23 August: 0730–2030
1:1 Democracy Festival Human Rights Conference Sports Leader Conference in DGI	Øksnehallen, Halmtorvet 11	16–17 August: 0700–2230 18–21 August: 1100–2200
Rainbow Children @ BLOX K.B. Hallen One of the other sports venues	They will check you in at the venue.	

MALMÖ

If you will be working at:

Includers Lounge, Malmö Student Union
 Childrens Pride, Borggården Malmöhus slott

WorldPride House, Malmö Live

WorldPride Park, Folkets Park

YouthPride, Amiralen

For other areas in Malmö.

Check-in point:

Includers Lounge,
 Malmö Student Union

Includers hub
 WorldPride House

Includers Satellite
 Lounge, Inkonst

Includers hub,
 Amiralen

They will check you
 in at the venue.

Opening hours:

11-20 August: 0800-2000

12-22 August: 0800-2000

13-21 August: 1330-1900

12-13 August: 1500-2200
 14-15 August: 1100-2200
 16-20 August: 1500-2200
 21-22 August: 1100-2200

12-22 August

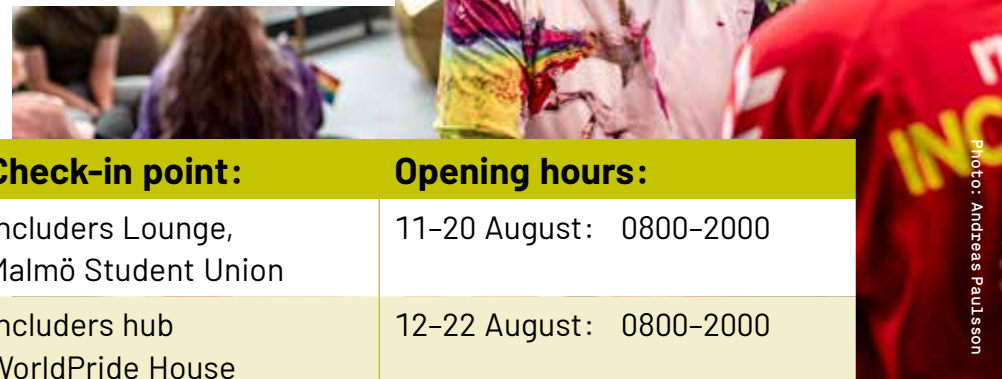


Photo: Andreas Paulsson

After checking in

The Includer at the check-in desk will guide you in finding the Venue Manager for your shift.

As the shift begins take time to get to know the group you will be spending the next hours of your life with. Talk about what should be done and be sure to ask any questions you may have.

Tasks on a shift

There are several different tasks during Copenhagen 2021. Tasks may include:

- Guide and greet Copenhagen 2021 guests on what is going on in the city
- Guide guests to locations and venues
- Access control to venues or backstage areas

- Checking in Includers for their shifts
- Preparing venues for workshops, debates, or talks
- Run errands
- Tidy up the venue and clean up trash

Regardless of the role you play on a specific shift be sure to always pay attention to your surroundings. Does trash need to be picked up? Does someone need a helping hand? Offer your help and have fun.

Finishing a shift

It is important that you check out after ending your shift. Please go to the same place where you checked in to check out.

What if you are prevented from showing up?

If you are prevented from showing up for your shift, you must resign from the shift in the Volunteer system. Please do so as soon as possible, as this will allow for other Includers to pick up the shift in the system. If you are resigning less than 24 hours before your shift begins you must call the Volunteer Hub immediately:

Copenhagen: +45 3139 1538

Malmö: +46 76 325 5503



Photo: Andreas Paulsson

Accreditation

Some members of the Copenhagen 2021 team and guests will be wearing official accreditation passes with their name and photo. These give access to specific areas or events. You are unlikely to need to check these in your role, but it is useful for you to know.

- **Access All Areas** for members of the event operational team
- **Staff** for all members of Copenhagen 2021 staff
- **Board** for all board members of Copenhagen 2021, Copenhagen Pride and Pan Idræt
- **Media** for all accredited journalists, photographers and videographers and volunteers who work in the Communications Centres
- **EuroGames Participant** for all registered athletes
- **Conference** passes for registered attendees of our conferences

- **Guest** passes for members of InterPride, EGLSF and other groups of guests

Other members of the team and attendees may be wearing wristbands to give access to certain areas and events. You will be told by your manager if you need one, and this will be issued to you when you sign in.

If you find a pass or wristband, please inform your manager as soon as possible. Do not give it to anyone unless you can see from the photo on the pass that it is the pass holder you are talking to.



All the practicalities

Includers community

Join our group on Facebook Copenhagen 2021 Includers [facebook.com/groups/copenhagen2021includers](https://www.facebook.com/groups/copenhagen2021includers)

Includer education

We've built an extensive Includer Education Program covering a variety of categories. Be sure to check out all the available courses at:

includereducation.copenhagen2021.com

You must create an account to see available courses. Sign up by using your email address and the password: *longterm*

Dress code

When you are working for Copenhagen 2021 you must always wear our official hummel Includer t-shirt, and you must always take it off when you are not working. You will get the t-shirt the first time you check in for a shift. The t-shirt is yours to keep after the event.

Eat & Drink

Copenhagen 2021 offers food and beverage when you are working. You will get tickets for food and drinks when you check in.

Alcohol and drugs policy

You are not, under any circumstance, allowed to consume alcohol or drugs while on a shift, nor are you allowed to be under the influence of alcohol or drugs during your shift.

If the manager or coordinator of the shift suspects that you are breaking these rules, they can suspend you from your duties.

Insurance

You will be covered if anything happens to you, while you are working as a volunteer for us. Contact the Includers hub if you have any questions.

What do I do if I lose my stuff?

Lost & Found location

- Copenhagen:

Includers Hub at Axel Towers, Axeltorv 2, entrance via Jernbanegade.

Lost & Found location

- Malmö:

YouthPride Amiralen and Includers Lounge Malmö Student Union.

If you find something during your shift, please bring it to one of these locations, so we can store it until the owner claims it.

COVID19



We always want you to feel safe when being an Includer. All our events are established based on the latest restrictions and we will always follow the guidelines from our governments in both Denmark and Sweden. We must always respect social distance when at work, and it is important that you always stick to the following guideline:

- Keep a safe distance to people
- Avoid kissing and hugging each other
- If you experience symptoms for COVID19 you must self-isolate and get a PCR test
- Cough and sneeze into your sleeve
- Wash your hands and use hand sanitiser
- Respect people's boundaries with regards to distancing

Find the latest information regarding restrictions in Denmark here:

coronasmitte.dk
ssi.dk

Find the latest information regarding restrictions in Sweden here:

[Krisinformation.se](https://krisinformation.se)
[Swedish Health Authority COVID19 guidance](https://www.ssi.se/COVID19)
[Region Skåne \(regional rules\)](https://www.ssi.se/COVID19)

If you are in doubt or feel unsure of how to act, please do not hesitate to contact us on

volunteer@copenhagen2021.com



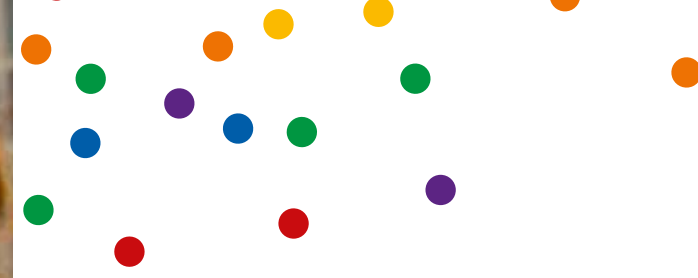
Security and first aid

Security and first aid

You can identify the safety personnel at the venues with these colours:

- In Copenhagen the safety staff will be wearing a yellow vest with **'Safety'** on the back or front. The safety Managers will be wearing green vests.
- In Malmö the security staff will have a blue uniform and usually also a yellow reflective vest. (Indoors, a reflective vest is not always used). On the back is **'Ordningsvakt'** also known as Security.

When you check in for your shift, you will get a number for the safety hotline. Make sure you have this number within reach in case of an emergency. If in doubt always call 112.



Safer Spaces

Meeting people in emotional distress and self-care

Always contact the safety hotline if you see or hear something that has happened, is likely to happen or if you see or hear something suspicious, no matter how minor you might think it to be.

When contacting:

- State **Who** you are
- **What** happened
- **Where** you are

As an Includer, you have no responsibility to intervene in the event of a serious incident or event that may escalate.

In the event of an evacuation of a room or an area, you have no responsibility. Follow the prompts and instructions from the Police and security personnel and get yourself to safety.

As an Includer at Copenhagen 2021 you are likely to meet happy participants but also participants that are overwhelmed with emotional distress. Stressful situations that might occur are accidents, violence, sexual transgressions, arguments and misunderstandings, sadness, and disappointment.

Before you attempt to help others always be aware of yourself and your own emotional state. Avoid the risk of saying yes because of euphoria, stress, guilt, or shame when you really should say no. Always make sure you set aside time to rest, reflect and integrate the experience after the event is over.



Here are some guidelines on how to act when someone is experiencing distress:

- Your role as an Includer is to be a fellow human being. Approach carefully and respectfully.
- Ask if the person wants your company. Be present, listen, clarify, and validate.
- Let the person feel that you are there with them, try to understand what they are going through and tell them with words and body language that you understand their emotion.
- When the person in distress has calmed down a bit you can either ask if they want your advice, practical help, if there is a friend or loved one to call or if they want to move on. Remember to not take over the situation. Most people will be able to solve their own problems after the distress is diffused.
- Be mindful of your own stress level and time available before offering practical help.
- If the person has been victimised, believe them and ensure safety. Offer help to alert authorities and seek health care.
- Don't hesitate to call for help from other Includers or ask for advice from volunteer management.
- When the situation is resolved, let go and take care of your own emotional reactions.

Safer spaces

There are areas dedicated as safer spaces with teams of Includers to provide comfort and calm. They will only handle the immediate situations and when there is a greater need for medical assistance, alert and direct to professional care providers.

Safer spaces Includers are identified by their purple vests with the text Safer spaces on the back.

Copenhagen:

Safer Space at Arcadia, Rådhushaven.

Opening Hours: 14–22 August: 1000–2000

Malmö:

Safer space Includers are located at:

WorldPride House – Safer Space area

Opening hours: 0800–2000

YouthPride – Amiralen

Opening hours: 12–22 August

1500–2200 Mon–Fri /

1100–2200 Sat–Sun



Relevant links & contact list

Copenhagen

112 – Calls for emergencies regarding ambulance, police, or the fire department

114 – Police for non urgent issues.

AIDS Fondet – Checkpoint

Monday to Friday between 1000–1400

(+45) 3391 1119

aidsfondet.dk

LGBT+ Danmark

Thursday 1800–2000

Tlf.: (+45) 3313 1948

Chat (Thursday 1800–2000)

[LGBT+ Danmark rådgivning](http://lgbtadgang.dk)

LGBT Asylum

You can remain completely anonymous.

Their phone is open:

Monday to Thursday 1000–1400.

(+45) 7152 3397

info@lgbtasylum.dk

Livslinjen

Every day from 1100–1700

(+45) 70 201 201

Malmö

112 – Calls for emergencies regarding ambulance, police, or the fire department

114 14 – Police for non urgent issues.

1177.se – non urgent medical issues

polisen.se/en

Safe6 – Checkpoint

safe6.nu

RFSL

Open Thursdays 9–12

Phone: +46(0)20 – 34 13 16 (free to call)

stod@rfsl.se

[RFSL Stödmottagning](http://rfsl.se/stodmottagning)

[RFSL Samtalsmottagning](http://rfsl.se/samtalsmottagning)

Suicide Zero

suicidezero.se/fa-hjalp

Mind – självmordslinjen

Open 24/7

(+46) 90101

mind.se

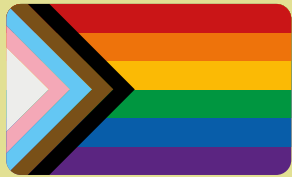
Chat open 24/7

chat.mind.se

The Malmö Volunteer management team

volunteer@malmopride.com

Flag Guide



THE PROGRESS FLAG · This flag was designed by Daniel Quasar in 2018. It includes a black and brown stripe to represent LGBTI+ people of colour and incorporates the colours of the transgender flag. The Progress Pride Flag became widely used in the #BlackLivesMatter protests that followed the murder of George Floyd.



THE RAINBOW FLAG · The first widely used rainbow flag was created by Gilbert Baker in 1978. In 2017, a new version of the flag was created in Philadelphia, also known as the 'More colours, more pride' flag. The addition of a black and a brown stripe is in recognition of LGBTI+ people of colour with the purpose of furthering inclusion in the community, and reflects Gilbert's wish that the flag should continue to evolve.

THE LESBIAN FLAG · Lesbians are women who are sexually or romantically attracted to other women. It is also possible for people with other gender identities to be lesbian, for instance non-binary people. The colours of the Lesbian Pride Flag represent gender non-conformity, independence, community, unique relationships to womanhood, serenity and peace, love and sex, and femininity.



THE GAY FLAG · Being gay refers to being attracted, sexually or romantically, to the same gender (or similar genders) to one's own. While the term gay can apply to men, women, and non-binary people, it is sometimes used to only refer to gay men. The Gay Pride Flag is relatively new, but has been slowly growing in acceptance and usage.



THE NON-BINARY FLAG · Non-binary sex educator and therapist Aida Manduley defines a non-binary person as "someone who does not identify as a man or a woman, or solely as one of those two genders". For example, some people have a gender that blends elements of being a man or a woman, or a gender that is different than either male or female. Some people don't identify with any gender. Some people's gender changes over time.





THE TRANS FLAG · A trans person's gender identity is different from the gender they were assigned at birth. Trans people can identify all across the gender spectrum and being trans has nothing to do with sexual orientation.



THE GENDERFLUID FLAG · Genderfluid persons shift between gender identities and can at varying times and in specific situations identify as male, female, non-binary or a combination of these. The changing gender identities are symbolised through the use of pink, representing femininity; blue, representing masculinity; purple, representing the overlap between masculine and feminine; and white, which represents all genders.



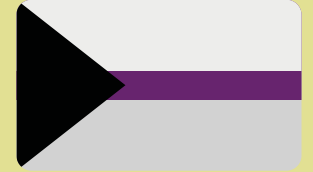
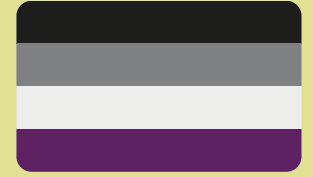
THE AGENDER FLAG · Agender can refer to both persons with a non-binary gender identity or with no gender identity, and includes people who identify as no gender or neutral gender, as well as people with unknown gender, and people who do not wish to label their gender or have no interest in gender identities. In the flag, this is symbolised through black and white, representing the absence of gender; grey represents semi-agender persons; and green represents non-binary gender identities.

THE TRIGENDER FLAG · Trigender persons identify with three genders: male, female and third gender. In the flag, pink represents femininity; blue represents masculinity; and green represents the non-binary third gender.

THE ASEXUAL FLAG · Asexual people experience little to no sexual attraction to others. Asexuality is a spectrum, and people experience it in different ways. Some asexual people experience romantic attraction to others, some don't.

THE DEMISEXUAL FLAG · Demisexual people exclusively, or almost exclusively, feel sexual attraction to people that they have formed an emotional bond to, e.g. friends. Like in the asexual flag, black represents asexuality; grey represents the grey area between sexuality and asexuality; and purple represents community. In the demisexual flag, white represents sexuality.

THE INTERSEX FLAG · Intersex is an umbrella term for variations of sex characteristics. Some intersex traits are noticed at birth, others do not show up until puberty or later in life. Being intersex is a natural variant of the human body and does not relate to gender identity or sexual orientation.





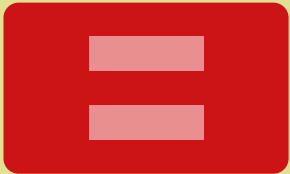
THE AROMANTIC FLAG · Aromantic people feel no or little romantic attraction to others. In the aromantic flag, green represents the aromantic spectrum (aro-spec); white (or sometimes yellow) represents friendship; and grey and black represent the sexual identities within the aromantic spectrum.



THE BISEXUAL FLAG · Activist Robyn Ochs defines bisexuality as “the potential to be attracted – romantically and/or sexually – to people of more than one gender, not necessarily at the same time, not necessarily in the same way, and not necessarily to the same degree.”



THE PANSEXUAL FLAG · Pansexuality describes attraction towards people all across the gender spectrum. It does not mean feeling attracted to everyone – rather, gender plays little to no role in experiencing attraction!



THE EQUALITY FLAG · The Equality flag is based on the logo of the Human Rights Campaign and has become synonym with the fight for LGBTI+ rights in the US. In this version of the flag, red represents love. It was first used in a campaign for marriage equality in 2013.

What to do next?

Want to stay as a volunteer in the community? Contact the organisations behind Copenhagen 2021 to continue supporting the community after the event. We hope there will be even more Pride events in all parts of the world in the future when we are so many with this amazing experience and the knowledge of what it all takes behind the scenes.

**COPENHAGEN
PRIDE**

Copenhagen Pride
copenhagenpride.dk



Pan Idraet
panidraet.dk



Malmö Pride
malmopride.se

#YouAreIncluded

