

## **Volunteer Expectations**

**Commitment:** Event volunteers are the backbone of this community event. We are committed to our volunteers' success and enjoyment. Likewise, we request that volunteers take their commitment seriously.

**Conduct:** This organization realizes volunteers can have a lot of fun – which is great. But we ask that anyone representing the event in a volunteer capacity always act in a professional and kind fashion.

**Confidentiality:** Occasionally you might be exposed to some sensitive information related to the event, we ask that you maintain the confidentiality of sensitive information related to clients, donors, and the organization's operations.

**Communication:** There are a lot of moving parts with this event. Good communication is important to keep everyone informed and working well together. Please seek out conversations and communicate any needs or wants or suggestions to committee chairs and event staff.

## **Volunteer Rights and Responsibilities**

- a. **Your Rights:** As a volunteer you have the right to clearly stated expectations, a reasonably safe and comfortable workplace (within an outdoor festival capacity) and access to resources including water, breaks and training.
- b. **Your Responsibilities:** All volunteer responsibilities will be clearly stated in a job or task description format. You will be provided with a handbook with policies and procedures for your review. Adhering to policies and attending training sessions is critical to your success as a volunteer with the event. It is your responsibility to complete your assigned tasks and communicate in a timely manner if you are unable to do so.

## **Volunteer Opportunities**

This event provides many choices and opportunities for Volunteer Service. These include Leadership positions on the board and committees as well as episodic tasks and assignments during the festival only. These opportunities are listed on our website and provided in summary form and occasionally posted to social media during times of recruitment. Committee chairs often add new positions or revise jobs. Opportunities exist for all ages, individuals, and groups.

## **Volunteer Training**

The Volunteer Orientation and Training Policy describes the process for providing orientation and training to volunteers to familiarize them with the organization's mission, policies, procedures, and their roles and responsibilities.

Volunteers will be required to participate in an orientation to familiarize them with the organization's mission, policies, procedures, and their roles and responsibilities. This could be in person, via Zoom, or online.

Our organization participates in training, when possible, through workshops and attendance at various organizations' conferences. Many times, volunteers are included in these opportunities.

Festival Volunteers are required to attend training that is pertinent to the area you will be serving. General training will be essential to acquaint volunteers with the site and layout of the festival, general rules, safety, and expectations.

Specific areas may require additional training such as cash handling, radio protocol, emergency procedures, safety and awareness, DEI training.

### **Safety Guidelines and Risk Management**

- a. **Emergency Procedures:** During the festival training you will be provided with a current emergency procedures plan.
- b. **Accident Reporting:** If you have an accident while performing your duty as a volunteer for the event, please alert your supervisor or board member or committee chair. ***IF*** you witness an accident, please notify appropriate emergency responders if needed. Incident reports will be made available to you for reporting.
- c. **Health and Hygiene:** Clean clothing and functioning attire is critical for volunteer service at the festival. Comfortable and safe shoes and clothing are expected. This is a high traffic public event, and as such reasonable health and hygiene practices are expected. Please plan to wash your hands regularly. Masks are allowed, not required.

### **Volunteer Benefits**

Working as a volunteer is a rewarding experience. Serving as a volunteer you'll be involved in an effort that benefits many across our community. In leadership opportunities you'll be giving responsibilities in leadership and in episodic roles you'll occasionally receive shirts and event merchandise as part of the volunteer benefit.

Additional benefits may include a festival shirt, and depending on volunteer hours invested family passes and carnival rides can be earned.

### **Recognition and Rewards**

The event holds a volunteer appreciation party or some thing...

### **Grievance Procedure**

The process for reporting concerns or issues is to first connect with the chair of the committee you are volunteering for. If the chair of that committee is included in part of the concern volunteers are encouraged to reach out to the festival chair and the event management staff immediately. A board roster is provided in this handbook with contact information.

This event is committed to addressing volunteer concerns in a fair and timely manner.

### **Volunteer Feedback**

Event Volunteers will be asked to provide feedback, suggestions and concerns in a survey format following the annual festival. However, if volunteers have input or suggestions at any time, they should reach out to the committee chair for whom they serve.

### **Volunteer Performance and Evaluation**

Volunteers are valued members of our organization, and we strive to maintain a positive and supportive environment for everyone involved. In rare cases where a volunteer's behavior consistently disrupts operations or conflicts with our values and policies, the organization reserves the right to end the volunteer relationship. This decision is made after careful consideration and attempts to address and resolve any issues through communication and support. Our goal is to ensure a harmonious and productive volunteer experience for all parties involved

### **Volunteer Supervision and Support Policy**

Volunteers typically report to an area chairperson or co-chair, however, may be directly supervised by Volunteer Coordinator or Event Staff. Our organization fosters a supporting nature to ensure that volunteers have the support and supervision needed to successfully fulfil their assignment. Some areas require more self-starting and independent work than others, we will communicate these jobs to assigned volunteers and offer options to supervision.

### **Volunteer Schedule and Attendance Policy**

Volunteers are relied upon to fulfill important roles. Arriving on time ensures smooth operations and proper preparation for their assigned tasks. If, for any reason, a volunteer cannot make it on time, it's crucial for them to notify the appropriate person as far in advance as possible. This courtesy allows for contingency planning and ensures that responsibilities can be adequately covered. Effective communication and reliability are essential traits for volunteers to uphold the commitments they've made to the organization and the individuals they serve.

### **Volunteer Expense Reimbursement Policy**

Volunteers may request expense reimbursements if the expense was approved in advance by the organization's treasurer or committee chair. Reimbursements are granted only for authorized expenses. A reimbursement form, copy of the receipt and authorized signature are required to process a reimbursement request.

### **Volunteer Termination and Dismissal Policy**

Volunteer termination is a possibility when a volunteer consistently fails to meet their commitments, violates organizational policies, or behaves inappropriately. While volunteers are not employees in the traditional sense, their roles and responsibilities are taken seriously, and they are expected to adhere to certain standards of conduct. Just as with employment termination, it's essential for organizations to handle volunteer termination with care, ensuring clear communication about the reasons for termination and providing any necessary support or resources. Terminating a volunteer will be approached with fairness and professionalism, with a focus on maintaining the integrity and reputation of the organization.

### **Volunteer Exit and Transition Policy**

It's ideal for volunteers in leadership positions to facilitate a smooth transition by identifying and preparing a successor who is familiar with their duties. This proactive approach helps ensure continuity and minimizes disruption to the organization's operations. By grooming a replacement, the outgoing leader can provide valuable insight, share knowledge, and offer guidance to help the new volunteer transition into their role effectively.

This succession planning also contributes to the sustainability and long-term success of the organization by cultivating a pool of capable leaders who can step in when needed. Describes procedures for volunteers leaving their roles, including exit interviews, acknowledgment of contributions, and transitioning responsibilities to other volunteers or staff.

Episodic Volunteers filling a task or performing a job are also asked to look forward to the transition of ...

### **Diversity, Equity, and Inclusion (DEI) Policy for Volunteers and Leaders**

Our organization is committed to fostering a culture of diversity, equity, and inclusion (DEI) within our volunteer program and leadership structure. We believe that embracing diversity in all its forms strengthens our organization, enhances our ability to serve our community, and enriches the experiences of both volunteers and those we serve.

**Our commitment to DEI includes:**

**Recruitment and Engagement:** We actively seek volunteers from diverse backgrounds. We strive to create an inclusive environment where everyone feels welcome and valued.

**Equal Opportunities:** We provide equal opportunities for all volunteers to participate in our programs and initiatives, regardless of their background or identity. We do not discriminate based on race, color, gender, gender identity, sexual orientation, religion, national origin, age, disability, or any other protected characteristic.

**Accessibility:** We are committed to making our volunteer opportunities accessible to individuals with disabilities. We provide reasonable accommodations and support to ensure that all volunteers can fully participate in our programs and activities.

**Leadership Development:** We support the development and advancement of leaders from diverse backgrounds within our organization. We strive to create leadership opportunities and empower individuals to contribute their unique talents and perspectives.

**Accountability:** We hold ourselves accountable for upholding our DEI principles and addressing any instances of discrimination, harassment, or exclusion. We have procedures in place for reporting and addressing concerns related to DEI, and we take prompt and appropriate action to address any violations of our policies.

By embracing diversity, equity, and inclusion in our volunteer program and leadership structure, we are committed to building a strong equitable organization that reflects the values and diversity of our community.

## **Volunteer Application** (This will be refined with the software guidelines.)

### **Volunteer Agreement**

I agree to:

- Abide by the Bylaws, Policies and Mission of the event.
- Be responsible for knowing and understanding my duties and responsibilities.
- Act in a professional manner with kindness.
- Communicate concerns appropriately.
- Fulfil my obligations as a volunteer and report to complete agreed upon assignments.
- Have fun, try my best and be part of the event.

### **Volunteer Coordinator**

Assure all volunteers are recorded and have signed waivers and agreements.

Collaborate with all committee chairs

- a. Volunteers scheduled by chair
- b. Volunteers scheduled by coordinator

### **Volunteer Recruitment and Selection Policy**

Volunteer applications are required. Applications are reviewed and matched to open positions. A screening process may be implemented for volunteers that will be working closely with minors or children. Volunteers may be interviewed to ensure they are a good fit for the organization and for the position they are seeking.

Background checks may be required for certain roles where individuals will be working with vulnerable populations like children, minors, or at-risk adults. These checks help ensure the safety and well-being of those under their care. Similarly, for positions involving cash handling or other tasks where trust and integrity are paramount, verifying a clean criminal record is often a standard procedure. These measures aim to mitigate risks and maintain a safe environment for everyone involved.