

## **WFYI Volunteer Handbook**

This Volunteer Handbook was designed to summarize many of the policies and procedures and to orient you to the benefits and guidelines of volunteering at WFYI. For additional information or questions please contact the WFYI Volunteer Manager.

### **About WFYI**

More than 50 years ago WFYI Public Media was formed after many residents in Central Indiana voiced the need to create the state's first educational television system. A local community leader, Ardath Y. Burkhart, passionately led a small grass-roots campaign to create a local educational television station. This group became affectionately known as "Ardath's Army" and quickly gained community support by traveling door-to-door across Indianapolis and its six surrounding counties. The volunteers pushed the station into existence in just a few short weeks by raising enough money to cover a full year of operating expenses.

The station first signed on the air with a no-frills staff of nine employees, three black-and-white television cameras, and a signal that reached just beyond downtown Indianapolis. WFYI was the city's first UHF television signal and the only channel to provide commercial-free programming a novel idea, even more than 50 years ago.

Known for quality programming throughout Central Indiana, WFYI Public Media provides more than just the standard radio and television services. WFYI has been involved as a community leader and partner in education, health, public affairs, and the arts since 1970. We serve as a public forum where people are encouraged to discuss and debate issues important to the local community. Our award-winning documentaries and public affairs programs have addressed many relevant topics including financial literacy, healthcare, workforce development and environmental affairs. This broadcast schedule combines with local community outreach programs to focus on developing successful solutions to local issues.

### **WFYI Mission**

WFYI Public Media empowers, educates, entertains and connects our community through impactful journalism, inspiring stories and lifelong learning.

### **WFYI Volunteer Objectives**

WFYI Public Media relies upon our volunteers to help us reach our goal of serving as a community resource by providing educational, informational and cultural services and entertainment of the highest quality through television and radio programs, educational telecommunications services and community engagement events and activities.

- Provide volunteer opportunities where volunteers feel valued, useful and engaged while connecting to our mission.
- Implement volunteer engagement that increases productivity and quality of work among WFYI staff.
- Recruit, train and retain volunteers throughout the year to fill WFYI volunteer needs.

## **Benefits of Volunteering**

We couldn't do what we do without volunteers and we appreciate everything our volunteers do! Volunteers are recognized throughout the year in various ways including volunteer recognition events, special access to various WFYI events, opportunity to receive various WFYI volunteer awards that are distributed yearly and more!

## **Volunteer Training Opportunities**

Various trainings for volunteers will be provided depending on what volunteer opportunity the volunteer is participating in. Most trainings will consist of a brief overview of the volunteer opportunity and a WFYI staff member will always be available for questions/assistance.

## **General Policies and Practices**

### **Waiver, Confidentiality and Background Check Policy**

WFYI requires all volunteers to sign a waiver and confidentiality agreement upon creating their volunteer account.

Volunteers who are volunteering at opportunities that involve directly working with children are also required to complete a background check. WFYI will cover the expense of the background check however, volunteers do have the option to cover all or part of the cost through the background check platform if they would like to do so.

### **Volunteer Weather Conditions**

WFYI cares about the safety of its volunteers. If your volunteer shift falls during inclement weather, we ask you to use sound judgment in assessing your individual situation and in deciding on cancelling your volunteer shift due to weather.

While the organization will usually remain open during periods of inclement weather, there will be extraordinary circumstances that will warrant closure of the office. In order to find out if the WFYI office is closed during inclement weather please call **(317) 614-0450** for information on closings.

At times, counties and/or municipalities may declare a weather emergency prohibiting travel on roads, highways, etc. If the county in which you live or Marion County declares a weather emergency prohibiting travel, volunteers should follow such directions.

If your volunteer opportunity is not occurring at the WFYI office a WFYI staff member will reach out to you via phone and e-mail with event cancellation information as soon as the call to cancel the event/our participation has been made.

## **Equal Volunteering Opportunity**

WFYI provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, gender identity, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

## **Building Access**

All volunteers should enter the building through the main entrance during business hours (Monday-Friday 8:00-5:00). If a volunteer assignment occurs outside of business hours, information on where to enter the building will be sent to the volunteer by the volunteer manager. This information will be sent by email no later than one week prior to the volunteer assignment.

Certain volunteer assignments may require regular access to the building outside of business hours. In this case a key card may be provided to the volunteer for their use only. A key card agreement will be distributed to the volunteer and must be signed upon receiving the key card.

## **Volunteer Code of Conduct**

WFYI Public Media leadership and staff are committed to welcoming people to WFYI's facility and WFYI events, either at the WFYI facility or offsite, from as many diverse backgrounds as possible and to providing a vibrant and innovative environment. Our events will have a respectful environment for people of all races, ethnicities, nationalities, ages, gender, abilities, sexual orientations, socioeconomic statuses, and beliefs. WFYI is grateful that our community is positive, friendly, and supportive of one another. In that spirit, WFYI staff, volunteers and event attendees are expected to follow the volunteer code of conduct.

WFYI has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises. Volunteers should always be treated with courtesy and respect. Volunteers are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of WFYI without proper authorization. Conduct that threatens, intimidates, or coerces another employee, a volunteer, or a member of the public at any time will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to WFYI's Director of Human Resources. This includes threats by employees, as well as threats by volunteers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible.

Do not place yourself in peril. If you see or hear a commotion or disturbance near your volunteer area, do not try to intercede or see what is happening. WFYI will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain safety and the integrity of its investigation.

### **Reporting Violations**

Contact WFYI event staff or outside emergency services if you notice a dangerous situation or someone in distress.

To report other violations of this Code of Conduct, please email WFYI's Director of Human Resources at [hr@wfyi.org](mailto:hr@wfyi.org).

### **Corrective Action Process**

WFYI reserves the right to terminate a volunteer's connection with the organization at any time without any warning. However, the Director of Human Resources and/or Volunteer Manager may provide verbal counseling and/or a written warning prior to termination. The following steps are examples of what may be completed if concerns arise and are subject to change:

- **Warnings**
  - Informal verbal warning
  - Formal verbal warning and formal coaching
  - Formal written warning
  - Removal from the Volunteer Program
  
- **Termination**
  - If a volunteer's performance continues to deteriorate or corrective action is not adhered to, the Director of Human Resources and/or Volunteer Manager may prepare and deliver to the volunteer a letter summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include but are not limited to:
    - Failure to adhere to Volunteer Handbook guidelines
    - Conduct on duty which would be detrimental to the organization
    - Any breach of confidence
    - Conduct off duty which would adversely affect WFYI
    - Reporting to an event under the influence of drugs or alcohol
    - Theft of property or funds
    - No call or no show for scheduled assignment shifts even after repeated warnings from Volunteer Manager
    - Releasing of confidential information
    - Gross misconduct or insubordination

## **Volunteer Photo Policy**

**Consent to use of video, audio, and/or photographic images:** WFYI events are often photographed and/or recorded. Your participation at WFYI events constitutes an agreement by you that WFYI may use or distribute the photographic or recorded material with participant's or attendee's image or voice, on air, online or in other current or future form of media, in perpetuity.

## **Media Policy**

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding WFYI without prior approval of the WFYI CEO or their designee.

## **Acknowledgement of Receipt**

I acknowledge receipt of the WFYI Volunteer Handbook and understand that it is my responsibility to familiarize myself with its contents. I further understand that nothing contained within this handbook constitutes an employment contract. I also recognize that my continued volunteer role constitutes acceptance of the provisions contained herein, as well as acceptance of any changes that may be made in content or application.

As a volunteer, I recognize that either WFYI or I may stop our relationship at any time for any reason without advance notice.