



WRECKHOUSE
JAZZ & BLUES
VOLUNTEER POLICY

Wreckhouse Jazz & Blues

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VOLUNTEER POLICY

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PURPOSE

The purpose of this document is to guide the volunteer initiatives of Wreckhouse Jazz and Blues (**WJB**) in a manner that ensures a balance between achieving the objectives of Wreckhouse Jazz and Blues and the safety and benefit of all volunteers.

INTRODUCTION

Wreckhouse Jazz and Blues' events would simply not succeed without the generous support of its volunteers. This document will serve to make clear the rights that all Wreckhouse volunteers are entitled to, as well as the expectations and standards to which Wreckhouse will hold its volunteers.

As a volunteer, it is important to make an effort to read and fully understand the **WJB** Volunteer Policy so that your rights as a volunteer are never violated as you meet the responsibilities of our position. From the standpoint of **WJB** event coordinators, the Volunteer Policy is an important start-point for planning a safe and enjoyable volunteer experience.

The goal of the WJB Volunteer Program is to meet the objectives and challenges of each event while at the same time protecting the safety and rights of all volunteers and providing a rich, rewarding volunteer experience.

VOLUNTEER MANUAL

The Volunteer Manual is a must-have for all volunteers. This document is one way in which **WJB** can meet its responsibilities to its volunteers, because it contains much of the information to which all volunteers have a right. Likewise, **WJB** volunteers commit to familiarizing themselves with the manual.

Employees and event coordinators at **WJB** will also benefit greatly from the Volunteer Manual because it provides insights into the precise information that all volunteers have access to and the expectations **WJB** has of its volunteers.

The information contained in the WJB Volunteer Policy and Manual has been developed through a review of previous WJB and St. John's Jazz Festival volunteer materials together with other non-profit volunteer materials.

RIGHTS OF THE VOLUNTEER

In order to ensure the respectful treatment of its volunteers, **WJB** has adopted the following set of volunteer rights. All volunteer position descriptions and duties are written with the rights of its volunteers in mind.

Volunteers at WJB events have the right to:

- A full briefing on the fundamental principles of **WJB**, including the our vision, mission, objectives and activities;
- Detailed descriptions of the duties and responsibilities of every volunteer position;
- Appropriate training, preparation, and resources to meet the requirements of the volunteer position;
- Support and guidance as needed while on duty;
- An up-to-date record of volunteer service provided upon request
- Recognition for all volunteer services through channels such as volunteer events and certificates;
- Feedback on the performance of duties performed;
- Considerations and treatment as co-workers equal to the **WJB** staff while on duty;
- Appropriate identification and clearance as **WJB** volunteers;
- Access to information on issues regarding to the performance of the duties of the assigned volunteer position;
- A venue for expressing opinions, ideas, and criticisms pertaining to the fulfillment of volunteer duties;
- Reimbursements for pre-approved expenses in the performance of duties outlined in the volunteer position description;
- Refuse any work that is perceived by the volunteer as inappropriate, unsafe or unacceptable; and
- Personal injury, illness and liability insurance while on duty.

WJB'S COMMITMENT TO ITS VOLUNTEERS

In enlisting volunteers, **WJB** commits to meeting a number of requirements in order to ensure the rights of the volunteer. Above all else, **WJB** is committed to the goal of its volunteer program, to meet the objectives of its events while providing a safe, enjoyable and rewarding volunteer experience.

WJB achieves this goal by meeting to the following commitments. **Specifically, WJB is committed to:**

- Providing all information necessary for volunteers to have a solid, basic background on **WJB** and its activities;
- Providing all orientation and training necessary for each volunteer to meet the requirements of his or her volunteer position;
- Providing personal injury, illness and liability insurance for volunteers during their duty;

- Ensuring diligent supervision and assistance for volunteers, including feedback and support;
- Receiving any comments from volunteers pertaining to the ways their volunteer position is implemented;
- An open, accountable screening and position assignment process by which positions are assigned to volunteers according to their experience and abilities while adjusting to the needs and skills of each volunteer;
- Equal treatment of volunteers as full co-workers while on duty regardless of their sex, race, orientation, religion, nationality, or any other discriminatory grounds; and
- Respecting and recognizing the rights of the volunteers outlined in the **WJB** Volunteer Policy.

THE VOLUNTEER'S COMMITMENT TO WJB

WJB has several expectations of its volunteers. These expectations are in place to make sure that WJB events run as smoothly as possible as well as to ensure that our volunteers are aware of the basic requirements for all positions.

Different volunteer positions will have different requirements. The expectations outlined here pertain to all volunteers regardless of the tasks or events to which they are assigned.

All WJB volunteers are expected to commit to:

- Arriving on time for the events at which they play a role - our policy is for volunteers to arrive at least 45 minutes before the beginning of the event;
- Giving least 24 hours notice in order to facilitate their replacement In the case that a volunteer can not meet their time commitment for an event;
- Submitting a completed Royal Newfoundland Constabulary (RNC) Certificate of Conduct form no later than two (2) weeks before the event – the processing fee for which will be assumed by **WJB**;
- Performing the duties of their volunteer assignment as dictated in their position description to the best of their abilities;
- Adhering to **WJB** policies and procedures, including recordkeeping and confidentiality of organization and performer information;
- Accepting supervision, refraining from performing duties that deviate from the position description, and seeking assistance with problems in a timely manner while on duty;
- Attending all orientation and training provided by **WJB** either internally or externally, deemed necessary by **WJB** for meeting the requirements of the volunteer position;
- Acting at all times as a conscientious and respectable representative of **WJB**, bearing responsibility for achieving event and organizational objectives;
- Providing diligent, courteous service and/or assistance to event attendees, performers and sponsorship representatives; and

- Submitting an up-to-date Driver's Record (Driver Abstract) for any positions requiring driving on behalf of **WJB** (Driver's Records are available at all Motor Registration Offices in the province; for more information, visit <http://www.gs.gov.nl.ca/gs/mr/dl-abstract.stm>). The processing fee will be assumed by **WJB**.

VOLUNTEER RELEASE

Volunteering with **WJB** is not automatic – **WJB** retains the right to release a volunteer from his or her duties at any time it believes doing so is in the best interest of **WJB**, its patrons or mission. Additionally, **WJB** volunteers can be released on the following grounds:

- Persistent use of inappropriate language on duty;
- Sexually inappropriate behavior, including inappropriate public displays of affection amongst volunteers or between volunteers and patrons;
- Negligence with regards to required duties of the volunteer position being held;
- Verbal or physical conflict amongst volunteers or between a volunteer and the Volunteer Coordinator, other **WJB** staff, performers, patrons, or other stakeholders;
- Being under the influence of alcohol or any illicit drugs while on duty;
- Theft or any other illegal activity while on duty;
- A conflict of interest between a volunteer and the organization's objectives or event staff; and
- Any breach of the confidentiality requirements of the volunteer position.