



# Volunteer Policy & Procedure Manual

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Produced By  
**FRINGE THEATRE**

Lead Partner & Sponsor  
**ATB Financial**<sup>®</sup>

[www.fringetheatre.ca](http://www.fringetheatre.ca)

# OVERVIEW

## **Mission Statement on the Engagement of Volunteers**

Achievement of the goals of Fringe Theatre (Fringe Theatre) is best served by the active participation of citizens of the community. To this end, the organization accepts and encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. Staff and volunteers are encouraged to assist in the creation of meaningful and productive roles for volunteers, in which they can assist in recruiting other volunteers and help achieve the mission of Fringe Theatre.

## **Purpose of Volunteer Policies**

The purpose of the policy is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. Policy is intended for management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personal agreement. The organization reserves the exclusive right to change any aspect of the policy at any time and to expect adherence to the changed policy. Alterations to or exceptions from these policies may only be granted by the Volunteer Program Manager, or their supervisor, and must be obtained in advance and in writing. Policies and procedures not specifically covered in these policies shall be determined by the Volunteer Program Manager, or their supervisor.

## **Scope of Volunteer Policy**

Unless specifically stated, the policy applies to all non-elected volunteers in all programs and projects undertaken by or on behalf of Fringe Theatre, and to all departments and sites of operation of the organization.

## **Canadian Code for Volunteer Involvement**

Fringe Theatre is a member of Volunteer Canada and adheres to the guidelines set in the Canadian Code for Volunteer Involvement.

## **Definitions pertinent to Fringe Theatre Volunteer Program**

### **1. Volunteer Management**

The productive engagement of volunteers requires a planned and organized effort. The function of the Volunteer Manager, Associate Volunteer Coordinator, and other staff members working in the Volunteer Department herein after will be referred to as “Volunteer Management”, is to provide a central coordinating point for effective volunteer involvement within the organization, and to direct and assist staff and volunteer efforts jointly to provide more effective services. The department also bears responsibility for maintaining a liaison with other volunteer programs in the community and assisting in community-wide efforts to recognize and promote volunteering. Volunteer Management shall bear primary responsibility for planning effective volunteer placement, for assisting staff in identifying productive and creative volunteer roles, for recruiting suitable volunteers, and for tracking and evaluating the contribution of volunteers to the organization. This requires maintaining open communication with team leaders throughout the year and appropriately recognizing volunteers on an ongoing basis.

### **2. Volunteer**

A “volunteer” is anyone who without compensation or expectation of compensation beyond reimbursement of approved expenses incurred in the course of his or her volunteer duties performs a task at the direction of and on behalf of the organization. With the exception of board committee members, a “volunteer” must be officially accepted and enrolled by the Volunteer Management, or designate prior to performance of the task. Unless specifically stated, volunteers shall not be considered as “employees” of the organization.

**3. Team Leader**

A “Team Leader” is a volunteer who without compensation beyond reimbursement of approved expenses incurred in the course of their volunteer duties performs a task at the direction of and on behalf of the organization. A “Team Leader” must be officially accepted and enrolled by volunteer management or designate prior to performance of the task. Unless specifically state, Team Leaders shall not be considered as “employees” of the organization.

**4. Festival**

“Festival” refers to the Edmonton International Fringe™ Theatre Festival produced annually by Fringe Theatre.

# POLICIES

## 1. Volunteer Code of Conduct

Fringe Volunteers function as highly visible role models and leaders within our community. We are grateful for the tremendous efforts our volunteers make to provide an enjoyable, safe experience for all Fringers.

Volunteers must fulfill their duties and responsibilities with integrity, and maintain a positive, respectful relationships with fellow community members. Volunteers may not participate in or condone any activities that may be considered unethical or put Fringe Theatre, patrons, artist's vendors, community stakeholders, staff or fellow volunteers at risk.

Volunteers are to provide services and care for everyone, and may not discriminate on the grounds of race, colour, place of origin, gender, age, marital status, religious beliefs, citizenship, mental and physical disability, sexual orientation, or any other category covered under the Individual's Rights Protection Act.

Additionally, volunteers shall:

- Make every effort to fulfill the responsibilities of their role and their team.
- Fulfill the shift commitments as required.
- Treat everyone in a patient, respectful, and courteous manner.
- Be attentive and helpful to fellow volunteers, artists, patrons, and staff and refrain from personal use of cell phones while on shift.
- Dress modestly and in a manner that is appropriate for the environment they are working in.
- Protect confidential information and use only as authorized, including maintaining privacy of information concerning patrons, volunteers, staff, artists, vendors and donors.
- Adhere to all volunteer policies as outlined in the Volunteer Policy Manual.

Volunteers will NOT:

- Consume any alcoholic beverage while on shift.
- Consume medications or substances that could impede your performance while on shift.
- Smoke or chew tobacco while on shift.
- Drink alcoholic beverages while wearing your volunteer identification badge or tshirt.
- Use any illegal substances on the Festival grounds or in the ATB Financial Arts Barns.

If a volunteer witnesses a fellow volunteer or staff breaking the code of conduct they should report the incident to the Fringe Theatre Volunteer Coordinator at [Abigail.Tedder@fringetheatre.ca](mailto:Abigail.Tedder@fringetheatre.ca) or 780-409-1922.

## 2. Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to Fringe Theatre and its staff. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right of recognition for work done. In return, volunteers shall agree to actively perform their duties with respect for the organization and community to the best of their abilities and to remain loyal to the values, goals and procedures of the Festival.

### **3. Scope of Volunteer Involvement**

Volunteers may be involved in all programs and activities of the organization, and serve at all levels of skill and decision making. Volunteers should not, however, be used to displace any paid employees from their position.

### **4. Requirement of a Supervisor**

Each volunteer who is accepted to a position with the organization must have a clearly identified supervisor. This supervisor shall be responsible for direct management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation, assistance and for implementing suitable assignments for the volunteer. The supervisor may be a staff member or a Team Leader. Volunteer management is responsible for all volunteers at the Festival.

### **5. Minimum Age Requirement**

All volunteers must be a minimum age of 14 years to participate in events, including the Fringe Festival, hosted by Fringe Theatre. Teams can determine a specific age requirement that is higher than 14 years should their team's responsibilities require a mature volunteer group; Team Leaders will recommend their own minimum age requirement for Volunteer Management's approval.

#### Applicable Procedures:

- 5A – Youth Volunteer Waiver

### **6. Volunteers with Physical or Mental Limitation**

Fringe Theatre accepts volunteers with physical or mental limitations. Special review of such applications is required to determine the extent of duties that an individual can perform and to determine the appropriate assignment to teams. All reasonable effort is made to accommodate volunteers with individual medical/physical needs. In certain circumstances and at the sole discretion of the Fringe Theatre, we will accept an aid worker to help individuals with limitations.

### **7. Employees as Volunteers**

The Festival accepts the services of its own staff as volunteers. This service is accepted provided that the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside usual working hours. It should be understood that time given as a volunteer by staff is completely without remuneration, including consideration as overtime.

### **8. Maintenance of Records**

Systems of records will be maintained on each volunteer, including dates of service, positions held, duties performed, and evaluation of work. Volunteers, Team Leaders and appropriate staff shall be responsible for submitting all appropriate records and information to the Volunteer Management in a timely and accurate fashion. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records and will not be used for any other purpose but contacting volunteers for future work and developing volunteer statistics. Any and all statistics collected may be published; however, they will not contain any specifics on any volunteer, unless the volunteer has consented.

### **9. Conflict of Interest**

Conflict of interest should be defined as a situation when someone has competing professional or personal obligations or personal or financial interests that would make it difficult to fulfill his or her duties fairly. No person who has a conflict of interest with any activity or program of Fringe Theatre, whether personal, philosophical, or financial shall be accepted or serve as a volunteer.

## **10. Representation of the Organization**

- a. Prior to any action or statement which might significantly affect or obligate Fringe Theatre, volunteers will seek prior consultation and approval from Volunteer Management. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations. Volunteers are authorized to act as representatives of the organization as specifically indicated within their job descriptions and only to the extent of such written specifications.
- b. Use of all forms of social media, including blogs and all social networks like Facebook and Twitter are subject to the same policy as stated above in “a” when representing the organization. Volunteers wishing to create discussion groups, engage others to join online discussion specific to the organization may do so with the consent of Volunteer Management and must invite Volunteer Management to the group or discussion.
- c. Volunteers will wear Fringe Theatre issued identification while on shift.

## **11. Worksite**

An appropriate worksite shall be established prior to the start of work of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable the volunteer to effectively and comfortably perform his or her duties. Worksites and equipment provided to volunteers shall be comparable to that of paid staff performing similar duties.

## **12. Dress Code**

As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to clients and to the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

## **13. Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single member of staff, volunteer, client or other person or involves the overall business of the organization.

## **14. Volunteer Application and Service**

Fringe Theatre accepts the service of all volunteers with the understanding that such service is at the sole discretion of the organization. Volunteers agree that the organization may at any time, for whatever reason, decide to sever the volunteer’s relationship with the organization or to make changes in the nature of their volunteer assignment. Notice of such a decision should be communicated as soon as possible to by Volunteer Management.

A volunteer may at any time, for whatever reason, decide to sever their relationship with the organization. Notice of such a decision should be communicated as soon as possible to their Team Leader or Volunteer Management.

### Applicable Procedures:

- 14A – Selection Process for Volunteers
- 14B – Selection Process for Team Leaders
- 14C – Job Descriptions
- 14D – Time Sheets
- 14E – Probationary Period
- 14F – Length of Service

- 14G – Absenteeism

## **15. Recruitment**

Volunteers shall be recruited by the organization on a pro-active basis, with the intent of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited without regard to race, colour, place of origin, gender, age, marital status, religious beliefs, citizenship, mental and physical disability, sexual orientation, or any other category covered under the Individual's Rights Protection Act.

The sole qualification for volunteer recruitment shall be suitability to perform interest in specific functions or through a general interest in volunteering which will later be matched with a specific function.

### Applicable Procedures:

- 15A – Interviewing

## **16. Placement of Volunteers Working Directly with Minors**

When volunteers are to be placed in direct contact with children, Volunteer Management will conduct a Volunteer Police Information Check. This requires the volunteers' permission to check background, ensuring the safety of children and vulnerable persons. Volunteers who refuse to give consent for these checks will not be accepted for placement within the specific role desired.

## **17. Transportation Volunteers**

Volunteers shall not perform any transportation service without proper and valid certification or a license. A copy of such certificate or license will be maintained by Volunteer Management.

## **18. Volunteer Orientation, Training, and Evaluation**

All volunteers will receive a general orientation on the general purpose of the Festival as well will receive specific on-the-job training on the purposes and requirements of the position which they are accepting and provide them with the information and skills necessary to perform and meet their volunteer assignments. The timing, and methods or delivery, of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer.

- a. Both staff and volunteers will participate in periodic evaluations to measure the effectiveness and opportunities of the volunteer program. Staff and volunteers will have input evaluating.

### Applicable Procedures:

- 18A – Staff and Team Leader Involvement in Orientation and Training

## **19. Communication and Partnership**

Volunteers and paid staff are considered partners in implementing the mission and programs of Fringe Theatre with each having different but complementary roles to play. Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Lines of communication should operate in both directions, and should exist both formally and informally, verbally and in writing. Decisions and requests from Fringe Theatre management are not necessarily communicated to the various volunteer levels unless impacting their duties and responsibilities.

Volunteer Management should facilitate and be aware of all communication between staff members and volunteers.

Staff and Team Leaders are responsible for maintaining regular communication with the Volunteer Department on the status of the volunteers they are supervising. Volunteer Management should be informed immediately of any substantial change in the work or status of volunteers and should be consulted if any corrective action is taken.

## **20. Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of the organization or who fail to satisfactorily perform their volunteer assignment may be subject to dismissal. Possible grounds for dismissal may include, but are not limited to, to following: gross misconduct or insubordination, being under the influence of alcohol or illicit drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.

### Applicable Procedures:

- 20A – Dismissal of a Volunteer

## **21. Conflicts**

If there are any disputes between a volunteer and a staff member which cannot be resolved amicably, Volunteer Management will be contacted for mediation or resolution. In any disputes are between a volunteer and the Volunteer Management, their direct supervisor will be contacted for mediation or resolution.

## **22. Property and Materials**

As appropriate, volunteers will have access to property of the organization and those materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Property and materials shall be used only when directly required for the volunteer task. This policy includes access to and use of organization vehicles.

## **23. Alcohol**

- a. No Volunteer will be under the influence of alcohol while on shift.
- b. Volunteers are responsible to stop consumption of alcoholic beverages prior to shift, so that they are able to perform their duties to the standards outlined. The recommendation is that no alcohol be consumed four (4) hours prior to the start of a shift. The Volunteer Management reserves the right to reasonably interpret the above recommendation.
- c. Volunteers are not permitted to drink any alcoholic beverages while on shift. No Volunteer will be served alcohol while wearing any Fringe Volunteer identification. Please remove anything identifying you as a Fringe Volunteer before entering a patio licensed to serve alcohol (except for Beer Tent Volunteers on shift).
- d. Any volunteer who is found to be in violation of this policy may be subject to disciplinary action or dismissal.

## **24. Illegal Substances**

No volunteer will be under the influence of any illegal substance while on shift. Volunteers are not permitted to use any illegal substance while on shift. Any Volunteer who is found to be in violation of this policy will may be subject to disciplinary action or dismissal.



# PROCEDURES

## 5A. Youth Volunteer Waiver

Any youth between the ages of 14 and 17 who wish to volunteer must have a parent or guardian sign the consent form below.

### Youth Volunteer Waiver

It is Fringe Theatre policy that any volunteer between the ages of 14 and 17 ("the Minor") must have a parent or guardian sign the consent form below before the Minor is formally assigned to a team. The parent or guardian assumes full responsibility for the Minor, the actions of the Minor, and any and all consequences of the actions of the Minor. The parent or guardian agrees that at no time shall Fringe Theatre be responsible or held liable for the Minor, the actions of the Minor, or any or all consequences of the actions of the Minor.

The parent or guardian recognizes that Fringe Theatre reserves the exclusive right to allow or deny permission for the Minor to act as a volunteer, at the sole discretion of Fringe Theatre.

The parent or guardian recognizes that Fringe Theatre will place the Minor to the best of the Volunteer Service Coordinator's ability, and that there are no guarantees of placement subject to the limited spaces available.

The Minor will be expected to fulfill his or her duties in order to receive volunteer benefits, and will be expected to conduct himself or herself in accordance with the standards of behavior/code of conduct prescribed by Fringe Theatre that is expected of all volunteers.

As a parent or guardian for the Minor, \_\_\_\_\_  
(Print the name of the Minor), I give my permission for him or her to be a volunteer with the Fringe Theatre. I have read and agree to the above policy on youth volunteers in its entirety.

Signature of Parent/Guardian: \_\_\_\_\_

Printed Name of Parent/Guardian: \_\_\_\_\_

Relationship of Signor to the Minor: \_\_\_\_\_

Date of Signature: \_\_\_\_\_

### Applicable Policies:

- 5 – Minimum Age Requirement

## 14A. Selection Process for Volunteers

- All volunteers apply individually to participate in the events hosted by Fringe Theatre; this includes people providing supervision or aid to individuals with reduced mobility or mental challenges.
- Applications are reviewed by Volunteer Management who will conduct background checks (where applicable by team) and determine the teams where skillsets are suitable.

- c. Applications are forwarded to applicable teams where Team Leaders will start the scheduling process.
- d. All Volunteers must have the capacity both physically and mentally to perform a service to the organization to be covered under the insurance policies protecting both the organization and the individual in the event of injury.

Applicable Policies:

- 14 - Volunteer Application and Service

**14B. Selection Process for Team Leaders**

- e. A volunteer may act as a Team Leader of other volunteers, under the direct supervision of volunteer management. The following list of qualifications shall be considered when designating Team Leaders:
  - i. All Team Leaders must be over 18 years of age due to specific certification requirements and responsibilities.
  - ii. Team Leaders should have a minimum of three (3) years' experience with Fringe Theatre, in any capacity. Or in special circumstances at the discretion of Volunteer Management.
  - iii. In order to be kept current with all Festival policies, all team Leaders are required to attend a minimum of one (1) pre-Festival meeting and one (1) post-Festival meeting
  - iv. A minimum of four (4) Team Leader shifts during the course of the Festival must be completed.
  - v. Potential new Team Leaders will meet for an individual interview with Volunteer Management who will make the final selection.
- f. It is expected that there shall be a Team Leader for each team on shift at all times during Festival operations hours and pre-Festival orientations. In the case that an emergency arises, contact the volunteer management immediately.
- g. It is the right of the Team Leader to:
  - i. Be identified as a Fringe volunteer, to be treated as a co-worker regardless of race, gender sex, religion, sexual orientation, economic background, or age.
  - ii. Be assigned a meaningful job which suits their interests and talents
  - iii. Be properly trained and supervised to enable them to do their job well.
  - iv. Receive recognition that is meaningful to them.
  - v. Have fun!
- h. It is the responsibility of the Team Leaders to:
  - i. Abide by the Team Leader Code of Conduct, The Volunteer's Guide to the Fringe and the Volunteer Handbook.
  - ii. Be available and on time for scheduled shifts.
  - iii. Inform their fellow Team Leaders if unable to make a shift, or if they will be late. In the case of having to miss a shift, inform VHQ
  - iv. Behave in a friendly and courteous manner, not just to fellow Team leaders or to volunteers, but to everyone.  
Maintain a positive attitude as ambassadors of the Fringe Theatre and The Edmonton International Fringe Theatre Festival. Supervise and assist all volunteers; lead by example by behaving in a friendly and courteous manner.
  - v. Hold accountability for scheduling volunteers for the Edmonton Fringe.
  - vi. Be a team player
  - vii. Wear Team Leader identification at all times while on shift.
  - viii. Support other volunteer opportunities throughout the year. Fringe Theatre relies on year-round help from our volunteers.

- ix. Act as strategic planners year-round and provide feedback to the Festival organizers.
  - x. Supervise and assist all volunteers specific to their team.
  - xi. As a team, provide a final report at the end of each Festival and in a timely manner (by due date) Teams decide on their own protocols for reporting
  - xii. Identify future Team Leaders. Recruitment and hiring of new team leaders will be conducted by Volunteer Management.
  - xiii. Provide volunteer recognition through programs such as the “Outstanding Volunteer” and the use of discretionary Fringe Bucks
  - xiv. Ensure that the volunteers’ experience is a pleasant one.
- i. Team Leader Code of Conduct
    - i. All Team Leaders shall make every effort to represent the Fringe Festival in a positive manner.
    - ii. All Team Leaders shall treat all other Team Leaders, volunteers, performers, staff, and patrons with respect. If a problem arises, resolution should be deferred to volunteer management.
    - iii. All Team Leaders should make every effort to fulfill all responsibilities of their team. Failure to fulfill shift commitments without satisfactory reason may result in disciplinary action up to and including dismissal
    - iv. No Team Leader shall use, for their own advantage, any property or monies (including Fringe Bucks) belonging to the Festival. All Team Leaders shall be honest and trustworthy.
    - v. Team Leaders must set a positive example for other volunteers. Team Leaders must be prepared to respond to greater expectations and to take on more responsibilities than volunteers. Failure to fulfill commitments will result in replacement of the Team Leader for the next Festival by volunteer management.
    - vi. Team Leaders are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a Volunteer. Whether this information involves a member of staff, volunteer, or other person, or involves the overall business of the organization. Team Leaders will sign a confidentiality agreement.
    - vii. Prior to any action or statement which might significantly affect or obligate Fringe Theatre, Team Leaders will seek prior consultation and approval from appropriate staff or designate. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, or any agreements involving contractual or other financial obligations.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **14C. Job Descriptions**

This will be available to each accepted volunteer and used in subsequent management and evaluation efforts. This description will be developed and implemented by the Volunteer Management and Team Leaders, in consultation with the corresponding department. Position descriptions will be reviewed and updated each year, or whenever the work involved in the position changes substantially.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **14D. Timesheets**

Individual volunteers are responsible for signing in and out through the Volunteer Headquarters' Volunteer Shift Management System for each shift.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **14E. Probationary Period**

Any volunteer placements shall initially be done on a trial period of a maximum of two (2) shifts at which point either the volunteer or staff may request a re-assignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within the organization.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **14F. Length of Service**

All volunteer shifts shall have a set duration decided upon prior to the beginning of the shift. This duration shall coincide with an option for extension at the discretion of Team Leader and the volunteer on shift.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **14G. Absenteeism**

Volunteers are expected to perform their duties on a punctual basis. When expecting to be absent from a scheduled duty or shift, volunteers should inform their supervisor or Team Leader as far in advance as possible so that alternative arrangements can be made. Continual absenteeism will result in the review of the volunteer's work assignment and they may be dismissed at the discretion of Volunteer Management.

Applicable Policies:

- 14 - Volunteer Application and Service

#### **15A. Interviewing**

Prior to a volunteer being promoted to Team Leader, Volunteer Management will conduct an interview to ascertain their suitability for and interest in that position. The interview should

determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by telephone when possible.

Staff requiring volunteer support for any special project should participate in the role design specific to the support they are seeking and conduct interviews to find the appropriate candidate.

Applicable Policies:

- 15 – Recruitment

**18A. Staff & Team Leader Involvement in Orientation and Training**

Staff members with responsibility for delivery of services shall have an active role in the design and delivery of both orientation and training of volunteers.

Team Leaders shall be included in the design and delivery of volunteer orientation and training.

Applicable Policies:

- 18 – Volunteer Orientation and Training

**20A. Dismissal of a Volunteer**

Team Leaders will report all concerns to Volunteer Management and provide their assessments on problematic volunteers. Every effort should be made to discuss poor performance with the volunteer and time shall be permitted correct the problem; however, severity may result in immediate dismissal.

Volunteer Management will conduct all dismissals.

Applicable Policies:

- 20 – Dismissal of a Volunteer