



**THE FESTIVAL FOUNDATION &
NATIONAL CHERRY FESTIVAL
VOLUNTEER AND CODE OF CONDUCT
HANDBOOK**

SECTION I INTRODUCTION

Welcome to the National Cherry Festival volunteer team! You are a vital part of our mission and we hope you find your association with National Cherry Festival to be both challenging and satisfying. While we appreciate the uniqueness each person brings, we also know that a common value and commitment unifies our work.

*“Volunteers do not necessarily have the time; they just have the heart.” —
Elizabeth Andrew*

More than offering a wonderful celebration of life in the cherry capital, we provide a beautiful venue for families to make memories and friends rekindling friendships. The ripple impact to our local economy serves to maintain our community and its beautiful surroundings.

The National Cherry Festival’s mission is to celebrate and promote cherries, community involvement, and the Grand Traverse region. In order to reach that goal, the National Cherry Festival understands that its volunteers are one of the organization’s most valuable resources.

Your Volunteer Handbook

This handbook provides you with historical and background information about National Cherry Festival, as well as summaries of the policies, procedures, and expectations which guide our work with one another. It is important that you read this handbook carefully and discuss any questions with the supervisor of your volunteer program. Keep it to refer to from time-to-time.

National Cherry Festival reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct as necessary. Revisions will be given to you in writing or posted on our website at www.cherryfestival.org.

Governance and Advisory Volunteers

An elected Board of Directors composed of a diverse group of volunteers from around the region meets twelve times a year to guide the work of National Cherry Festival. We work hard to provide a safe and clean environment and a wonderful community festival.

Your Role

The efforts of National Cherry Festival involve many volunteers and employees, all of whom individually and interdependently, are vital to our shared mission of providing the highest possible quality event.

You are one of those vital people; you are one of National Cherry Festival's most important and valued resources.

You are the most direct link to the people we serve; you make the event a success each year.

Equal Opportunity Policy

Equal opportunity for all persons, regardless of race, color, religion, gender, national origin, age, height, weight, marital status, sexual preference, or disability, is a fundamental policy of National Cherry Festival. National Cherry Festival is also committed to assuring equal opportunity and non-discrimination in all aspects of volunteering.

National Cherry Festival recognizes an ethical and legal imperative to go beyond the letter of the law in designing and implementing programs that ensure equality of treatment for all persons in our volunteer opportunity.

Volunteers who experience any discrepancy between this policy and actual practice are encouraged to address their concerns in writing to the Executive Director.

SECTION II EMERGENCY CONTACT INFORMATION

Section III Administrative Issues

Code of Conduct

The Festival Foundation and National Cherry Festival and its subsidiaries strive to operate in compliance with applicable laws and appropriate ethical standards. This Code of Conduct contains the principles underlying the policies of National Cherry Festival and provides guidance to all individuals providing services.

All National Cherry Festival staff, volunteers, and vendors are responsible for ensuring that their behavior and activity are consistent with this Code.

National Cherry Festival encourages you to make this Code an integral part of your work. Non-compliance with these or any other organization requirements is unacceptable and subject to corrective action. We welcome your suggestions to ensure our continued progress in meeting these standards.

Attendance and Punctuality

The absence or tardiness of any volunteer places a burden upon colleagues and may interfere with the provision of quality of the Festival. Attendance and promptness in reporting to service are important. Please notify your supervisor promptly if you will be absent or late.

- Arrive to your event at the scheduled time wearing your official NCF Ambassador T-shirt and name tag.
- Bring water, sunscreen, hat or anything else needed for you to complete your shift.

Personal Appearance

As a representative of National Cherry Festival, it is expected that your attire and personal grooming be appropriate for business purposes and for maintaining the proper atmosphere at the event in which you volunteer. When wearing your NCF Ambassador Shirt and name tag be mindful of your actions. No drinking or smoking in NCF wear and remember to keep an eye on your language and actions as you represent the NCF when dressed in the Ambassador Shirt.

Helpfulness

- Be helpful to not only the event directors and participants in the event, but also be people that might stop you to ask questions.

Your Obligation to Report

National Cherry Festival staff, volunteers, and vendors who have knowledge of facts concerning activities that he or she believes might violate the law, concerning activities that he or she believes might violate the law, organization policies, or standards of service have an obligation to promptly report the matter to his or her superiors or to the National Cherry Festival at (231) 947-4230.

Voluntary Background and Driving Checks

Regular volunteers who are working with children and vulnerable adults may undergo criminal record checks and other appropriate screenings before assignment(s).

Volunteer drivers additionally may undergo a driving license history check prior to assignment as a driver for the organization.

Documentation of Volunteer Services

All volunteer hours must be documented according to the Festival's system. Persons who are volunteering with National Cherry Festival in order to complete a specified number of

community service hours are responsible for informing their supervisor of such requirements, whether those are part of an academic requirement or legal judgment. Any forms or documents that need to be signed or completed to verify the time and service provided by a volunteer must be presented prior to the beginning or any assignments.

Volunteer Drivers

National Cherry Festival owned or leased vehicles are not for personal use. While driving for business reasons, whether in a National Cherry Festival vehicle or in your own personal vehicle, you are responsible for the vehicle and any violations that may occur. During such use, you are prohibited from using a cell phone or smart phone for making calls, texting, or using the internet. When doing so, you are required to pull off the road to a safe area and turn off the vehicle.

You will be reimbursed for approved mileage and travel expenses according to National Cherry Festival's Travel Reimbursement policy.

Volunteer drivers must have good driving records and current proof of insurance to help assure safe transportation of National Cherry Festival clients and for other driving on behalf of the organization. All traffic violations must be immediately reported to the supervisor. Volunteers are only permitted to transport attendees and/or other volunteers when that activity is outlined in their volunteer description.

Volunteer Files

National Cherry Festival maintains your official volunteer documents in your volunteer file. This file is confidential and kept under adequate security. You may review your file by notifying your supervisor or center administrator who will arrange a time for the review. Upon your request, your supervisors can provide you with copies of the documents in your volunteer file.

Change of Address and Telephone Number

It is important that you notify your supervisor or center administrator promptly of any personal information changes such as name, address, telephone number, email, or emergency contact

information.

Insurance Coverage

National Cherry Festival provides liability insurance coverage for volunteers operating in good faith and within the scope of their responsibilities. Accident and automobile insurance coverage are the responsibility of the volunteer. You are encouraged to consult with your insurance agent regarding your personal insurance coverage relative to community volunteer work, it is a violation of Michigan automobile insurance regulations for an insurance company to raise based on volunteer-related driving.

Suggestions or Problems

We want to know what you think. If you have a suggestion that could result in improved services and/or costs savings, you are encouraged to talk to your supervisor or center administrator. You are part of the team that provides vital services.

Should you experience a problem, please go to the person who has been designated as your supervisor. If that person cannot resolve the problem or you are uncomfortable talking with him or her, contact your center administrator, if the problem is still not resolved, please (231) 947-4230.

SOCIAL MEDIA POLICY

This policy applies to the use of social media while you are at work. It also applies when you are not at work when your status as an employee or volunteer of National Cherry Festival is known or recognizable. Social media includes, without limitation, blogs, podcasts, social network sites and chat rooms. Employees or volunteers using social media at work or outside of work are expected to follow the Computer and Electronic Communications Policy.

Social media may be used by National Cherry Festival employees or volunteers for business-related purposes. You may be asked by a member of the leadership team to use social media sites as part of your job duties in order to promote National Cherry Festival. Any social media site

which is set up using the National Cherry Festival name requires approval of a member of the leadership team.

Employees or volunteers using social media sites outside of work who are recognizable as National Cherry Festival employees or volunteers are asked to use good judgment when posting online. This policy is not intended in any way to prohibit an employee's rights under the National Labor Relations Act.

SECTION IV WORKING RELATIONSHIPS AND POLICIES

Safety, Drugs, and Smoking

National Cherry Festival is committed to providing a safe and healthy environment for all volunteers and employees as well as for the people we serve. Should you suffer an accident or injury at the Festival, report it immediately to your supervisor. In either case, an accident investigation and report must be completed.

The following expectations apply to all National Cherry Festival volunteers:

1. Use all safety equipment appropriate to the task.
2. Work in a manner that will not cause injury to self and others.
3. Follow all health and safety rules and regulations.
4. Report all injuries and accidents honestly and thoroughly.
5. Identify and report hazards.

Each National Cherry Festival Event has an evacuation procedure in case of fire or other emergencies. Your ability to respond calmly and swiftly will help alleviate fears and excitement of others in your center that may require assistance.

Drug and Tobacco Free Volunteer opportunity

National Cherry Festival event sites are tobacco-free. This includes "vaping." Use of drugs or alcohol while on the job represent a potential threat to the interests and work of the organization,

and to National Cherry Festival commitment to provide a safe and healthy environment and cannot be tolerated. The unlawful manufacture, distribution, possession, or use of illegal controlled substances during work hours or while representing National Cherry Festival are prohibited. A violation may result in termination of the volunteer relationship.

Confidentiality and Professional Conduct

We have a moral and legal obligation to keep confidential all information concerning volunteers, employees, and persons we serve. Unauthorized disclosure of such information is considered a major infraction and will result in the termination of the volunteer relationship.

Naturally, we expect staff and volunteers to treat each other, and the persons we serve with courtesy and respect, and to maintain a pleasant environment at all time. Hostile language, behavior, or harassment of any kind will not be tolerated.

Organization Property

Organizations property and resources are to be treated with respect and used only for organization purposed.

Events and Parties

The National Cherry Festival will occasionally sponsor an event or party. Our National Cherry Festival reputation is important at these events and all employees or volunteers are expected to behave as representatives of National Cherry Festival. It may or may not be appropriate for you to consume alcohol at these events. Please check with a member of the leadership team before consuming alcoholic beverages at events and parties. If alcohol is allowed, please be mindful of your consumption; you should never reach a level of being impaired or intoxicated. If you violate this policy, you may not be allowed to attend future National Cherry Festival events or parties, may not be allowed to consume alcohol at National Cherry Festival events or parties, and/or may be subject to termination of the volunteer relationship.

SECTION V HARRASMENT POLICY

The National Cherry Festival expects all of its volunteers, including members of the leadership team, to conduct themselves with dignity and with respect for fellow volunteers, customers, the general public, and others. Each volunteer has the right to work in an environment free from harassment and discrimination. Conduct or communications based on an individual's sex, race, color, national origin, age, religion, disability, genetic information, veteran status, marital status, height, weight, or any other legally protected classification will not be tolerated.

Harassment is any unwelcome or unsolicited verbal, non-verbal, physical, or sexual conduct that unreasonably interferes with an employee's job performance or creates a hostile, offensive, or abusive working environment. Examples of harassment include, but are not limited to, disparaging remarks about a person's sex, race, color, national origin, age, religion, disability, genetic information, veteran status, marital status, height, weight, or any other legally protected status, unwelcome or unsolicited touches or threats of physical harm, and the use of degrading words, nicknames, stories, jokes, or slurs, whether communicated verbally, by electronic mail, or otherwise.

Sexual Harassment

Sexual harassment is unlawful. It continues to be the policy of this organization that any form of sexual harassment by employees, volunteers, or applicants for employment is unacceptable conduct that will not be tolerated.

Sexual harassment is unwelcome sexual conduct. It may include one or more of the following: sexual advances or propositions; requests for sexual favors; verbal abuse of a sexual nature, including sexually explicit or degrading references to another person, or similar language; unnecessary touching; the display of sexually suggestive objects or pictures; sexually explicit or offensive jokes; or physical assault. Sexual harassment is illegal discrimination. This offensive and unwanted conduct creates an uncomfortable, intimidating and "hostile" work environment. It is policy of the Festival Foundation and the National Cherry Festival to enforce the Elliott-

Larsen Civil Rights Act, Act 453 of 1976 (MCL 37.2103). It may be directed towards co-workers or volunteers, or towards customers, clients, or participants.

Sexual harassment is any unwanted verbal or non-verbal sexual conduct or communications that are intended to or do in fact substantially interfere with an employee's employment or create an intimidating, hostile, or offensive work environment. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. Examples of conduct or communications that constitute sexual harassment include, but are not limited to, unwanted sexual advances, offering employment benefits in exchange for sexual favors, threatening reprisals after a negative response to sexual advances, leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters, sexually derogatory comments or jokes, sexually degrading words used to describe an individual, suggestive or obscene letters, notes, or invitations, sexual touching or assaults, and the impeding or blocking of movements.

Unwelcome sexual conduct or communications constitute sexual harassment when:

Submission to the conduct is made either implicitly or explicitly a condition of the individual's volunteer status;

Submission to or rejection of the conduct is used as the basis for a decision affecting the harassed volunteer; or

The harassment has the purpose or effect of substantially interfering with the volunteer's work performance or creating an environment that is intimidating, hostile, or offensive to the employee.

No supervisor, or other employee or volunteer shall engage in sexual harassment. No supervisor, or other employee or volunteer shall threaten or insinuate, either explicitly or implicitly, that another employee's, volunteer's, or an applicant's refusal to submit to sexual advances will adversely affect that person's employment, work status, evaluation, wages, advancement, assigned duties, shifts, or any other condition of employment, volunteer assignment or career development. No supervisor or other employee or volunteer shall, by unwelcome sexual conduct,

create a hostile work environment for any employee or volunteer. No supervisor, or other employee, or volunteer shall engage in unwelcome sexual conduct towards customers, clients, or participants or visitors to the organization.

Any employee or volunteer who feels that he or she is a victim of sexual harassment—including but not limited to any of the conduct listed above—by any supervisor, management official, other employee or volunteer, customer, client, or any other person in connection with employment or affiliation as a volunteer at this organization is expected to bring the matter to the immediate attention of his or her supervisor, or the Executive Director of the organization. An employee or volunteer who is uncomfortable for any reason in bringing such a matter to the attention of his or her supervisor, or who is not satisfied after bringing the matter to the attention of his or her supervisor, should report the matter to the Executive Director. Also, any questions about this policy or potential sexual harassment should be brought to the attention of these persons.

Any employee or volunteer whom the organization believes to have been involved in sexual harassment in violation of this policy will be subject to appropriate sanctions, up to and including termination from employment or removal from our organization.

Reporting a Complaint

If you experience or witness sexual or other unlawful harassment in the volunteer opportunity, you should immediately report it to the Executive Director, or if you feel uncomfortable going to the Executive Director, to any member of the leadership team. **You can raise concerns and make reports without fear of reprisal or retaliation.** The National Cherry Festival prohibits any form of retaliation against an employee or volunteer for filing a complaint based on a reasonable belief under this policy or for assisting in a complaint investigation. Reports of harassment will be promptly investigated and appropriate remedial action will be taken on a timely basis. Complaints will be kept confidential to the extent possible. When the investigation is completed, the person making the complaint will be informed of the outcome of the investigation. Anyone found to be engaging in any type of unlawful discrimination or harassment

will be subject to disciplinary action up to and including termination of employment or removal from our organization.

The organization will promptly investigate all allegations of harassment and will strive to accomplish an investigation in as confidential manner as possible. The organization prohibits retaliation against any person who brings a complaint of sexual harassment or who takes part in investigating such a complaint.

VIOLENCE

National Cherry Festival mandates a “zero tolerance for violence” environment and will make every effort to prevent violent incidents from occurring. Violence includes, without limitation, physically harming another, shouting, shoving, pushing, harassment, intimidation, coercion, brandishing weapons, and threats or talk of violence. This policy applies to all volunteers, workers, visitors, customers, vendors, independent contractors, and other non-employees. Employees or volunteers must immediately report any incident that may involve a violation of this policy to the Executive Director. A violation may result in termination of the volunteer relationship. Such conduct may also be reported to the proper legal authorities.

SECTION VI CONCLUSION

Every effort is made to keep the National Cherry Festival Volunteer Handbook and Code of Conduct current and consistent with the operating policies of the organization. Volunteering is a gift that is freely given and you are an important part of the organization. We hope that your experience with National Cherry Festival are exciting and rewarding.

Thank you for Volunteering!



Volunteer Handbook and Code of Conduct Acknowledgment

I acknowledge notice that a copy of the National Cherry Festival Volunteer Handbook and Code of Conduct are available online at _____.

I understand that the handbook summarizes principles underlying National Cherry festival's policies and expectation concerning volunteerism and is supported by the National Cherry Festival. National Cherry Festival reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct as necessary.

I understand that my volunteer relationship with the National Cherry Festival is discretionary and may be terminated by National Cherry Festival with or without cause and with or without notice.

Volunteer Signature

Date

(Print Name)

Parent or Guardian Signature

Date

(Print Name)

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