

VOLUNTEER POLICY

APPLICATION & CONTACT INFORMATION

- a) Prospective volunteers will complete a standard application form (candidate name, contact information, emergency contact information, availability, skills, and interests) for use by Volunteer Coordinator in matching volunteers and volunteer positions.
- b) The Volunteer Coordinator will match volunteers with available positions in ways that best reflect the availability, skills, interests, and preferences of the volunteer.

PRIVACY & PERSONAL INFORMATION

Information collected in the recruitment process will not be shared with any individuals or organizations by the Volunteer Coordinator or the Volunteer Manager, and will be treated as confidential within the Lakefield Literary Festival community.

VOLUNTEER ORIENTATION

Volunteers will be informed of relevant policies and practices of the LLF in writing (confidentiality, open membership, no free tickets to LLF events, dismissal, code of conduct) and will receive training appropriate to their positions and needs as representatives of the LLF.

TERMS/ROTATION

- a) There will be no predetermined term for volunteer positions, with the exception of membership on the Board of Directors.
- b) The Volunteer Coordinator will contact each volunteer in early spring to confirm continued involvement and to make a note of any wishes for change in volunteer roles.
- c) The Volunteer Coordinator will address any wishes for change or for a particular position in a sensitive and practical manner, ensuring that volunteers feel highly valued, and comfortable in their volunteer roles.

VOLUNTEER POSITION CREATION

Volunteer positions exist based on demonstrated need, and will be reviewed annually by the Volunteer Coordinator and the Volunteer Manager

VOLUNTEER POSITION DESCRIPTIONS

- a) The Volunteer Coordinator will maintain a binder of volunteer position descriptions. Each description will include:
 - Title & Purpose
 - Responsibilities
 - Timeline
 - Location
 - Orientation & training (mentorship, invitation to coordination meetings)
 - Dress code (LLF Volunteer T-shirt)
 - Benefits (invitation to LLF volunteer events)
- b) The Volunteer Coordinator and the Volunteer Manager will meet following each festival to review and update this material.

VOLUNTEER RECOGNITION POLICY

Volunteer participation in the LLF will be recognized in a variety of ways, including:

- a) Post-festival thank you (email from Chair on behalf of the Board, email from LLF Volunteer Manager, at the wrap-up meeting, on the LLF website, in The Herald)
- b) Volunteers retiring after ten or more years of service will receive a thank you card from the Volunteer Coordinator
- c) Access to Volunteer/Author/Host Lounge over festival weekend
- d) Invitation to annual events at which volunteers are celebrated and formally thanked by the LLF Board
- e) LLF Volunteer T-shirt

RISK MANAGEMENT POLICY

Any serious incident on site will be reported by the volunteer to the Site Coordinator, who will report to the Volunteer Coordinator, who will report to the Volunteer Manager, who will report to the Chair of the Board.

DISMISSAL POLICY

Volunteers will be made aware that behavior injurious to anyone associated with the LLF or to the reputation of the LLF, may be cause for dismissal.

Drafted: September 10, 2018

Board Approved: December 4, 2018