

Expectations and Responsibilities For KRFC Volunteers

This document was written using the opinions and input of many committed volunteers with the goal of providing a clear and detailed outline of what happens when volunteers make mistakes. It represents our common understanding about what constitutes damaging and illegal actions towards our radio station. We expect that this document will be used rarely and will be implemented using a common sense, rational approach with the presumption that none of us makes mistakes on purpose. This code applies to all volunteers equally, including members of KRFC's Board of Directors. While disciplinary consequences are a part of this code, we will work to find positive, creative ways for volunteers to correct their actions and, if harm was done, to remedy the harm. Our primary goal is to ensure that KRFC is a safe and comfortable place for all, and that the station runs smoothly and legally.

We expect and require KRFC volunteers to use the following list of expectations and responsibilities to keep the station running smoothly. The FCC requires some of these rules; others are common sense guidelines to make your experience at KRFC safe and positive. The list is divided into levels based on the increasing importance of the listed expectations. In the event that a volunteer fails to meet expectations, corrective actions corresponding to the importance level will be taken, as explained later in this document.

Importance Level One (1)

- Air the legal ID, KRFC Fort Collins, on the hour
- Do not support or oppose, on the air, any candidate for political office
- Sign in and out of the daily Programmer Log
- Use established lines of communication with staff and volunteers, including those outlined in KRFC's Grievance Policy
- Log playlists, local public affairs log and announcement verification forms
- Use the WITS system to log equipment problems
- Clean up one's own messes
- File records, tapes or CDs after use
- Stay within allotted show time
- Leave KRFC-owned music at the station
- Leave pets other than guide dogs at home
- Supervise young children at the station
- Educate guests about KRFC rules
- Use KRFC long distance service only for station-related business

Importance Level Two (2)

- Read underwriting, media sponsorships and public service announcements without making positive or negative comments on air
- Refrain from airing calls to action
- Get permission from staff when scheduling a live band performance or guest, unless this is the regular format of your show
- Get permission from staff before speaking with media if you want to represent KRFC

- Run scheduled EAS tests
- Bring beverages only in closed containers into KRFC studios
- Leave all food outside KRFC studios
- Be respectful to individuals or groups while at KRFC station
- Notify programmers and staff if you are going to arrive late for your show
- Notify staff if you are going to miss your show
- Follow FCC Obscenity and Indecency rules
- Follow KRFC's policy for complying with FCC rules on plugola
- Advise people before you put them on the air that they will be on the air live
- Advise people that you are recording them and that their comments will be broadcast at a later time
- While on the air, programmers and their guests must refrain from advocating the breaking of the law
- Smoke only in designated areas
- Refrain from knowingly broadcasting a hoax (false information concerning a crime or catastrophe)
- Speak positively on the air about other programs or KRFC community members
- Treat KRFC equipment carefully and attentively

Importance Level Three (3)

- Arrange for a SASSE certified substitute if you are going to miss your show
- Get permission before changing show format
- Show up for at least 80% of your shows each year
- Except in an extreme emergency, contact a staff member and/or the next programmer if you have to leave the station unattended during your show
- Refrain from airing libelous statements (false statement of fact about an identifiable person tending to injure that person's reputation)
- Refrain from attacking or harassing an identified person or identified group on air
- Get permission of the programmer on air if you want to be in the studio or on air
- Compensate KRFC for equipment damaged due to carelessness or neglect
- Fully participate with station activities during pledge drives
- Do not refuse to play underwriting announcements, media sponsorships and items on the running order
- Do not bring or use illegal drugs and/or alcohol to or at KRFC
- Speak positively about KRFC on the air (unless principled dissent regarding a policy or action is part of a legitimate discussion of that issue)

Importance Level Four (4)

- Follow KRFC's policy for complying with FCC rules on payola
- Do not steal or willfully destroy KRFC property
- Do not commit illegal or violent crimes while on KRFC property

If Volunteer Expectations and Responsibilities Are Not Met:

Volunteer Review Committees

Volunteer Review Committees are standing committees, available on an as needed basis to assist the station manager and volunteers in discipline related issues. Volunteer Review Committee members are selected annually. They consist of two (2) members and one (1) alternate member from the KRFC Board of Directors, and two (2) volunteer representatives and one (1) alternate volunteer. (Alternate representatives serve if one of the designated members is unavailable, or if a designated member decides it's preferable to step aside in order to have a more balanced process.) The Programming Committee, the Technical Committee and the Live@Lunch Committee select and appoint members to serve on their corresponding Volunteer Review Committees. The Volunteer Coordinator staff member recommends administrative volunteers to serve on the Administrative Volunteer Review Committee (for volunteers who are not represented by the committees listed previously). Action may only be taken if four (4) members are present, two (2) from the KRFC Board of Directors and two (2) committee or administrative members. Volunteer Review Committee members receive formal orientation annually.

Involvement of an appropriate Volunteer Review Committee is required in cases where volunteer disciplinary consequences are at levels 4 and 5 (see description of levels, to follow). At lower levels, the Station Manager or the affected volunteer may request the involvement of a committee. In these cases, the committee decides whether or not to become involved. KRFC volunteers who are involved in several aspects of the station may choose which Volunteer Review Committee will review their case. For example, a volunteer who is both a programmer and an active member of the Technical Committee may choose the Programming or the Technical Volunteer Review Committee.

When a Volunteer Review Committee is activated, the committee will decide exactly how to proceed, since situations vary. In general, the committee will receive written documentation of the situation from the Station Manager and the affected volunteer. The Committee will meet to discuss the order of proceedings and call together the parties involved for a hearing. The Committee will then decide the outcome and report in writing to the Station Manager and the volunteer involved. A copy of the report and the written minutes from the committee's meeting will be filed in a confidential personnel file. All meetings of the Volunteer Review Committees are closed and confidential to protect those involved.

Volunteer Reporting of Rule Breaking

Sometimes the Station Manager is not the first person to become aware of a volunteer infraction. If a volunteer wants to lodge a report about the potentially harmful or illegal behavior of another volunteer, he or she needs to be willing to participate in meetings about the problem. The first meeting will be with the Station Manager. Subsequent meetings, if needed, may also include the affected volunteer and, if appropriate, a Volunteer Review Committee. If the volunteer lodging the report is concerned about retribution or personal safety, a representative may be selected to participate at meetings

as the volunteer's proxy. The representative will be selected and agreed upon by the volunteer lodging the report, the Station Manager and, if applicable, the appropriate Volunteer Review Committee.

KRFC Consequences

The consequences described below detail the actions that will be taken when a volunteer doesn't meet the requirements found in KRFC's list of expectations and responsibilities. Consequence levels correspond to the importance levels described in KRFC's list of volunteer expectations and responsibilities. If a volunteer makes additional mistakes during the ensuing 12 month period, the next higher level of consequences will be used. For example, if a programmer does not air the legal ID (level 1), is warned, and then does it again, the programmer will be placed on probation (level 2).

Effort has been made to be thorough, but KRFC's list of expectations and responsibilities may not be complete. If a damaging or illegal event occurs that seems to warrant action, the appropriate Volunteer Review Committee will decide on its level of importance and the KRFC Board of Directors will approve its addition to the list.

Level 1: Warning. The Station Manager will give verbal and written documentation to the volunteer that enumerates the expectations or responsibilities from KRFC's list that were not met and when they were not met. The documentation will include any recommended corrective or restorative actions. The volunteer will sign the document, indicating receipt of the information. The original will remain on file at the station and the volunteer will receive a copy for their records.

Level 2: Probation. The Station Manager will place a volunteer on probation for a period of one month. During the probationary period, the volunteer will continue his or her duties at KRFC. At the initial meeting, with one mutually agreed upon witness present, the Station Manager will provide written documentation to the volunteer that enumerates the expectations or responsibilities from KRFC's list that were not met and when they were not met. The documentation will include any recommended corrective or restorative actions. The volunteer will sign the document, indicating receipt of the information. The original will remain on file at the station and the volunteer will receive a copy for their records. The one-month probationary period begins on the date of the initial meeting. At the end of the probationary period, the Station Manager, volunteer, and the witness will meet to review the volunteer's performance during the probationary period. The volunteer will be removed from probation if the Station Manager determines that she or he has met the requirements of her/his probation. If the Station Manager determines that the volunteer has not met the requirements, then the probation will continue. If the requirements are not met after a total of 2 months probation, then the consequence level will be increased to level 3.

Level 3: Short term suspension. The Station Manager will place a volunteer on a short suspension, lasting a minimum of 1 week to a maximum of 2 months. The volunteer is not permitted on KRFC property during the suspension period. At the initial meeting, with one mutually agreed upon witness present, the Station Manager will provide written documentation to the volunteer that enumerates the expectations or responsibilities from KRFC's list that were not met and when they were not met. The

documentation will include any recommended corrective or restorative actions. The volunteer will sign the document, indicating receipt of the information. The original will remain on file at the station and the volunteer will receive a copy for their records. At the end of the suspension period the Station Manager, volunteer, and the witness will meet to review whether corrective actions have been taken. At the Station Manager's discretion the case may be deemed resolved or the suspension will be ended and a trial period of probation will begin, or the suspension will continue.

Level 4: Long term suspension. The Station Manager will immediately suspend a volunteer suspected of incurring a level 4 transgression. A meeting with the Station Manager, the appropriate Volunteer Review Committee and the affected volunteer will be scheduled as soon as possible. The Station Manager will provide written documentation that enumerates the expectations or responsibilities from KRFC's list that were not met and when they were not met. The documentation will include any recommended corrective or restorative actions. The Volunteer Review Committee will review the volunteer's suspected violation(s) and render a decision. Written documentation from the Station Manager and a written copy of the Committee's decision will be provided to the volunteer. The volunteer will sign the documents, indicating receipt of the information. The originals will remain on file at the station and the volunteer will receive a copy for their records. Long-term suspensions are for a period of three to six months. The volunteer is not permitted on KRFC property during the suspension period and, if a programmer, forfeits his or her program. At the end of the suspension period the Station Manager, the affected volunteer and the Volunteer Review Committee will meet. The Committee will decide on the next course of action. Options include ending the suspension followed by a trial period of probation, continuing the suspension or dismissal of the volunteer.

Level 5: Dismissal. A volunteer who has already been placed on suspension from the station may be dismissed by the decision of the appropriate Volunteer Review Committee. Once dismissed, a former KRFC volunteer is not permitted on KRFC property, unless invited by the Station Manager or the KRFC Board of Directors. The Volunteer Review Committee must provide written documentation of the reasons for dismissal. This document will be delivered to the volunteer in person with a witness present or sent via registered U.S. mail.