

## **PFF Volunteer Code of Conduct**

Our volunteers and staff are the ambassadors of the Philadelphia Folksong Society (Society). Through their dedication, they enable us to accomplish our goals. Due to the size and complexity of the Philadelphia Folk Festival (PFF), it is necessary to have an established code of conduct for all volunteers in order for peers and patrons to know what to expect in terms of behavior and give the Society a standard by which to gauge it. The primary purpose of this code of conduct is to provide guidelines to ensure the safety and well-being of all participants. Volunteers that do not adhere to this Code of Conduct may be suspended or terminated permanently, and no longer considered for volunteering for any Philadelphia Folksong Society event.

All Volunteers will:

- Conduct themselves with courteous manners and language, treat others with respect, and demonstrate reasonable conflict resolution skills. This includes, but is not limited to, all interactions with performers, customers, volunteers, chairpersons, staff, and the general public before, during, and after the Festival.
- Be aware that they are representatives of the PFF to the general public at all times and should conduct themselves in a manner respectful to the PFF. This includes taking great care not to use social media as a platform to air grievances; rather, to contact appropriate personnel through email or telephone and arrange for a meeting to discuss issues. Should social media be used to post derogatory and negative comments defaming or disrespecting the event, the Society, or any individual associated with either the event or Society, the action will be deemed as a breach of the Volunteer Code of Conduct and will result in the volunteer not being invited back to participate in the event.
- Be expected to report for their shift on time and prepared. Volunteers that do not fulfill their responsibility may be removed as a volunteer by their supervisor for the balance of the festival and asked to leave the site. While on duty at the Festival, Volunteers shall not be intoxicated or operating under any altered state of consciousness that would impair their judgment or ability to work in a safe, efficient and polite manner. Persons unfit for duty may be either temporarily or permanently dismissed by their supervisor.
- No one is allowed on the property without authorization by the Festival Director or a member of the Festival Leadership Team.
- Recognize that verbal, sexual, and physical abuse is unacceptable on and off of the Festival grounds and will result in immediate dismissal from their duties for the event and may result in legal action.
- Accept supervision and support from PFF staff or designated volunteer managers.
- Make all reasonable efforts to ensure that programs are accessible to all individuals regardless of race, color, sex, creed, disability, religion, national origin, ancestry, age, sexual orientation, pregnancy, and marital or parental status.
- Operate all motor vehicles and carts with responsibility and care and comply with all motor vehicle-related state regulations and laws.

- When transporting other volunteers, operate motor vehicles and other equipment in a safe and reliable manner, with a valid operator's license, and the legally required insurance.
- Conduct themselves in a manner that is in the best interest of the PFF, and will not use their volunteer position for purposes of private or personal gain.
- Abide by all local, state, and federal law; and PFF rules, policies and guidelines.