



# Aftersight

A community hub for audio news,  
entertainment & resources

## Volunteer Handbook

Revised 1-1-2024

# Welcome to Aftersight

**Our mission:** To enrich the lives of Coloradans who are blind, have low vision, or need alternatives to print. Audio services empower individuals to be self-sufficient, connected to community, and continuously learning.

**Vision:** We envision a future where everyone has access to news and information regardless of physical or financial ability.

**Values:** Within our team, Aftersight values respect, collaboration, and clear and open communication. We strive to provide our listeners with high quality audio information services that empower them.

## Our Journey

Since 1990, Aftersight (originally RRSR) has been committed to making printed materials accessible to over 100,000 Coloradans with blindness or low vision. Our volunteers play a crucial role in delivering newspapers, magazines, and other materials, fostering connection and enriching lives. Aftersight has evolved since its first broadcast in 1992, expanding regionally, transitioning to digital formats, introducing Spanish content, and embracing new technologies. Under Kim Ann Wardlow's leadership, we're poised for further growth and innovation. As a volunteer, you join a dynamic team dedicated to making a significant impact in Colorado.

***We warmly welcome you to Aftersight,*** where your contributions will help us continue to change lives.

## About this handbook

Volunteers are responsible to review and gain understanding of the contents of this handbook and sign the acknowledgement page at the end.

# Volunteer Rights and Responsibilities

## Your Rights as a Volunteer:

- **Safe Workplace:** You have the right to a safe and healthy work environment. This includes being informed about and refusing unsafe work.
- **Supportive Environment:** Expect a supportive setting with access to assistance from Aftersight staff as needed.
- **Participation:** Engage in effective and meaningful volunteer activities.
- **Voice Your Opinions:** Freely express your thoughts about your work and role.
- **Feedback:** Receive and provide feedback regularly and upon request.
- **Accessibility:** Request and receive necessary accommodations.

## Your Responsibilities as a Volunteer:

- **Respect and Integrity:** Act respectfully towards the community and organization, and conduct yourself with integrity.
- **Role Fulfillment:** Efficiently and effectively carry out the volunteer duties assigned to you.
- **Policy Adherence:** Abide by all organizational policies, guidelines, and feedback.
- **Communication:** Inform your supervisor if you are unable to meet your responsibilities or miss a shift.

## Volunteer Roles

The majority of our volunteers serve as readers in the Programming department, a high-demand role that might involve a waitlist. Additionally,

we occasionally offer varied roles in departments like community outreach, event support, and listener engagement, encompassing activities from sourcing news to engaging with listeners. All volunteers are required to report to their designated supervisor for effective coordination and support in their respective roles at Aftersight.

## Supervisor

### **For Readers:**

Your supervisor is the Programming Volunteer Specialist.

### **For Other Volunteers:**

If your role falls outside the Programming Department, your supervisor may be different. You will be informed about your designated supervisor during your initiation process.

**To find the contact details, visit [aftersight.org/staff](https://aftersight.org/staff)**

## Recognition and Appreciation

At Aftersight, we deeply value the contributions of our volunteers and have established various ways to recognize and show appreciation for their dedication and hard work.

- **Volunteer of the Month Award:** Each month, we celebrate an outstanding volunteer who has gone above and beyond in their role.
- **Volunteer Spotlight Podcast:** We feature our volunteers on a special podcast segment, sharing their stories, experiences, and contributions with our wider community.

- **Nominations for Local Awards:** We actively seek opportunities to nominate our volunteers for local awards, highlighting their contributions on a larger platform.
- **Volunteer Appreciation Events:** Regular events, both in-person and virtual, are organized to celebrate and thank our volunteers.
- **Listener Compliments:** We pass along compliments and positive feedback from our listeners to the respective volunteers.
- **Exclusive Access:** Enjoy free or discounted entry to Aftersight events, classes, studios, and more.

We often find unique and thoughtful ways to show our appreciation, whether it's through small gifts, personalized notes, or public acknowledgments in our communications.

## Orientation, Training, and Support

To guarantee that you are prepared and confident in your role, Aftersight has a comprehensive orientation and training program. This program is tailored to provide you with essential knowledge and skills for your volunteer journey. Additionally, we offer ongoing learning opportunities at no cost, ensuring continual development and growth in your role.

- **Initial Supervisor Training:** Start with training from your supervisor, tailored to your specific volunteer role. This might be a 1x1 session or a group orientation.
- **Comprehensive Volunteer Guides:** Access a range of resources including checklists, instructional videos, and Q&As for ongoing support.
- **Skill Development Opportunities:** Enhance your abilities with voiceover bootcamps, the Volunteer Education Series, and interactive Wednesday Windup sessions.

- **Expert Office Hours:** Personalized guidance and support during scheduled office hours with our expert team members.
- **Regular Check-ins and Feedback:** Engage in regular check-ins for support and feedback to ensure your growth and satisfaction in the role.
- **Community Engagement:** Join volunteer events for community building and personal development.

## Tech support

- **Your resources:** Check your volunteer resources and your onboarding documentation for solutions.
- **Help Ticket:** If unresolved, submit a help ticket. Aftersight staff are available Monday to Friday, 9am-5pm for assistance.
- **Your Volunteer Supervisor:** You can always reach out to your supervisor through their phone or email.
- **Weekend Notice:** Limited support on weekends. Check announcements and your account for any scheduled downtime or known issues. Submit help tickets for weekend issues; responses will be on the following Monday. If issues prevent you from completing your assignment, follow steps to inform us of an absence.

## Safety and Emergency Procedures

### Commitment to Safety:

Aftersight is dedicated to ensuring a safe and healthy workplace.

Volunteers are responsible for reporting any unsafe conditions and are expected to adhere to safety rules and practices. All staff members have a duty to address or mark unsafe conditions within their areas. Volunteers are encouraged to report health and safety concerns without fear of retaliation.

Failure to follow safety protocols may result in disciplinary action, including potential termination.

## **Understanding Emergency Procedures:**

While general safety regulations apply across the organization, it is crucial for each volunteer to be aware of and understand the emergency plan specific to their area of work. Key emergency scenarios to be familiar with include:

- **Fire Emergencies:** Recognize the seriousness of any fire threat. Assess the situation promptly and evacuate the building.
- **Wildfire:** Heed evacuation orders immediately. If an evacuation seems likely, alert others, leave the area promptly.
- **Weather Emergencies:** Stay informed and prepared for any weather-related emergencies, following relevant protocols for safety.
- **Medical Emergencies:** Know the steps to take in case of a medical emergency, including whom to contact and how to provide basic assistance if needed.
- **Infectious Disease:** Aftersight maintains a clean workplace through regular cleaning. Volunteers are required to stay home if ill, practice frequent hand washing, use hand sanitizer provided in offices and studios, cover coughs and sneezes, and properly dispose of tissues.
- **Workplace Violence:** Be aware of the procedures to handle any instances of workplace violence, prioritizing safety and immediate reporting.

## **Reporting Incidents:**

It is mandatory for volunteers to report any safety or health incidents, whether directly involved or witnessed. Contact your Volunteer Supervisor or another Aftersight staff member for guidance on completing an accident and incident report.

# Basic Volunteer Expectations

- **Adherence to Guidelines and policies of your role:** abide by any guidelines, instructions, or policies presented to you for your volunteer role.
- **Contact Information:** Keep your contact details up-to-date with Aftersight staff.
- **Hour Reporting:** Submit your hours after each shift.
- **Deadlines:** Ensure to meet all deadlines within the Mountain Time Zone, and come to your shifts on-time.
- **Security:** Keep any login credentials you are given confidential.
- **Absences:** Use appropriate channels to notify your volunteer supervisor of any absences. Do not arrange for your own substitutes.
- **Communication:** Regularly check the volunteer portal and emails from Aftersight for announcements.
- **Task Execution:** Complete tasks efficiently and independently.
- **Feedback:** Be receptive to constructive feedback to improve your contributions.

Failure to comply with these expectations may lead to retraining or dismissal.

## Dress Code

Aftersight adheres to a casual dress code. Aftersight defines casual dress as any clothing that is appropriate for work, and may include: T- shirts, casual hoodies, company-branded clothing, and any other non-political and non- offensive clothing. Shoes are a requirement. Tight, revealing, and other inappropriate workplace attire is not permitted. All volunteers should use discretion in wearing attire that is appropriate for their volunteer duties. If you have any questions about what is appropriate, please ask your supervisor.



# Code of Conduct

Aftersight values the contributions of our volunteers and expects each volunteer to adhere to a high standard of conduct. By volunteering with us, you agree to follow these guidelines:

- **Respect and Non-violence:** Do not physically or verbally assault fellow volunteers, employees, or anyone you interact with during your volunteer service.
- **Honesty and Integrity:** Provide accurate information regarding hours worked and tasks completed.
- **Property and Resources:** Respect the property of Aftersight. Do not steal or remove any items or money belonging to the organization.
- **Fraudulent Activities:** Committing any fraudulent act is unacceptable and will be taken seriously.
- **Responsibility and Communication:** Notify Aftersight staff if you are unable to complete your assigned tasks within the expected timeframe.
- **Use of Company Property:** Use company property and supplies responsibly. Excessive, unnecessary, or unauthorized use, particularly for personal purposes, is prohibited.
- **Professional Conduct:** Avoid spreading malicious gossip, rumors, and engaging in behaviors that disrupt harmony or interfere with others' work.
- **Company's Best Interest:** Engage in activities that align with the company's best interests.

Violations of these guidelines may result in disciplinary action, up to and including dismissal of your volunteer role. Aftersight reserves the right to report legal violations to law enforcement officials.

This code of conduct is in accordance with Aftersight's policy of volunteer engagement. Aftersight reserves the right to terminate a volunteer's association with or without cause, and with or without advance notice.

# Conflict Procedure

- **Identify and Attempt Resolution:** Volunteers should first understand and try to resolve conflicts among themselves respectfully.
- **Report to Supervisor:** If unresolved, report the conflict to your supervisor for potential mediation and documentation.
- **Confidentiality:** Maintain privacy throughout the process.
- **Review and Follow-Up:** Resolutions are monitored for effectiveness, with the possibility of reviewing a volunteer's role based on the conflict's severity.

This approach ensures efficient and fair conflict handling, contributing to a positive volunteer environment at Aftersight.

# Expenses

For volunteer roles involving virtual activities, such as recording, we understand that a microphone is essential. While many volunteers use their own equipment, Aftersight offers a microphone loan program for those who need it. We also provide access to recording studios for free to those who prefer an in-studio experience. Before incurring any additional expenses beyond basic equipment needs for your volunteer role, please seek approval from your volunteer supervisor. Personal out-of-pocket expenses are typically not reimbursable and cannot usually be treated as donations.

# Logging Hours

Recording your volunteer hours is crucial as it helps Aftersight secure essential grants and funding. Please diligently log all hours spent on Aftersight activities, including preparation, actual task time, and any follow-up action. Accurate and complete time reporting is vital across all volunteer programs.

# Privacy & Personal Information

- **Collection:** We collect and use essential personal information from volunteers for engagement and communication purposes.
- **Disclosure:** We don't share personal information with third parties without consent, except as required by law.
- **Protection:** Aftersight implements measures to protect personal information from unauthorized access and misuse.
- **Retention:** Personal information is kept only as long as necessary and in compliance with data retention laws.
- **Concern Reporting:** Privacy concerns should be reported to an Aftersight staff member.
- **Breach Response:** In case of a data breach, affected individuals will be notified, and appropriate actions taken.

# Resignation Policy

- **Notice:** Volunteers are encouraged to provide as much notice as possible, preferably two weeks, before ceasing their volunteer activities.
- **Resignation Process:** A formal notification of resignation should be submitted to the volunteer's supervisor department.
- **Feedback:** Volunteers may be given an opportunity to discuss the resignation if they wish.
- **Return of Property:** Upon Resignation, volunteers must return all Aftersight property, materials, and documents in their possession.

# Termination Policy

- **Reasons for Termination:** Termination may occur due to reasons such as breach of the volunteer code of conduct, failure to meet role responsibilities, organizational restructuring, or other relevant circumstances.

- **Notice of Termination:** Aftersight will provide notice of termination, detailing the reasons and effective date.
- **Feedback Opportunity:** Volunteers may be given an opportunity to discuss the termination if they wish.
- **Non-Retaliation:** No volunteer will be terminated for raising concerns or issues in good faith.
- **Return of Property:** Upon termination, volunteers must return all Aftersight property, materials, and documents in their possession.
- **Confidentiality:** Maintain confidentiality of any proprietary or sensitive information acquired during their service with Aftersight.
- **Record Keeping:** A record of the resignation or termination will be maintained by Aftersight for future reference.

This policy ensures a structured and respectful approach to both volunteer resignations and terminations, upholding the integrity and operational efficiency of Aftersight.

## Volunteer Confidentiality Pledge

In my capacity as a volunteer at Aftersight I may learn personal facts about staff, volunteers, listeners, and member agencies. I may become aware of confidential information related to the operation of the organization. I understand that I must exercise due diligence and caution in any discussion related to Aftersight and its business. I understand that confidential information may be disclosed to me during my duties and will not be divulged unless it is necessary and would only do so to my immediate supervisor. I also understand that confidentiality is not limited to my current affiliation with Aftersight and that it continues in perpetuity.

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Acceptance of Role and Responsibilities

I fully understand and agree to abide by the policies of Aftersight as outlined in the Orientation and Training Session and policies and statements provided in this handbook. I further agree to represent Aftersight in a professional and courteous manner which reflects the organization's key messages and core values. I agree to consult with an Aftersight staff person should any situation arise during the event which requires clarification, consultation, or appropriate input before making a decision.

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_