



CTV NORTH SUBURBS
Volunteer
Handbook

Updated March 25, 2019

North Suburban Communications Commission

The North Suburban Communications Commission (NSCC) is a joint powers venture by the cities of Arden Hills, Falcon Heights, Lauderdale, Little Canada, Mounds View, New Brighton, North Oaks, Roseville and St. Anthony.

The NSCC is made up of representatives of each of the nine member cities. The NSCC administers and enforces the respective cable franchises of the parties; to administer the procedure for the renewal of the existing cable franchises and the procedure for the award of new cable franchises; to promote, coordinate, administer and develop PEG (Public-Education-Government) access cable television channels and programming; and to conduct such other activities authorized herein as may be necessary to establish and enforce consumer protection standards for cable subscribers of the volunteers of the organization.

North Suburban Access Corporation

The North Suburban Access Corporation, doing business as CTV NORTH SUBURBS, is a non-profit organization governed by a board of directors representing the nine cities served in the joint powers agreement. The organization produces community focused digital media for the purpose of educating and engaging citizens in the JPA (Joint Powers Agreement) area.

Statement of Mission

We produce community focused digital media to educate and engage our citizens.

Core Values

At the core of CTV NORTH SUBURBS's philosophy are three values outlined below. All employees and volunteers are asked to support these values to the best of their abilities.

- **Always Add Value** – Approach every opportunity as a chance to give knowledge, make a beneficial connection, or enhance the customer experience.
- **Mentorship** – Develop each other as leaders by bolstering strengths, identifying weaknesses, developing accountability plans, and celebrating milestones.
- **Empathy** – Recognize emotions in other teammates and clients, and intentionally give value to their perspective. Always examine your own motives.

Eligibility to Volunteer

Requirements to Volunteer

A volunteer is described as an individual who freely undertakes an unpaid activity giving his or her time to help a nonprofit organization.

Volunteering at CTV NORTH SUBURBS you will help in content creation related to the nine cities of, Arden Hills, Falcon Heights, Lauderdale, Little Canada, Mounds View, New Brighton, North Oaks, Roseville, and St. Anthony.

In order to become a volunteer in good standing of CTV NORTH SUBURBS, a person or organization must meet the following conditions:

- Complete a volunteer agreement form, complete with an in case of emergency contact information;
- Sign the receipt of the Volunteer Policies and Procedures;
- Participate in a volunteer on-ramp with a Coordinator;
- Uphold the CTV NORTH SUBURBS mission and vision.

There are no monetary fees associated with volunteering with CTV NORTH SUBURBS. Volunteers do not need to live in the cities that CTV NORTH SUBURBS serves.

Training and certification opportunities are only available to volunteers that have submitted a Volunteer Agreement Form.

Benefits of Volunteering at CTV NORTH SUBURBS

CTV NORTH SUBURBS Volunteers Shall have the following privileges:

- Inclusion on CTV NORTH SUBURBS email lists featuring programming schedules, crew calls, and special events updates;
- Exclusive access to CTV NORTH SUBURBS volunteer workshops, and special events;
- Job skill building in media production;
- Volunteering increases your social and relationship circles;
- Volunteering is an opportunity to give back to your community.

Volunteer Training

* Volunteers who have been active on studio and truck production in the past year may be exempt from training.

Volunteer Orientation

Attendance at and completion of an Orientation Session is a mandatory prerequisite for any CTV NORTH SUBURBS volunteer training. Orientation Sessions are scheduled by appointment with appropriate Staff and last for 45 minutes to 1 hour. The volunteer will identify which volunteerism track they would want to pursue. All certification classes must take place after the initial Orientation.

Volunteer Tracks and Positions

CTV NORTH SUBURBS has two volunteerism tracks available for people to participate in: Studio and Truck. The studio track allows volunteers to participate in LIVE and recorded studio shows. Studio shows are done in the CTV NORTH SUBURBS studio. The truck track allows volunteers to participate in field productions that utilize the CTV NORTH SUBURBS production trucks. These types of productions are primarily sports or community-related.

In order to volunteer on either the truck or studio productions, the appropriate training will need to be completed. Similar skill sets are used between the truck productions and studio productions; however, all skill sets will need to be assessed by a CTV NORTH SUBURBS staff member.

Studio Track

Related to the studio track, all new volunteers who are interested in the studio track are required to take the Basic Studio Class. This class will help you understand all the working parts to a studio. You will learn how to operate a camera, have basic understanding of the positions in the control room. The following positions are studio related volunteer opportunities:

Camera Operators - Typically, two to three camera operators are needed on a studio shoot. These positions receive direction from the Director. Cameras are remote operated.

Floor Director – The Floor Director maintains the pace of the production through communications between talent and crew. This position is always responsible for the safety of all crew and talent on the studio floor.

Graphics Operator- The Graphics Operator creates and/or executes any graphics in a studio or truck productions. CTV NORTH SUBURBS has a variety of graphics programs to utilize.

Audio Operator- The Audio Operator is responsible for running audio cables and hooking up appropriate microphones in either the studio or truck set. They monitor the audio quality throughout the program.

Advisor – The advisor helps locate and recruit guests for shows, assist in writing content and scripts, and can offer guidance on overall content of the show.

Directing- The Director offers direction to each of the positions. They need to be excellent communicators to verbally tell all positions what is needed to make the show run smoothly. They explain shot composition, review graphic assembly, and test playback and audio.

Video Operator- Responsible for importing video and photo clips; executing playback and recording software.

Teleprompter – The teleprompter operator is responsible for inputting scripts and managing the teleprompter software for talent.

Truck Production Track

Related to the truck production track, all new volunteers who are interested in the truck production track are required to take Basic Truck Production Class. This class will help you understand all the working parts of the truck productions. It is required for individuals to be able to carry gear and walk up stairs to participate in truck productions. The following positions are studio related volunteer opportunities:

Camera Operators - May be asked to lift 50lbs and walk up stairs with weight. The operator will execute camera setup and test equipment prior to production. Typically, two to five camera operators are needed on a truck shoot. This may include hand held operated or remote controlled camera. These positions receive direction from the Director.

Zeplay Operator- The Zeplay Operator is a truck position that is responsible for replays of key shots in the program. This is primarily used in sports productions.

Graphics Operator- The Graphics Operator creates and executes any graphics in a studio or truck productions. CTV NORTH SUBURBS has a variety of graphics programs to utilize.

Audio Operator- The Audio Operator is responsible for running audio cables and hooking up appropriate microphones in either the studio or truck set. They monitor the audio quality throughout the program.

Advisor – The advisor helps locate and recruit guests for shows, assist in writing content and scripts, and can offer guidance on overall content of the show.

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Announcers – Announcers are on-air talent that call play-by-play of sporting events, parades, and other community events.

Grip/Utility – This position may be assigned to help the hand-held camera operator with cabling and safety; or general duties as assigned

Volunteers Upholding CTV NORTH SUBURBS Mission and Values

CTV NORTH SUBURBS is the producer of all content, so it is vital that all volunteers understand the CTV NORTH SUBURBS mission, values, and brand prior to participating in a production. This will be part of the volunteer training and certification.

Safety of Volunteers

CTV NORTH SUBURBS requires all volunteers to participate in training related to their volunteerism track. The safety of all volunteers and staff is the top concern of CTV NORTH SUBURBS. CTV NORTH SUBURBS staff will explain how to use the equipment correctly.

CTV NORTH SUBURBS staff are the only ones allowed on the ladder in the studio for changing of the lights.

CTV NORTH SUBURBS staff are the only ones allowed to drive production trucks.

CTV NORTH SUBURBS staff or specially trained volunteers are the only ones allowed to assemble and take down the scaffolding.

For any platform usage, any camera location in which the camera or operator are not directly on the ground (or floor), must first be approved by the senior Truck Tech or staff on the shoot.

Scheduling Trainings

CTV NORTH SUBURBS reserves the right to schedule workshops and classes on any day of the week at any time.

Workshops and classes are distributed to all volunteers through emails, social media, and through our Community Bulletin Board. Those who wish to enroll must sign up prior to the start date of the class and submit a Volunteer Agreement Form. The classes are first-come, first-served.

Training Cancellations

Understanding that the CTV NORTH SUBURBS staff is providing time and resources to train volunteers, we ask that all participants that will not be able to make the training give twenty-four-hour notice, so they may reschedule. If a volunteer does not show up for training without proper notification, they will be removed from the list of eligible volunteers.

Volunteer Certification

Certification is awarded to volunteers after completing the entire course, with a positive recommendation from CTV NORTH SUBURBS staff, applicable to their volunteerism track of choice. Certification process includes practical application of applicable skills, as well as strong understanding of mission and values of the organization.

Waiving of Certification

Certification can be waived on an as needed basis; however, the volunteer must take a practical application test and the Staff will determine if the volunteers' skills are at an adequate level.

Term of Volunteerism

Volunteers are recognized as active from the date of the signed Volunteer Agreement Form and application. All volunteers will renew their Volunteer Agreement Form on January 1st.

Certification Expiration

CTV NORTH SUBURBS volunteer certification expires on December 31st each year unless the following conditions are met:

- The volunteer renews their Volunteer Agreement Form and;
- The volunteer participated in two productions in the year;
- Or the volunteer volunteered 12 hours in the year;
- Or the volunteer attended 2 CTV NORTH SUBURBS training courses through the year.

Those who do not satisfy these minimum requirements must attend an approved class before they will be allowed to participate in their volunteerism track of choice.

Minor Volunteers

CTV NORTH SUBURBS is a learning facility and we encourage students and children to sign up and volunteer at CTV NORTH SUBURBS. All CTV NORTH SUBURBS staff and interns are CORI (Criminal Offender Record Information) checked and approved prior to employment. The minimum age for a CTV NORTH SUBURBS volunteer is thirteen years old.

Volunteer Orientation and Communication

All volunteers who are under 18 years old must have a parent or legal guardian approve and sign their Volunteer Agreement Form and policies and procedures. All forms must also include the name of the parent or guardian, a home phone, a cell phone, and an email address.

With all children under the age of 16, parents must attend the volunteer orientation.

No contact information of any minor will be shared with any other volunteers. A staff volunteer will call them if they wish to volunteer on shows, or they can learn about volunteering opportunities through our monthly emails.

Participation in Classes and Productions

All volunteers must undergo training in order to use the equipment; children and students are no exception.

Drop off and Pick up Policy

CTV NORTH SUBURBS has numerous events throughout the day. For each event, the CTV NORTH SUBURBS staff will provide a drop off time and a pick up time. If a volunteer arrives early to an event, they may wait in the waiting room for the event to begin, or they may assist in studio or truck set-up or tear-down.

The CTV NORTH SUBURBS staff will always provide a confirmed finish and pick-up time for volunteers. In order to keep our younger volunteers safe, CTV NORTH SUBURBS management has implemented a pick-up policy to encourage parents to pick up their children on time. The first late pick-up will receive a written warning from CTV NORTH SUBURBS Management via email to the parent or guardian. Following the warning, any additional late pick-up will result in a charge of \$2 per minute, per child. The parent or guardian will be invoiced by CTV NORTH SUBURBS.

If a parent is late to pick up their child, they must call the coordinator on duty to inform them of their status and approximately what time they will be there. This does not eliminate the fees. Only parents and legal guardians may pick up their children.

Parents and guardians can give written permission, upon volunteer sign-up, for their child to walk or bike home from CTV NORTH SUBURBS.

Parents must take into account for inclement weather. All late fees still apply.

Specific Needs and Requirements

CTV NORTH SUBURBS is an inclusive environment for all volunteers. We want all of our volunteers to feel included and part of the CTV NORTH SUBURBS community. Students with individual learning support needs can be disclosed to the CTV NORTH SUBURBS staff, but does not have to be. This information will help the staff create and adjust curriculum to better serve your child. Our goal is to serve our volunteers to our best abilities.

YouTube and Social Media

CTV NORTH SUBURBS reserves the right to post photos of all volunteers to social media or print articles upon a parent or guardian signing and initialing this document.

Volunteer Conduct

CTV NORTH SUBURBS values the participation of volunteers to help propel our mission forward and have a lasting impact on our community. We expect our volunteers to behave professionally and uphold the values and mission of CTV NORTH SUBURBS.

Representation

All CTV NORTH SUBURBS volunteers, while conducting any volunteerism activity related to the organization, must state they are a CTV NORTH SUBURBS volunteer. All emails used in correspondences regarding CTV NORTH SUBURBS business must be signed as a CTV NORTH SUBURBS Volunteer. Any misrepresentation of volunteers' affiliation with CTV NORTH SUBURBS to others is a violation.

Code of Conduct

Volunteers are encouraged to resolve difficulties on an individual level. If a resolution is not achieved, the Executive Director or their designee is authorized to issue warnings, and suspensions.

Major Violations

Major violations will result in an immediate suspension of volunteership. These may include, but are not limited to:

- Commercial or profit-making use of CTV NORTH SUBURBS facilities.
- Abuse, physical or verbal, of staff or other volunteers.
- Misrepresentation of volunteers' affiliation with CTV NORTH SUBURBS to others.
- Falsifying forms.
- Taking, reserving, or promising equipment to other parties without staff permission.
- Abuse of equipment, unauthorized repair, facility reconfiguration, or improper transport.

- Three “no show” cancellations in any one-year period, which includes not appearing for classes, workshops or shoots.
- Taking of CTV NORTH SUBURBS or staff personal property in common or off limits areas.
- Firearms, weapons, illegal drugs and/or alcoholic beverages are prohibited from CTV NORTH SUBURBS facilities and truck productions.
- Any use of tobacco products (smoking or chewing) and vaping is also prohibited.

Minor Violations

These may include, but are not limited to:

- Not upholding the CTV NORTH SUBURBS mission and values.
- Mishandling or unsafe use of the equipment.
- Eating, drinking or smoking in non-designated areas of CTV NORTH SUBURBS facilities.
- Failure to clean up after using the facilities.
- Handling off-limits equipment or being in off-limits areas.
- Rowdiness or horseplay while in the facility; use of profane language and/or creating any disturbance to other CTV NORTH SUBURBS volunteers, guests, staff, or to the public.
- Repeated use of cell phones during productions, in the studio, in the truck, or in the control room.

Volunteer Accommodations

CTV NORTH SUBURBS prides itself in being an inclusive environment for volunteers of all abilities. The CTV NORTH SUBURBS staff will endeavor to make a reasonable accommodation to the known physical or mental limitations of volunteers with disabilities unless the accommodation would impose an undue hardship on the operation of CTV NORTH SUBURBS business. However, the safety of the volunteers, guests and staff are a priority, and if a persons’ safety is at risk due to an illness, disability, or other issue, CTV NORTH SUBURBS will take the appropriate precautions.

All volunteers must be able to use the restroom facilities themselves. CTV NORTH SUBURBS staff cannot assist anyone.

Volunteers with on-going health issues that put themselves or others at risk, must be accompanied by a certified health aide. CTV NORTH SUBURBS will review accommodations prior to the volunteers’ next visit.

Facility Upkeep

CTV NORTH SUBURBS is a non-smoking and non-tobacco using environment. Smoking, vaping, and tobacco products, such as chewing tobacco, are prohibited from CTV NORTH SUBURBS.

Volunteers are expected to clean up each time they participate in a CTV NORTH SUBURBS production. This includes striking sets, replacing all equipment and cables properly.

No animals are allowed in the building except for service animals as defined by the Americans with Disabilities Act (ADA). Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. The only exception to this is if the animal plays an integral part of a particular program, upon the prior approval of the Executive Director.

Eating and drinking are allowed in designated areas, which must be kept clean by users.

CTV NORTH SUBURBS has limited space for storage, and may not be utilized by volunteers.
CTV NORTH SUBURBS office supplies and equipment may not be used for sets.
CTV NORTH SUBURBS is not responsible for personal items left on the premises.

Right to Refuse

CTV NORTH SUBURBS reserves the right to refuse the use of its facilities to any individual who appears to be under the influence of alcohol or drugs or who interferes with the orderly conduct of business.

Indemnification

Volunteers shall indemnify the NSCC/NSAC, the Cable Commission, the Cable Company, CTV NORTH SUBURBS, their employees, against any and all liabilities arising out of use of facilities and resources, or out of breach of the Agreement with these Policies.

Interpretation

Where the implementation of these policies is subject to interpretation, decisions shall be at the discretion of the CTV NORTH SUBURBS Executive Director or a designee.

Appeals

CTV NORTH SUBURBS volunteers are encouraged to resolve difficulties on the staff level. Any volunteer wishing to appeal an action of the staff or to communicate a problem or complaint should communicate this appeal or message to the Executive Director. After receipt, the Executive Director will provide a written response in 15 days or less. If the volunteer should be dissatisfied with the response, he or she may request a hearing before the Cable Commission, by contacting any Cable Commission Member.

Acknowledgement Receipt

Please sign below to indicate that you have read the CTV Volunteer Handbook and understand the expectations of being a CTV NORTH SUBURBS volunteer. The date this document is signed will provide the start date of volunteership under CTV NORTH SUBURBS.

Signature

Date

Parent or Guardian

Date

[] Check here if you give your child permission to walk or bike home from CTV NORTH SUBURBS.