

Hunters Bay Radio Inc.
(Commonly known as The Bay)

The Bay
Volunteer/Employee Policies and
Procedures

Revised Jan 2, 2020

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Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 1 – Volunteer/Employee Program

Section Heading: Volunteer/Employee Management	Section Number: VM
Subsection: Volunteer/Employee Program	Subsection Number: 1
Policy Title: Station Manager	Policy Number: 1

Policy Statement: The Bay FM will have a Station Manager responsible to facilitate the goals of the organization, and manage Volunteer/Employee resources, under the direction of the Board of Directors.

Purpose: To manage the organization and recognize, direct and apply the unique skills of Volunteer/Employee resources.

Board of Directors

Develops a comprehensive job description for the Station Manager.

Provides direction and support for the Station Manager.

Ensures that an annual performance review of the Station Manager is completed.

Station Manager

Reports to the Board of Directors.

Manages the organization under the direction and oversight of the Board of Directors.

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Section 1 – Volunteer/Employee Program

Section Heading: Volunteer/Employee Management	Section Number: VM
Subsection: Volunteer/Employee Program	Subsection Number: 1
Policy Title: Evaluation of Volunteer/Employee Programs	Policy Number: 2

Policy Statement: The Bay FM maintains and evaluates the Volunteer/Employee components of the organization on an ongoing basis.

Purpose: To maintain, evaluate and develop the Volunteer/Employee components of the organization.

Board of Directors Develops, and ensures implementation of, Policies and Procedures in respect to volunteer/employee components of the organization.

Considers input from volunteer/employees, the community and the listening audience in the ongoing evaluation of the Volunteer/Employee components of the organization.

Oversees the management of volunteer/employee resources.

Ensures that training, support and recognition is available for volunteer/employees.

Station Manager Implements policies and procedures, and manages the volunteer/employee resources.

Develops, in conjunction with the Board, and maintains a job description for each position.

Provides training, support and recognition for volunteer/employees.

Updates forms related to volunteer/employee management as required, and ensure that completed forms are filed as required.

Identifies areas for improvement, and makes recommendation to the Board.

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Volunteer/Employee Policies & Procedures

Section 1 – Volunteer/Employee Program

Section Heading: Volunteer/Employee Management	Section Number: VM
Subsection: Volunteer/Employee Program	Subsection Number: 1
Policy Title: Provision of References for Volunteer/Employees	Policy Number: 3

Policy Statement: The Bay FM will verify a volunteer/employee's position, including dates of service, at the Volunteer/Employee's request.

Purpose: To have a consistent approach for the provision of references.

Station Manager

Obtains written permission from volunteer/employee to release personal information.

The information released will be as follows:

“To whom it may concern:

This letter will confirm that [name] has been a Volunteer/Employee of The Bay FM from [start date] to [present date] in the [position/service(s)].”

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Volunteer/Employee Policies & Procedures

Section 1 – Volunteer/Employee Program

Section Heading: Volunteer/Employee Management	Section Number: VM
Subsection: Volunteer/Employee Program	Subsection Number: 1
Policy Title: Compliance	Policy Number: 4

Policy Statement: The Bay FM will be in compliance with all statutes, regulations and guidelines.

Purpose: All volunteer/employees are to be knowledgeable about, and in compliance with, the rules, regulations and requirements of regulatory agencies, as well as with The Bay FM’s policies and procedures.

Board of Directors Establish policies and mechanisms to oversee, and ensure, The Bay FM is in compliance with policies, financial, guideline, statute, and regulatory requirements.

Station Manager Establish processes to ensure The Bay FM is in compliance with financial, guideline, statute, and regulatory requirements.

Recognizes new circumstances requiring compliance, and develops processes accordingly.

Responds to non-compliance issues by reviewing processes that lead to compliance.

Ensures proper reporting of non-compliance issues to authorized agencies as appropriate or required.

Ensures that all volunteer/employees are informed of relevant compliance requirements, and abide by the requirements.

Reports regularly to the Board on organizational compliance status, and on changes to compliance requirements.

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Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Confidentiality of Information	Policy Number: 1

Policy Statement: All The Bay FM volunteer/employees have an obligation to maintain the confidentiality of the organization and its volunteer/employees. All volunteer/employees must sign a Confidentiality Agreement.

Purpose: To recognize and protect every person’s right to privacy.

President - Board of Directors/Station of Manager

The President of the Board and Station Manager are the designated spokespersons/media contacts for The Bay FM. Either these persons may designate a representative in their place.

Station Manager

Ensures all volunteer/employees receive information on the need for confidentiality and understand that compliance is a condition of their continued participation in the organization.
Ensures all volunteer/employees sign a confidentiality agreement.
Receives written consent before releasing identifiable information about a volunteer/employee.
Defines who has access to confidential information.

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection: 2
Policy Title: Conflict of Interest	Policy Number: 2

Policy Statement: All volunteer/employees shall act in the best interest of The Bay FM without the intent, or appearance, of obtaining direct or indirect benefit that might advance their own personal interest.

Purpose: To clarify conflict of interest.

To prevent actual, potential, or perceived conflict of interest.

To protect The Bay FM from the legal and financial risks associated with conflicts of interest.

Definition: A “conflict of interest” is any situation where:

- a) a Member of the Board, Station Manager or a volunteer/employee’s personal interests, or
- b) the interests of a close friend, family member, business associate, corporation or partnership in which they hold a significant interest, or a person to whom they owe an obligation

could influence their decision and impair their ability to act in The Bay FM’s best interest, or to represent The Bay FM fairly, impartially and without bias.

Board of Directors

When a declaration of a conflict of interest or potential conflict is disclosed by a Board Member, a decision can be made whether the Member:

- a) should recuse themselves from any further participation on the issue, or
- b) may participate in discussion, and
- c) whether the Member may vote in respect to the issue.

The decision can be made by the Board as a group, either together with the Member who disclosed the potential conflict, or by the rest of the Board in the absence of the Member. Regardless, a Member may recuse themselves on an issue where they have a potential conflict of interest. The decision made shall be recorded in the minutes of the proceeding.

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Section 2 – Code of Conduct

When a discussion during a Board meeting, In-Camera session of the Board, or Board Committee meeting involves a person closely related to a Member, that in itself constitutes a conflict of interest.

Person – as defined by the Ontario Human Rights Code to include a spouse, child or parent.

Station Manager

Advise the Board of any personal Conflict of Interest

Ensures volunteer/employees are made aware of the Conflict of Interest Policy.

Assesses the situation and takes appropriate disciplinary action if appropriate when a volunteer/employee contravenes this Policy. Discipline will be governed by “Discipline Policy”

Reports Conflict of Interest situations involving a volunteer/employee, and any action taken, to the Board.

Volunteers/Employees

Advise the Station Manager of any personal actual, potential, or perceived conflicts of interest in regards to The Bay FM

Advise the Station Manager any outside employment, business, commercial or financial interest, where such interest might be seen as being in actual or potential conflict with their The Bay FM related duties.

Report to the Station Manager forthwith any criminal act of which the volunteer/employee becomes aware of in regards to The Bay FM.

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Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: On-Air Conduct	Policy Number: 3

Policy Statement: The Bay FM is a federally licensed broadcast station governed by the Canadian Radio, Television and Telecommunications Commission. We are obligated to follow guidelines as set out by the industry organizations. The Bay FM strives to maintain a high level of professionalism and decorum both on air and while representing the radio station in an official capacity off air

Purpose: To provide for consistent on-air behavior by volunteers/employees representing The Bay FM. Announcers represent The Bay FM and are expected to perform their duties in a manner of utmost professionalism.

Board of Directors Gives support to the volunteers/employees, and ensures that the Station Manager provides orientation, direction, and training to volunteers/employees.

Station Manager Ensures that volunteers/employees receive orientation, direction, and training.

Volunteer/Employees All on-air material is to be factual and delivered in a manner to the best of the individual’s ability according to The Bay FM policies and training.

- On air material is not to include:
- abusive, obscene or offensive language
 - discriminatory comments based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status or physical or mental handicap
 - negative comments about individuals, that are based on personal opinion and/or are false and could be construed as slanderous
 - sexist language
 - negative comments regarding businesses, whether a current sponsor or not.
1. Announcers are not to knowingly give free promotion to businesses or services. Specifically this pertains to giving an endorsement with the intent of encouraging listeners to

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Section 2 – Code of Conduct

patronize the establishment. Conversely, a simple or casual mention of a business name or location, provided it is important to the on air material, may not be a violation.

2. Discussion of controversial subjects must be based on fact and balanced and present both sides of an issue. Generally the announcer should not conclude with a personal opinion one way. Controversial subjects should first be discussed with the Station Manager. *Note: when an announcer is also the Station Manager or a member of the Board of Directors, prior approval will be sought from the Programming Committee and/or the President.*
3. The radio station is not to be used as a “soapbox” for personal beliefs, likes, dislikes, opinions, editorializing or “venting” of anger.
4. There are to be no unauthorized on-air guests or interviews. This includes other announcers. Unless approved by the Station Manager, or indicated on the on-air schedule, announcers are to perform their duties without on-air accompaniment. *Note: when an announcer is also the Station Manager or a member of the Board of Directors, prior approval will be sought from the Programming Committee and/or the President*
5. Live phone bits should be pre-approved by management, if possible. All persons who are interviewed, or used in a phone bit, must be informed (off air) that the contents of the conversation will be broadcast. Should the person object, the material is not to be used.
6. Generally, all references to alcohol should be avoided, with the exception of awareness messages about drinking and driving, responsible drinking, etc.

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Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Dress Code and Conduct	Policy Number: 4

Policy Statement: The Bay FM Board Members, the Station Manager and volunteers/employees are expected to appear professional, well groomed and dressed in a manner appropriate to their work, and conducive to presenting a positive image as representatives of The Bay FM.

Purpose: To project a positive image for the organization.

Station Manager Ensures that all volunteers/employees are aware of the dress code specific to the event/service being provided.

Volunteer/Employee Appear professional, well groomed and dressed in a manner appropriate to their work, and conducive to presenting a positive image as representatives of The Bay FM. When in doubt, clarify with the Station Manager.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Section Number: 2
Policy Title: Alcohol and Drugs	Policy Number: 5 Revised January 24, 2019

Policy Statements: Volunteer/employees are prohibited from obtaining, selling, possessing or using alcohol, marijuana (except as detailed below), prescription drugs not prescribed for that person or illegal drugs on The Bay FM premises, or while acting on behalf of The Bay FM.

Purpose: To ensure the safety of volunteer/employees and to protect The Bay FM’s premises and equipment.

Station Manager	<p>When receiving a request to consume and/or be under the influence of medical marijuana on company time, obtains medical documentation that speaks directly to the employee’s ability to safely and effectively do their job.</p> <p>Upon becoming aware of a volunteer/employee impaired by drugs and/or alcohol, ensures that the volunteer/employee receives medical care if necessary, and arranges for the volunteer/employee to be transported rather than operating their own vehicle. Reports the incident to the Board of Directors.</p> <p>May suspend a volunteer/employee impaired by drugs and/or alcohol, or who is suspected of selling or giving illegal or prescription drugs to another person in the workplace, or possessing/using illegal drugs in the workplace, pending an investigation.</p> <p>Ensures an investigation takes place in the event of a contravention of this policy. The volunteer/employee may be suspended or dismissed subject to appeal to the Board of Directors.</p> <p>Ensures any disciplinary action is appropriate to the circumstances and severity of the specific event.</p>
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Volunteer/Employee	<p>If prescribed medical marijuana and intending to use it on company time or premises, advise the Station Manager and provide documentation as requested.</p> <p>Reports any breaches of this policy to the Station Manager, or a member of the Board of Directors.</p>
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Hunters Bay Radio Inc.
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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Smoking	Policy Number: 6 Revised January 24, 2019

Policy Statement: Smoking is not permitted on The Bay FM premises.

Purpose: To prevent adverse health effects for visitors, volunteers/employees and to be consistent with non-smoking legislation. This policy promotes a healthy environment to ensure no person is exposed involuntarily to second hand smoke while inside the station building, or while entering and exiting the building.

Note: For the purpose of this policy smoking refers to tobacco, vaping and marijuana.

There shall be no smoking:

- 1) inside any of the buildings, or under any of the covered entrances owned, leased or otherwise occupied by The Bay FM, or
- 2) within a 5-meter radius of any entrance of a The Bay FM building.

Contravention of this policy may result in charges under the Smoke-Free Ontario Act and/or discipline.

Station Manager Ensures all volunteer/employees are aware of the smoking policy, and understands that compliance is a condition of their continued participation in the organization

Takes action when a contravention is brought to his/her attention

Applies discipline, when appropriate

Volunteer/Employee Brings any contraventions to the attention of the Station Manager or a member of the Board of Directors.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Human Rights	Policy Number: 7

Policy Statement: The Bay FM will demonstrate values and sensitivity to all persons consistent with the Ontario and Canadian Human Rights Code.

Purpose: The Bay FM will strive to ensure that no person is discriminated against based on race, ancestry, place or ethnic origin, citizenship, colour, religion, age, sex, sexual orientation, marital status, family status, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Board of Directors Ensures that communications present a positive and balanced portrayal towards all groups and persons.

Ensures that services seek to eliminate barriers to full participation at The Bay FM, and promotes positive relations.

Station Manager Ensures all volunteers/employees are aware of the human rights policy, and understands that compliance is a condition of their continued participation in the organization.

Ensures an investigation takes place when a contravention is brought to his/her attention.

Applies discipline, when appropriate, consistent with “Discipline Policy”.

Advises the Board of any incidents brought to his/her attention and the action taken.

Volunteer/Employee Brings any contraventions to the attention of the Station Manager or a member of the Board of Directors.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Harassment/Workplace Violence	Policy Number: 8

Policy Statement: The Bay FM prohibits any form of harassment or violence in the workplace by Board members, management, volunteer/employees, agents or anyone conducting business with the organization. Volunteer/employees are entitled to work in an environment free from harassment, and workplace violence. All have the right to have their complaints dealt with promptly and confidentially by management.

Purpose: To establish a workplace free of tension or anxiety, for volunteers/employees, and to ensure complaints are dealt with promptly

Definitions

Harassment:

It is prohibited for volunteers/employees to engage in a course of vexatious comments or conduct including verbal and emotional abuse that is known, or ought reasonably to be known, to be unwelcome by other volunteer/employees or the public.

Workplace Violence:

1. The exercise, or attempt to exercise, physical force by a person against an employee/volunteer in the workplace that causes or could cause physical injury to a volunteer/employee
2. A statement or behavior in the workplace that it's reasonable for an employee/volunteer to interpret as a threat to exercise physical force against themselves.

Solicitation or Advance

A solicitation or advance may not be made by any person in a position to confer, grant or deny a benefit or advancement to a person, where the person making the solicitation or advance knows, or ought reasonably to know, is unwelcome.

Reprisals

A reprisal for the rejection of a sexual solicitation or advance may not be made or threatened by any person in a position to confer, grant or deny a benefit to a person who rejects such an advance.

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Workplace:	Means in, or on, the property of Hunters Bay Radio or away from Hunters Bay Radio property if the employee/volunteer is engaged in a work-related activity.
Station Manager	Ensures that: <ol style="list-style-type: none">1. all volunteer/employees are aware that harassment and workplace violence is prohibited2. an investigation takes place when a contravention is brought to his/her attention.3. discipline is applied, when appropriate, consistent with “Discipline Policy”.4. advises the Board of any incidents brought to his/her attention, and the action taken.
Volunteer/Employees	Refrains from any activity contravening this policy Reports any contraventions to the Station Manager or a member of the Board of Directors.

Complaint Procedure

Volunteer/employees who feel that they have been harassed, abused or have been subject to workplace violence as defined above should report the circumstances, orally or in writing, to the Station Manager or designate as soon as possible. If circumstances make it preferable to deal directly with the Board of Directors, he/she may do so.

In instances where the complaint is against the Station Manager, the complainant may report to the President of the Board. Where the President of the Board is involved, the complainant may report to the Vice President or any other Board member. In any case, the complainant may be accompanied and/or represented by a third party of their choice.

This policy does not preclude affected volunteer/employees or any person from using the complaint procedure established under the Ontario Human Rights Code.

The Station Manager or designate will conduct a full investigation, that includes witnessed interviews with both the complainant and the alleged offender. Their statements are to be documented, witnessed, dated and signed. Interviews may be recorded.

All reports and discussions are treated in confidence and no subsequent action is taken without the complainant’s knowledge.

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Section 2 – Code of Conduct

If a resolution cannot be reached, or if the action taken is felt to be unsatisfactory, the affected volunteer/employee may appeal to the Board of Directors.

Discipline

Harassment and workplace violence is considered to be a serious offence. The Bay FM has zero tolerance for physical, verbal or sexual harassment or abuse. Offenders will be subject to discipline consistent with “Discipline Policy” and as determined by the Station Manager and Board of Directors.

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Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection Heading: Code of Conduct	Subsection Number: 2
Policy Title: Financial Property	Policy Number: 9

Policy Statement: The Bay FM requires volunteer/employees to safeguard and properly secure the organization’s funds, which includes cash, cheques, valuable documents, supplies, and mail.

Purpose: To prevent misuse of organizational funds

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|--------------------|--|
| Board of Directors | Ensures that an investigation takes place where the Station Manager has been a witness to, or suspected of, a circumstance of theft or fraud. |
| Station Manager | <p>Determines the location where cash will be kept, the amount of cash, and who may have access to the cash</p> <p>Ensures that volunteer/employees handling The Bay FM cash are fully aware of, and in compliance with, safekeeping arrangements.</p> <p>Ensures that an investigation takes place when a contravention is brought to his/her attention. The Station Manager has the right to suspend the volunteer/employee pending an investigation.</p> <p>Considers that a police report be submitted where appropriate.</p> <p>Where theft or fraud is found, notifies The Bay FM’s insurer and lawyer in order to protect the organization’s interests.</p> <p>Applies discipline, when appropriate, consistent with “Discipline Policy” and in consultation with the Board of Directors.</p> <p>Advises the Board of any incidents brought to his/her attention, and the action taken.</p> |
| Volunteer/Employee | <p>Shall not withhold, borrow or otherwise use monies belonging to The Bay FM including from fundraising campaigns.</p> <p>Reports any actual or suspected fraud, theft or misuse of money to the Station Manager immediately.</p> |

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Shall not falsify information on any form including, but not limited to, expense claims, attendance records and financial records.

Are prohibited from misusing or tampering with software patents or licenses, including those related to computers.

NOTE:

The police must be notified if the amount involved exceeds \$1,000.00.

The police may be notified if the amount involved does not exceed \$1000.00.

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Volunteer/Employee Policies & Procedures

Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection Heading: Code of Conduct	Subsection Number: 2
Policy Title: Internet Use	Policy Number: 10

Policy Statement: Volunteer/Employees are encouraged to use the Internet to further the goals and objectives of The Bay FM.

- Purpose:**
- To enhance the success and safety of services to the community, the organization and individuals.
 - To prevent actual or potential misuse of the Internet at The Bay FM
 - To clarify what constitutes the misuse of technology owned or operated by The Bay FM.
 - To protect The Bay FM from legal and other risks associated with improper Internet use.

Types of activities that are encouraged include:

1. Communicating with fellow volunteer/employees, business partners of The Bay FM, and clients within the context of an individual's assigned responsibilities;
2. Acquiring or sharing information necessary or related to the performance of an individual's assigned responsibilities, and;
3. Participating in educational or professional development activities.

Inappropriate Use

Individual Internet use will not interfere with others' productive use of Internet resources. Users will not violate Federal and Provincial laws or the policies of The Bay FM. This includes, but is not limited to, the following:

1. The Internet may not be used for unlawful purposes, including, but not limited to, copyright infringement, obscenity, libel, fraud, defamation, plagiarism, harassment, intimidation, forgery, impersonation, illegal gambling, or soliciting for illegal pyramid schemes, or spreading of computer viruses.
2. Use of the Internet in a manner that is not consistent with the mission of The Bay FM, misrepresents The Bay FM, or violates any The Bay FM policy.
3. The Bay FM prohibits use for mass unsolicited mailings, access by non-employee/volunteers to THE BAY FM resources or network facilities,

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Section 2 – Code of Conduct

uploading and downloading of files for personal use, access to pornographic sites, gaming, competitive commercial activity, or the dissemination of chain letters, unless pre-approved by the Station Manager or President.

4. Individuals may not copy, alter, or destroy data, software, documentation, or data communications belonging to The Bay FM or another individual without authorization.
5. In the interest of maintaining network performance, users should not send or download unreasonably large electronic mail attachments or video files.
6. Individuals will only use The Bay FM approved services for voice communication over the Internet.

Procedures:

Station Manager

Ensures that all volunteers/employees are aware of the Internet Use policy.

Ensures that an investigation takes place of any apparent misuse of The Bay FM's internet resources. Depending on the circumstances, the volunteer/employee may be suspended pending the outcome of the investigation.

Applies discipline, when appropriate, consistent with "Discipline Policy" and in consultation with the Board of Directors.

Advises the Board of any incidents brought to his/her attention, and the action taken.

Volunteer/employees

Refrains from any Internet activity that contravenes this policy

Reports any contraventions to the Station Manager or a member of the Board of Directors

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Communication	Policy Number: 11

Policy Statement: The Bay FM will communicate with persons with disabilities in a respectful and empowering manner.

Purpose: To ensure that members of the public with disabilities are offered a variety of suitable ways to communicate.

Station Manager Ensure that volunteer/employees that communicate with the public as part of their duties are aware of, and trained, in methods of communicating with those having disabilities that limit their communication.

Ensure that volunteer/employees are aware of the need to communicate with customers and the public in clear and plain language.

Volunteer/employees In cases where telephone communication is not suitable, or is not available, will offer to communicate with members of the public with disabilities in person, by regular mail, email or other electronic devices.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Service Animals	Policy Number: 12

Policy Statement: The Bay FM is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of The Bay FM premises that are open to the public and other third parties, unless the animal is otherwise excluded by law.

Verification of the need for a service animal may be requested by The Bay FM.

Purpose: To ensure that persons with disabilities seeking goods and services continue to have the assistance of their service animal.

Station Manager Ensure that all volunteer/employees are trained on how to interact with disabled persons accompanied by a service animal.

Ensures alternate measures are made available in cases where a service animal is excluded from the premises.

Volunteer/employees Allows access to The Bay FM premises to persons accompanied by, and requiring the support of, a service animal.

Consults with the Station Manager when in doubt.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility- Support Persons	Policy Number: 13

Policy Statement: Any person with a disability accompanied by a support person will be allowed to enter The Bay FM's premises with his or her support person.

Purpose: To ensure that people with disabilities seeking goods and services provided by The Bay FM and requiring a support person, will continue to be accompanied by, or have access to, a support person.

Station Manager

May require a support person to sign a confidentiality agreement if confidentiality is important due to the information being discussed. Members of the public may be advised of this requirement through oral or written means.

May require that a member of the public with a disability have a support person in attendance when there may otherwise be a risk to the health and safety to the person with the disability, or to others.

Volunteer/employees

Allows access to The Bay FM premises to members of the public with a disability accompanied by a support person when seeking goods and services provided by The Bay FM.

Consults with the Station Manager when in doubt.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Accessibility - Information	Policy Number: 14

Policy Statement: The Bay FM’s employment practices will meet the information accessibility needs of employees, volunteers and applicants with disabilities.

Purpose: The Bay FM welcomes and encourages employees, volunteers, and applicants with disabilities. Accommodations will be made available, where possible, on request from individuals taking part in The Bay FM’s selection, employment and promotion processes.

Station Manager: Ensure employees, volunteers and the public are aware that The Bay FM will accommodate the needs of people with disabilities in The Bay FM’s selection process.

Communicates with employees and volunteers with disabilities regarding how best to accommodate their needs to receive information.

If an applicant or successful candidate with a disability requests an accommodation, discuss their needs and make adjustments to support them, where possible.

Provide workplace information in an accessible format if an employee or volunteer with a disability requests. This includes:

- information employees and volunteers require to perform their jobs
- general information available to all employees and volunteers

Make emergency information accessible when The Bay FM becomes aware an employee or volunteer with a disability may need accommodation in an emergency.

Ensure that volunteer/employees are aware of the policy to support people with disabilities.

In cases of established performance management or career development processes, consider the access to information needs of an employee or volunteers with disabilities when:

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- holding formal or informal performance reviews
- promoting or moving volunteer/employees with disabilities to a new job

Examples include:

- making documents available in accessible formats
- providing feedback and coaching in a way that is accessible
- providing accommodations needed to successfully learn a new skill or take on more responsibilities

Volunteer/employees

Advise the Station Manager when a disability impacts on performance and requires an accommodation.

Participate in a discussion on the most appropriate means to accommodate the disability in the workplace.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Broadcasting Code of Ethics	Policy Number: 15

Policy Statement: Free speech and an informed public are vital to a democratic society. Accuracy of information broadcasted by The Bay FM is a paramount responsibility

Purpose: To ensure The Bay FM’s broadcasters promote, protect the freedom to report independently, and accurately broadcast matters of public interest, and present a wide range of expressions, opinions and ideas.

Broadcasters

Accuracy – Broadcasters will inform the public in an accurate, comprehensive and fair manner about issues and events

Equality – Broadcasters will report factors such as race, national or ethnic origin, colour, religion, sexual orientation, marital status or physical or mental disability only when they are relevant.

Authenticity - Broadcasters will present news and information without distortion. Interviews may be edited provided that the meaning is not changed or misrepresented. Broadcasters will not present news that is rehearsed or re-enacted without informing the audience. Broadcasters should take steps to ensure the authenticity of all audio, including news material acquired from the public, free lancers and other sources before broadcasting it. Editorials and commentary will be identified as such.

Privacy - Broadcasters will respect the dignity, privacy and well being of everyone with whom they deal, and will make every effort to ensure that newsgathering and reporting does not unreasonably infringe on privacy except when necessary in the public interest. Clandestine newsgathering techniques should only be used when necessary to the credibility or accuracy of a story in the public interest.

Independence - Independence is a fundamental value and we will resist any attempts of censorship that which would erode it. Broadcasters will resist pressures to change or alter the news. Intrusion into content, real or apparent should be resisted.

Integrity - Broadcasters will not pay subjects or sources that have a

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vested interest in a story. Commentators or contracted experts are exempted. Broadcasters will not accept financial compensation from those who seek to influence news coverage thereby compromising journalistic integrity and independence.

Conflict of Interest - Broadcasters represent The Bay FM. They will govern themselves on and off the air in such a way as to avoid conflict of interest, real or apparent.

Corrections - Errors will be quickly acknowledged and publicly corrected on all platforms.

Decency and Conduct - Broadcasters will treat people who are subjects and sources with decency. They will use special sensitivity when dealing with children. They will strive to conduct themselves in a courteous and considerate manner, newsgathering as unobtrusively as possible. They will strive to prevent their presence from distorting the character or importance of events.

Fair Trial - In reporting matters that are or may be before the courts, broadcasters will ensure that their reporting does not interfere with the rights of an individual to a fair trial.

Reporting on violent criminal activities such as hostage takings, prison uprisings or terrorist acts will be done in a fashion that does not knowingly endanger lives, offer comfort and support or provide vital information to the offender(s). The Bay FM volunteer/employees will not contact victims or offenders during the course of a criminal incident for the purpose of conducting an interview that could interfere with a peaceful resolution.

Intellectual Property – Plagiarism is unacceptable. Broadcasters will strive to honour the intellectual property of others, including video and audio materials.

Impediments – Broadcasters will seek to remove any impediments to or bans on the gathering or reporting of news in the public interest.

Sources – Broadcasters will make every effort to attribute news on the record. Confidential sources should be used only when it is clearly in the public interest to gather or convey important information or when a person providing information might be harmed.

Any news items gathered from sources other than reputable commercial

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news agencies will be discussed with and approved by the Station Manager prior to airing.

Respect and Enforcement – Volunteer/employees of The Bay FM will respect the provisions of this Code and The Bay FM itself will take all reasonable steps to encourage that all broadcasters are aware of the Code, even if they are not themselves a volunteer/employee of The Bay FM.

Station Manager Approve any news items gathered from sources other than reputable commercial news agencies prior to airing.

Adapted from The Association of Electronic Journalists Code of Ethics – RTDNA Canada

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Copyright	Policy Number: 16

Policy Statement: The Bay FM complies with the federal Copyright Act, which provides protection to authors/creators and their exclusive legal right to reproduce, publish or sell a work. When programs are produced at The Bay FM with The Bay FM resources, the copyright of the audio belongs to The Bay FM. The Bay FM volunteer/employees shall not receive any remuneration for works produced at The Bay FM with The Bay FM resources.

Purpose: To guide The Bay FM and its volunteer/employees through issues of copyright when offering a program within and outside of The Bay FM’s studio. Inform volunteer/employees of the need to respect copyrighted materials when creating a program.

- Station Manager
- Ensures that all volunteers/employees are made aware of the Copyright Act, understands what is protected under the Copyright Act and the consequences of infringement of these rights.
 - Ensures that a copy of a guide regarding the Copyright Act is available to volunteers/employees.
 - Ensures Copyright Policies and Procedures are adhered to.
- Volunteer/Employees:
- May only air music, performances and previous broadcasts that have been legally obtained or produced.
 - Respect copyright law and the rights of existing copyright holders.
 - When producing a program outside of The Bay FM’s studio for broadcast on The Bay FM, the producer must respect the rights of existing copyright holders. The copyright of this audio belongs jointly to the producer and The Bay FM. The Bay FM must be acknowledged when these programs are used on a non The Bay FM platform.

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Section 2 – Code of Conduct

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Nepotism	Policy Number: 17

Policy Statement: Within the guidelines of the Ontario Human Rights Code, senior staff, the Board of Directors and members of the Committees of the Board will avoid nepotism and the appearance of nepotism. Directors and Committees of the Board will be held to a high standard of independent judgment.

Purpose: To avoid serious conflicts and problems with favoritism and employee morale.

Board of Directors An immediate family member (as defined by the Ontario Human Rights Code to include a spouse, child, parent) of a Director of the Board shall not serve on the Board or any Standing or Special Committee of the Board concurrently. Exceptions may be made with the approval of the Board.

Station Manager A person is not eligible to be hired for an employment position if a member of their immediate family will exercise supervisory authority.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 2
Policy Title: Social Media	Policy Number: 18

Policy Statement: The Bay FM strives to maintain a high level of professionalism and decorum while representing the radio station on all social media, which includes newspaper, television, radio, as well as digital media such as Facebook and Twitter.

Purpose: To govern the publication and commentary on social media by volunteers and employees of The Bay FM.

Station Manager: Encourage volunteer/employees to actively participate in social media for the general benefit of The Bay FM.

Approve and control those given access to post on The Bay FM owned social media sites.

Monitor publications and commentary on social media by volunteer/employees using The Bay FM official sites.

Volunteer/Employees: Ensure that views and opinions expressed do not reflect negatively on The Bay FM, and are not in conflict with any The Bay FM policy, when posting on The Bay FM owned social media sites.

Ensure that the views and opinions expressed are their own and do not reflect negatively on The Bay FM when posting on their own personal accounts.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Recruitment	Policy Number: 1

Policy Statement: The Bay FM values our dedicated volunteers and recognizes that they are essential to the ongoing operation and success of the organization. Volunteer recruitment is ongoing.

Purpose: To recruit people with the best match for specific positions.

Station Manager

Recruitment:

- reflects the goals of client-focused, community driven and quality based service delivery.
- uses a variety of creative recruiting methods that recognize and respond to changing social and economic trends.
- may reject an applicant as a result of information gained through any of the steps in the screening process (including police records checks).

Develops position descriptions prior to recruitment (including responsibilities; qualifications if applicable; hours required; screening requirements based on risk audit of the position; orientation, limitations of the position, training and supervision required).

Ensures all recruitment strategies define the expectations of the positions and screening requirements.

Includes a request for people to volunteer, according to their skills, areas of interest and the organization's needs at all formal presentations.

Targets recruitment to the audiences most likely to have the skills and interests matching the available positions,

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Screening	Policy Number: 2

Policy Statement: The Bay FM volunteer/employees are subject to a screening process based on the risk inherent in the position.

Purpose: To enhance the success and safety of services to the community, organization and individuals.

Station Manager

Ensures that complete descriptions of all positions are available to prospective volunteers/employees.

Ensures a audit is conducted on each position, and subsequently when there is a change to a component of a position. To include the following elements:

- nature of the role and activity
- setting
- degree of supervision.

Determines and undertakes the relevant screening steps which will apply to each position based on the risk audit, and communicates the information to prospective volunteers/employees

Screening includes a police background check.

Ensures that decisions made in the screening process are based on the position, and not the individual, and are consistent with organization policy and procedures and with Human Rights.

Conducts an exit interview when an individual leaves the organization.

Documents exit reasons.

Provides letter of thanks unless the individual has been suspended or terminated.

Follows up with any issues/concerns identified within the organization as a result of an exit interviews.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Probation	Policy Number: 3

Policy Statement: The Bay FM has a probation period for volunteer/employees.

Purpose: To evaluate whether the person has the personal and job related skills and commitment required for the position.

Station Manager

The probation period shall be three (3) months for volunteer/employees, unless otherwise designated by the Board of Directors.

Ensures all volunteer/employees receive appropriate orientation and training required for their position.

Deals immediately with any performance issues and makes suggestions for improvement with the individual. Documents any such discussions.

Encourages each volunteer/employee to discuss any issues that affect his/her performance, including anything that might be an impediment to that performance. Where possible, attempts to resolve impediments to performance.

Completes annual performance evaluations for employees, and as required for volunteers.

Discusses performance evaluation with the individuals.

Documents in the volunteer/employee's file the results of the probation period.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Orientation and Ongoing Education/Training	Policy Number: 4

Policy Statement: The Bay FM volunteer/employees will receive orientation and specific training for the position they are undertaking prior to providing a service. Ongoing training will be made available to assist volunteer/employees progress and to teach new skills.

Purpose: To help ensure that volunteer/employees have the knowledge, skills and ability to carry out the requirements of their position in a competent and effective way.

Board of Directors

Provides training and development opportunities for the Station Manager.

Provides the Station Manager with tools necessary to supply orientation, education and training to volunteer/employees.

Station Manager

Ensures volunteer/employees receive orientation and on-going education and training.

Ensures that orientation and training completed is documented in each volunteer/employee's file

Has volunteer/employee sign a form acknowledging:

- orientation/education/training received
- his/her understanding of the expectations for their position

Identifies and recommends appropriate educational opportunities.

Evaluates the effectiveness of the orientation and training sessions to identify areas of strengths and improvement.

Develops educational/training plan to maximize development of volunteer/employees.

Incorporates a variety of training methods, including mentoring.

Obtains education/training suggestions from volunteer/employees.

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Authorizes funding requests for outside training sessions where appropriate.

Volunteer/Employees

Submits requests for funding to attend outside training sessions to the Station Manager.

Takes advantage of relevant education/training opportunities provided.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Support, Supervision and Performance Review	Policy Number: 5

Policy Statement: The Bay FM volunteer/employees shall receive ongoing supervision and performance reviews depending on the position and the specific needs of the individual.

Purpose: To monitor the quality of service provided and to provide feedback for continuous improvement.

Station Manager Offers support, encouragement, direction and constructive feedback to volunteer/employees on a regular basis.
Documents accomplishments, compliments, complaints and incidents in volunteer/employees' files.
Provides ongoing supervision/monitoring through a variety of means such as team meetings, one-on-one meetings, and monitoring of work performance and on-air shows

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Recognition of Volunteer/Employees	Policy Number: 6

Policy Statement: The Bay FM recognizes volunteer/employees in ways that are “appropriate and meaningful”.

Purpose: To promote volunteer/employee appreciation and to recognize their importance to the organization.

Board of Directors Attends volunteer/employees recognition events to show appreciation for their services.

Station Manager Plans and conducts ongoing recognition activities such as:

- annual breakfast/lunch events
- annual thank-you gift
- regular updates and recognition in newsletters
- certificates, plaques
- daily recognition e.g. snacks, birthday cards and verbal thank you/feedback
- training and supervision.

Recognition Award recipients are recommended by the Station Manager and selected in consultation with the Board of Directors for acknowledgement of outstanding service.

Attends volunteer recognition events to show appreciation and to acknowledge other volunteers.

Shares updates on organizational developments, future plans, etc.

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Promotes the satisfaction of volunteers by:

- valuing the volunteer's role in the organization
- keeping volunteers interested and challenged in their work
- making maximum use of each volunteer's availability.
e.g. short assignments, flexible hours, team volunteering, leave of absence
- recognizing volunteer accomplishments
- responding to volunteer needs
- promoting effective communication strategies
- ensuring volunteer participation/representation in the development, implementation and evaluation of all services provided by the organization

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Discipline/Dismissal	Policy Number: 7

Policy Statement: All volunteer/employees are expected to perform their duties as outlined in The Bay FM’s policies and procedures manual in a competent and effective manner. Failure to do so may result in dismissal. All volunteer/employees are entitled to due process.

Purpose: To protect the community, volunteer/employees, the organization and to provide an effective service.

Volunteer/employees may be suspended or dismissed under circumstances including, but not limited to:

- fraud, vandalism, theft, sexual assault, harassment
- breach of confidentiality
- benefiting from conflicts of interest

Board of Directors Is the avenue of appeal available to volunteer/employees in cases of dismissal. (See Appeals Policy)

Station Manager Ensures new volunteer/employee have received orientation and on-going training on the policies and procedures of the organization

Ensures positive and negative documentations are included in the volunteer/employees file. Includes results of probationary period screening, mentoring reports, supervisory issues, disciplinary incidents and actions taken.

Considers advice from a human resource specialist and/or lawyer if appropriate in the event of an incident that could lead to dismissal.

Promotes safety for volunteer/employees, and takes appropriate steps to protect staff and the organization from possible negative outcomes of a dismissal.

Advises the Board of Directors when a volunteer/employee has

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been disciplined, suspended or dismissed

Informs all staff when a volunteer/employee has been suspended or dismissed.

Obtains any relevant organization information/ equipment from a suspended or dismissed volunteer/employee e.g. keys, client files.

Reports incident to appropriate authorities as necessary.

Progressive Disciplinary Procedure:

Progressive discipline may be followed for similar actions and incidents, or in cases where the behavior is different from a previous incident but of similar severity.

Verbal Warning

Is a written record of a verbal discussion initiated by the Station Manager with a volunteer/employee regarding an issue. The issue has usually, but not always, been identified as a problem in previous verbal discussions or in a Performance Review.

Procedure:

The Station Manager will:

1. Ensure that the incident is documented and an investigation is conducted.
2. Speak to the volunteer/employee in private and give an opportunity to explain the behavior.
3. Consider the circumstances: e.g. lateness due to inclement weather.
4. If performance is found to be unsatisfactory:
 - May verbally warn the volunteer/employee, and
 - Informs volunteer/employee of expected future behavior.
 - Advises the volunteer/employee that this is the first step in the Disciplinary Procedure and that failure to correct the problem will result in further discipline.
 - Place documentation in the volunteer/employee file regarding the action taken and the resolution. The volunteer/employee will be given a copy.
5. Ensure a monitoring period is in place.

Written Warning

Should the monitoring period result in the volunteer/employee's failure to correct his/her behaviour, the matter proceeds to a written warning.

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Procedure:

The Station Manager will:

1. Ensure that the incident is documented and an investigation is conducted
2. Speak to the volunteer/employee in private and give an opportunity to explain the behavior. If not satisfactory, arrange for a management witness or a member of the Board of Directors to take minutes.
3. Advise the volunteer/employee that they have the right to have a witness present.
4. If performance is found to be unsatisfactory, issue the volunteer/employee a letter stating that:
 - They are being given a written warning for [problem/conduct] on [date].
 - Informs the volunteer/employee of expectations.
 - Failure to correct the problem in a reasonable amount of time, will result in further discipline up to and including a suspension and/or termination
 - The volunteer/employee is given the original and the copy is retained in the volunteer/employee's file for future reference.
5. A monitoring period of one (1) year follows, unless there is a reoccurrence of the same incident,

Final Warning

Is a written warning and may include a suspension or termination of the volunteer/employee's services.

Procedure:

The Station Manager will:

1. Ensure that the incident is documented and an investigation is conducted.
2. Offer the volunteer/employee an opportunity to explain the incident. If not satisfactory, arrange for a management witness or a member of the Board of Directors to take minutes.
3. Advise the volunteer/employee that they have the right to have a witness present.
4. If the behavior is found to be unsatisfactory, issue a warning letter stating that:
 - This is a final warning issued for [problem/conduct] on [date].
 - You are to [explicit explanation].
 - If you do not restore your performance to a satisfactory level and sustain the improvement, it shall become necessary to dismiss volunteer/employee services.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Appeal Process	Policy Number: 8

Policy Statement: If an issue arises, all efforts will be made to resolve the issue quickly and fairly. If the issue is not resolved to the satisfaction of all parties, the volunteer/employee will be advised of his/her right to request an Appeal Panel Review.

Purpose: To provide an opportunity for review and resolution of complaints made by volunteer/employee.

Station Manager Documents all complaints made by volunteer/employees using the Incident Report Form.

If a resolution is not reached, informs the Board of Directors that an appeal has been requested. Sends the volunteer/employee a letter with a copy of the Volunteer/Employee Management policies and procedures including the Appeal Procedure, and Volunteer/Employee Appeal Form.

Appeal Panel The Appeal Panel will consist of the Board of Directors.

Board of Directors The President will convene a hearing within 30 days of receipt of the written request for appeal, including the volunteer/employee’s consent to release information, unless the parties agree to a postponement.

Volunteer/employee’s and/or their spokesperson(s) (up to a maximum of 3 persons) may be present at the hearing. The Bay FM representatives may include staff or any other resource person with knowledge or expertise relevant to the situation.

Appeal Panel

1. Affirms the decision and gives a written notice of the affirmation to the volunteer/employee; or
2. Rescinds the decision and gives a written notice of the rescission to the volunteer/employee or
3. Rescinds the decision, substitutes a new decision in its place and gives a copy of the new decision to the volunteer/employee.

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The volunteer/employee will be advised verbally of the outcome within 10 business days of the Appeal Panel hearing. A written summary will be forwarded to the volunteer/employee as soon as possible after rendering the decision.

Confidentiality

All proceedings are strictly confidential. During the meeting, the use of audio or visual recording devices is not permitted. No media representatives are permitted to be present during the meeting.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: External Complaints	Policy Number: 9

Policy Statement: All listener complaints will be resolved using a process that aligns with NCRA and CRTC guidelines

Purpose: Listener complaints will be dealt with in accordance with NCRA and CRTC guidelines and the right to appeal decisions will be discussed with a complainant.

Procedure:

Board of Directors	Acts as an appeal panel when resolution of a complaint is not reached.
Station Manager	Will be the first point of contact in resolving complaints. Will inform all parties of the details of the complaint and negotiate a resolution. Will advise all parties of the appeal process. Will ensure that all documentation is completed and filed appropriately. Should a complaint not be satisfactorily resolved, the Station Manager shall consult with the President of the Board in attempt to resolve the complaint.
Complainant	Should a complaint not be satisfactorily resolved, or the complainant does not agree to the Station Manager's decision, may appeal to the Board of Directors at their next regular scheduled meeting, and/or to lodge a complaint with the CRTC.
Volunteer/employee	A volunteer or employee against whom a complaint has been made will have the right to be heard throughout the process.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Live Performance Waiver	Policy Number: 10

Policy Statement: It is essential to protect The Bay FM from liability regarding copyright violations arising from the broadcast of live performances

Purpose: To protect The Bay FM from liability regarding copyright violations arising from the broadcast of live performances

Station Manager

Ensures that a suitable performance waiver is dated and signed before permitting a live or pre-recorded live performance to be aired on The Bay FM.

Ensures that all on-air hosts and producers are aware of the policy and have access to performance waiver forms.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Personal Vehicle Usage & Liability	Policy Number: 11

Policy Statement: The Bay FM will maintain adequate third party liability insurance and ensure volunteer/drivers have personal third liability insurance when driving their personal vehicle on The Bay FM business. Drivers will be reimbursed for the usage of their personal vehicles on The Bay FM business.

Purpose: To inform members of the organization of the third party liability insurance coverage carried by The Bay FM, requirements for same by the volunteer/employees, and the reimbursement policy for use of personal vehicles on The Bay FM business.

Board of Directors Reviews the amount of reimbursement for volunteer/employee personal vehicle usage as recommended by the Station Manager.

Station Manager Recommends changes to the reimbursement amount for personal vehicle usage to the Board for approval as needed.

Informs volunteers/employees of the third party liability insurance coverage carried by The Bay FM.

Reviews insurance required and updates annually.

Ensures volunteer/employees carry personal third party liability insurance and notify their broker/insurer they are driving their personal vehicle on The Bay FM business.

Ensures volunteer/employees sign a waiver. The waiver will state they have a valid driver's license, the required amount of insurance, have notified their broker/insurer and are aware that The Bay FM is not responsible for any action contravening the Ontario Highway Traffic Act.

Informs volunteer/employees of the amount of reimbursement of their travel costs.

Monitors claims made and make recommendations regarding

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appropriate insurance requirements for volunteer/employees.

Identifies and takes action to reduce claims.

Volunteer/employees: Immediately reports to the Station Manager any occurrence where organization insurance may be involved.

Completes necessary forms within required timeframe.

Supplies copies of their driver's license and the front page of their insurance policy to the Station Manager.

Signs and returns the waiver after they are able to complete the conditions 3 in the waiver.

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Public Service Announcements	Policy Number: 12

Policy Statement: The Bay FM will provide a forum to broadcast community events at no cost to the community organization.

- Purpose:** The Bay FM will broadcast local community Public Service Announcements (PSA's) for events sponsored by:
- Registered Not for Profits
 - Registered charities
 - Recognized service clubs and property owners associations
 - Church groups
 - Local governments and committees
 - Other community announcements of interest, subject to the approval of the Station Manager or designate.

Station Manager	Will set guidelines for Public Service Announcements
	Will approve all Public Service Announcements.
On-air Hosts	Read only approved Public Service Announcements approved by the Station Manager or designate
	Read only Public Service Announcements from local organizations that follow the above guidelines
	Bring to the attention of the Station Manager any Public Service Announcements that do not follow the above guidelines

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Recorded Promotions	Policy Number: 13

Policy Statement: The Bay FM will provide the community with a forum to promote events and broadcast public information at no cost to the community.

Purpose: The Bay will record and air promotions for events that are:

- Sponsored by The Bay FM
- Approved by the Station Manager
- Contain information about The Bay FM
- Other pre-recorded promotions received from other organizations that are approved.

Station Manager
(or designate)

Approve all promotions that are to be recorded and aired

Ensure that only approved promotions are recorded and aired

Volunteer/Employee

Bring to the attention of the Station Manager any promotions that do not adhere to the above guidelines

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Property	Policy Number: 14

Policy Statement: The Bay FM owned equipment will be managed and controlled in a safe and secure manner.

- | | |
|------------------------|---|
| Station Manager | Will oversee to ensure that all broadcast equipment inventory is recorded on a master list, is accounted for and stored in a safe and secure manner. |
| Production Technician | Will ensure that all broadcast equipment inventory is recorded on the master list, and that all broadcast equipment is accounted for and stored in a safe and secure manner. |
| Volunteer/Employee Bay | <p>Must have permission from the Station Manager to check out The FM equipment</p> <p>Ensure all equipment used on assignment/remotes properly recorded on the sign out/sign in form.</p> <p>Inspect and report any defects, damage, missing parts, missing equipment, etc. and ensure they are noted on the checkout sheet when signing out equipment.</p> <p>Safeguard equipment at all times. Equipment must not be left or stored in an unattended vehicle for any reason.</p> <p>Must be qualified to use equipment or ask for and receive additional training before checking out equipment</p> <p>All equipment must be returned in the condition it was received. Damaged or lost equipment must be reported immediately. Cables and wires must be neatly coiled and wrapped and any grass, dirt/mud cleaned off of all equipment.</p> <p>Has full responsibility for any personal property brought onto The Bay FM premises.</p> |

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Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Email Voting	Policy Number: 15

Policy Statement: The Bay FM will comply with the Ontario Corporations Act R.S.O. 1990 c. C.38 with regards to resolutions outside the boardroom.

Purpose: To ensure that the Board of Directors of The Bay FM are able to vote on motions by email.

- Procedure
1. Any vote taken using this policy has the same effect as a vote taken at a Board of Directors meeting, and becomes a part of the recorded minutes of The Bay FM
 2. All communications will be sent to all Directors.
 3. Each sender of an e-mail message will include his/her name at the end of a message.
 4. Any Director may make a motion.
 5. Motions should be worded in draft and sent to the President. The word MOTION is to be inserted in the subject line of the email.
 6. A “second” of a motion should be sent to the President within 24 hours. The first correspondent will be the seconder of the motion.
 7. The President opens the seconded motion for discussion within 48 hours.
 8. An amendment may be emailed to the Directors at any time during the debate period.
 9. A second to the amendment is required.
 10. The President opens the seconded amendment for debate and re-issues a timeline, if necessary.
 11. At the beginning of the voting period, the President posts the motion, including any amendments.
 12. Motions must have a unanimous vote. An absentee or abstention counts as a no vote.
 13. All Directors must sign and date the email motion form (sample attached) emailed as an attachment to the motion and send it to the President to finalize the vote. The motion is in effect when the last

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Volunteer/Employee Policies & Procedures

Section 3 – Management

Director signs the email sent form.

14. The Secretary compiles all the email motion forms and files them in the The Bay FM's records and records the wording of the motions, voting results, and date of the final vote in the formal minutes.

Matters Not To Be Dealt With by Email Voting:

- Changes to The Bay FM's Bylaws
- Requests of a Director of the Corporation for indemnification by the Corporation
- Removal of a Director
- Discipline of an Employee or Volunteer
- Conflict of Interest issues or confirmation of a contract with Corporation members despite declaration of conflict of interest
- Approval of Auditor

E-Mail Motion Form (To filled in and returned by email as soon as possible or at the latest, "time and date").

Motion: I, name of person making the motion, move that "motion"

Seconded by name of second

Ballot for Vote (All Board Members must vote to pass above motion)

I, name of Board Member, consent to the above motion and vote yes or no.

Signed: First and Last Name of Board Member Date: Day voted

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Section 3 – Management

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Management Cycle	Subsection Number: 3
Policy Title: Mentoring of On-Air Volunteers	Policy Number: 16

Policy Statement: The Bay FM’s on-air volunteers will be assigned a peer mentor for training purposes. The process will be a minimum of three months. Frequency of mentoring will depend on the Mentees actual air time

Purpose: To enhance the Mentees confidence and skill

Board of Directors – Program Committee

Designates a mentoring leader to co-ordinate and train Mentors

Station Manager

Co-ordinates with the Program Committee to identify and assign Mentors.

Provides the Mentee’s voice test to the Mentor

Ensures any documentation of Mentor feedback are placed in the Mentee’s file

Any pertinent observations and interactions regarding the Mentee shall be shared with the Mentor

Mentors

Reads and agrees to the The Bay FM Mentoring Process

Meets with Mentee to describe the process and reasons for mentoring.

Observes and/or listens to the Mentees show and provides feedback with copy to the Station Manager.

Shares their strengths, weaknesses and opportunities with the Mentee

Mentees

Informs the Mentor when he/she will be on the air so the Mentor can observe/listen

Volunteer/Employees

With concerns or feedback shall contact the Station Manager or Mentor ONLY.

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Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Section Number: 4
Policy Title: Health and Safety	Policy Number: 1

Policy Statement: The Bay FM is committed to providing a safe workplace for all volunteer/employees.

The Bay FM is committed to take every reasonable effort to eliminate hazards that cause accidents and injuries.

Disregarding, or willful violations, of this Policy by volunteer/employees at any level may be considered cause for disciplinary action.

Purpose: To ensure compliance with the *Occupational Health and Safety Act* and regulations.

- Board of Directors
- Provides resources necessary for the health & safety program
 - Ensures that operations comply with both the law and the program
 - Demonstrates commitment to accident prevention
- Station Manager
- Provides a safe and healthy workplace
 - Establishes and maintains a health & safety program
 - Ensures that volunteer/employees are properly trained and provided with health & safety information
 - Acquaints new volunteer/employees with workplace hazards and safe work procedures
 - Ensures first aid supplies are available as required
 - Checks work practices and work areas for hazards and takes corrective action where required
 - Ensures that any injuries are treated and reported to the Board of Directors and any other authorities as required
 - Ensures that accidents are investigated, and takes action to prevent reoccurrence
 - Consults with the health and safety representative

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Section 4 - Other

Volunteer/Employees Works in accordance with the safety program

Works in a manner that doesn't endanger him/her self or others

Reports unsafe situations to the Station Manager or designate

Complies with the Occupational Health & Safety Act and all relevant regulations

Reports injury or illness immediately to the Station Manager or designate

Helps new volunteer/employees recognize job hazards and follow proper procedures

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: Vacation/Leave of Absence	Policy Number: 2

Policy Statement: All The Bay FM volunteer/employees are expected to give notice of planned absences.

Purpose: To ensure smooth day-to-day operations of the organization.

Station Manager Assists in filling the vacant position.

Volunteer Attempts to fill vacancy resulting from his/her absence.

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Section Number: 4
Policy Title: Travel Reimbursement	Policy Number: 3

Policy Statement: The Bay FM will reimburse volunteer/employees for authorized expenses associated with approved attendance and travel to meetings, conferences, conventions, seminars and workshops.

Purpose: To ensure volunteer/employees are reimbursed for allowable expenses.

Eligible Expenses

Rates:

Registration

at cost

Travel:

Personal Automobile

As per receipts

Air, Rail, Bus Fare

Economy rate

Rental Car

Only where more economical

Incidentals (taxi, subway, parking)

at cost

Accommodation:

Room

Rate charged for function (or less)
Ceiling: \$200/night (excluding room tax, HST)
Clear documentation needed to support additional cost

Meals

Breakfast \$10.00 plus HST, gratuities
Lunch: \$15.00 plus HST, gratuities (food & non-alcoholic beverages only)
Dinner: \$25.00 plus HST, gratuities (food & non-alcoholic beverages only)
Per day limit \$50.00 plus HST, gratuities. Anything above these amounts must have documented proof

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Section 4 - Other

Other:

Other Travel Costs:	at cost
Travelers Cheques:	at cost
Airport departure taxes	at cost
Foreign money exchange	at cost
Travel insurance	at cost
Health insurance	at cost

Ineligible Expenses:

Costs associated with procuring birth certificates & passports Expenses of a spouse or travelling companion

Approval:

Prior approval by the Board of Directors is required, upon recommendation of the Station Manager, and is subject to sufficient funds being available.

Claims:

Must be submitted to the Station Manager no later than the end of the next month after expense incurred

Must be supported by receipts where ever possible, unless excluded by this policy

Must be submitted on an Expense Account Form

Travel Agent:

May be booked through agent of choice or through The Bay FM office.

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Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: General Insurance	Policy Number: 4

Policy Statement:	<p>The Bay FM will maintain adequate insurance including:</p> <ul style="list-style-type: none"> - Commercial general liability/professional liability/communications liability/equipment coverage - Directors' and Officers' liability insurance - Accidental death and dismemberment coverage - Property insurance includes criminal insurance
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Purpose: To ensure The Bay FM has sufficient and appropriate insurance coverage

Board of Directors	<p>Reviews the amount and type of insurance required annually as recommended by the Station Manager.</p>
Station Manager	<p>Obtains quotes as to insurance premiums.</p> <p>Ensures premiums are paid.</p> <p>Where appropriate, informs volunteer/employees of the insurance coverage carried by The Bay FM.</p> <p>Monitors claims, and makes recommendations to the Board regarding insurance requirements for The Bay FM and volunteer/employees.</p> <p>Identifies issues and takes action to reduce claims.</p>
Volunteers/Employees	<p>Reports any occurrence immediately to Station Manager where organization insurance would be involved.</p> <p>Completes necessary forms as requested by the Station Manager.</p>

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: Retraction Policy	Policy Number: 5

Policy Statement: A three-point retraction policy is in effect in the event that damaging, inflammatory or incorrect information is determined to have been broadcasted against an individual or organization.

Purpose: To ensure accountability in broadcasting.

Station Manager: Ensure that an investigation is conducted upon receipt of a complaint.

On determining that an individual or organization has been wronged, the following will take place:

1. Inform, and consult with, the Board of Directors.
2. The Bay FM shall broadcast a written retraction three (3) times during prime time hours at times as negotiated by the radio Station Manager and the injured party. All three retractions may be broadcast on a single day or over a period of three days. The injured party will approve the wording of the retraction.
3. A letter or apology will be forwarded to the party(s) involved within one week of the on-air apology.
4. The person or persons having broadcast the information will be counseled on liable and slander, as well as the need to avoid airing inflammatory and incorrect information. The infraction will be noted in the offending person(s) personnel file and any subsequent instances will be subject to progressive discipline or dismissal.

Should the above not be satisfactory to the person or organization, every effort will be made by the Station Manager to come to a satisfactory resolution.

Note: in the absence of a complaint, any such behavior as noted above that comes to the attention of the Station Manager will be dealt with as in point 4 above.

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: Logo Protection	Policy Number: 6

The The Bay FM logo is copyrighted and its use is at the express permission of The Bay FM. It is essential to control and protect the use and integrity of the The Bay FM logo.

Purpose: To control the use of the The Bay FM logo.

Volunteer/Employee	When using the The Bay FM logo on a communication or publication, uses only the approved The Bay FM logo in “red transparent” or “black and white” as available from the Station Manager.
Station Manager outside	<p>Ensures that any requests to use the The Bay FM logo from the organization are in writing and receives the express written consent of the Board.</p> <p>Brings any real or perceived breaches of the use of The Bay FM’s logo to the attention of the Board.</p> <p>Ensures the logo is used on all appropriate printed material, promotional material and merchandise.</p> <p>Creates awareness among volunteer/employees of the importance of protecting the use of The Bay FM’s logo.</p>

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: Volunteers Vying for Prizes	Policy Number: 7

Policy Statement: Volunteer/employees eligibility for The Bay FM Contest Prizes

Purpose: To clarify eligibility for volunteer/employees vying for Contest Prizes

Station Manager: Ensures orientation session discusses eligibility for volunteer/employees participating in On-Air and Online The Bay FM Contests

Volunteer/Employees:

Volunteer/employees, and members of their household, are ineligible to enter, or win, on-air or online give away prizes that don't require a purchased chance.

Volunteer/employees and members of their households may participate in a purchased chance for on-air or online prizes, e.g. auctions, bingo cards, raffles

All bidders in an auction must be outside of The Bay FM's premises when making a telephone call, or an online bid, on all auction items in order to negate any perception of unfair information or influence.

Volunteer/employees working a bingo event are not eligible to play in that night's event.

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Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Management	Section Number: VM
Subsection: Code of Conduct	Subsection Number: 4
Policy Title: Video Surveillance	Policy Number: 8

Policy Statements: Video cameras will be used to monitor public and semi-public areas of The Bay FM's facility for the primary purpose of workplace security. All attempts will be made to minimize the intrusion into the privacy of volunteer/employees at, and visitors to, The Bay FM.

Purpose: For the workplace security and safety of volunteer/employees and to protect The Bay FM's premises and property.

Note:

- The viewing range of security cameras will be limited to the front walk leading to The Bay FM, other exterior shots, including the front door, back entrance, and in studio.
- Video images will feed to monitors in the back offices.
- Recorded video is accessible only by the Station Manager or designate.
- Recorded video is not permanently stored. Storage is limited, and new video will overwrite the oldest electronic records once the storage limit is exceeded.

Station Manager

1. Is responsible for the use of The Bay's video surveillance system and privacy compliance consistent with this policy. Any enquiries will be directed to the Station Manager or designate.
2. Allows access to recorded video surveillance images only for justified business purposes, including workplace accidents and in the event of a request from law enforcement personnel for the purposes of an investigation.
3. Give individuals and volunteer/employees access to video images of themselves upon request.
4. Any disclosure of video surveillance will be maintained in a log that includes the date of the request, the individual/organization making the request, the dates of the images disclosed and the reason for the request.
5. Any unauthorized/improper disclosure of images will be disclosed to the Board of Directors and may be subject to discipline.

Volunteer/Employee

1. Uses the video surveillance system consistent with this policy.
2. May request access to video images of themselves.

Hunters Bay Radio Inc.
Volunteer/Employee Policies & Procedures

Section 4 - Other

Section Heading: Volunteer/Employee Mgt	Section Number: VM
Subsection: Other	Subsection Number: 4
Policy Title: Promotional Material and Communications	Policy Number: 9

Policy Statement: It's important that The Bay FM present a consistent corporate image and brand to the community when creating any communication or publication on behalf of the Station.

Purpose: To ensure a unified vision of the The Bay FM brand on promotional material and communications.

- Volunteer/Employee**
1. When creating a communication or publication a simple font is encouraged. It's best to limit the number of fonts used in any one communication or publication.
 2. Every communication or publication that is prepared on behalf of the station must contain the following:
 - Approved The Bay FM logo in either red transparent or black and white as available from the Station Manager;
 - Station contact information as appropriate to the communication (i.e. station call letters, address, phone/text number, website, etc).
 3. For clarification, or when in doubt, refer questions to the Station Manager. The Station Manager has the final authority to approve any The Bay FM promotional material on behalf of the Station.

- Station Manager**
1. Ensures that The Bay FM promotional and communication material is in compliance with this policy.