

2016

VOLUNTEER HANDBOOK



KLZR 91.7 FM VOLUNTEER HANDBOOK

Introduction

Welcome to the KLZR 91.7 FM volunteer community radio station team. We're appreciative that you've chosen to share your time and expertise with the station and hope your experiences with the station will be pleasant, beneficial and challenging.

This handbook provides a fundamental orientation to KLZR 91.7 FM. Thorough understanding and compliance with this handbook is expected of all volunteers. We encourage you to read this handbook and if any questions arise regarding the content, please don't hesitate to contact the Volunteer Coordinator or Station Manager for clarification.

This handbook outlines volunteers' rights and responsibilities. The procedures and practices outlined in this handbook may change from time to time as necessary. Each volunteer is responsible for knowing and understanding his/her rights and responsibilities and keeping up to date with changes. Any changes in Federal Communication Commission (FCC) or KLZR policies will be posted on our bulletin board. Volunteers needing clarification or additional information about any material in this handbook should contact a WMBC board member or the Volunteer Coordinator.

KLZR is an all-volunteer non-profit community radio station located in Westcliffe, Colorado. The volunteers provide the day-to-day operation including, but not limited to, fundraising, training, marketing, financial management, pre-production, editing, programming, record keeping, reporting, FCC compliance and community outreach.

KLZR volunteers represent a broad range of ages, ethnicities, skill sets, educational levels, musical tastes, points of view and modes of expression from within the Wet Mountain Valley area.

KLZR is a non-profit community radio station and the opportunity to volunteer should be treated with care and respect.

Mission Statement

To inform, entertain and connect all who care about the Wet Mountain Valley.

KLZR 91.7 FM History and Ownership

In 2001, a handful of Westcliffe residents donated their time, skills and funds to successfully apply to the Federal Communication Commission (FCC) for a low power FM radio license through the non-profit Crystal Mountain Players dba The Westcliffe Center for the Performing Arts. The radio station began broadcasting at 100 watts under the call letters of KWMV 95.9 FM in 2004.

During the following ten years, involvement in the radio station grew and so did the Wet Mountain Valley community's insistence for expanded broadcast coverage. In response, a core group of radio volunteers incorporated as a non-profit under the name of Wet Mountain Broadcasting Corp (WMBC) and purchased a full power license, KLZR, which began broadcasting in 2015 at 6000 watts reaching a much larger listenership not only in Custer County but beyond to parts of Huerfano, Chaffee and Fremont counties.

Today, KLZR continues to be run and operated solely by volunteers under the leadership and guidance of the WMBC. The WMBC Board of Directors administers and oversees KLZR. The board is also the seat of ownership for KLZR's other events and activities – High Peaks Music Festival, High Peaks Premiere, Taste of the Valley, KLZR Spring and Winter Open House events, Spirit of the Valley Art Shows, Halloween and other KLZR-sponsored community activities.

Roles, Duties and Responsibilities

Board of Directors

The Board of Directors is a hands-on working board that advocates for KLZR, ensures legal compliance, stewards the fiscal operations of the station, sets policy and is involved in all aspects of KLZR daily operations.

Volunteers

KLZR is managed and operated by volunteers. On-air and administration support comes from a broad cross section of the Wet Mountain Valley.

Employees

KLZR currently contracts for certain technical services that fall under the duties of Station Manager, Website Administrator and Engineer.

Committees

WMBC operates KLZR under a committee structure with four standard committees and various subcommittees. From time to time, ad hoc committees are created based on circumstances and need.

The four committees are: Governance, Program and Operations, Development, and Finance.

The committees make recommendations to the full board for review and, if appropriate, for approval. Committees are led by board members and include numerous community non-board members. The board sets policies and guidelines which support and direct organizational outcomes.

Copies of policies, guidelines, bylaws and articles of incorporation are kept in the *Policy and Procedure Manual* on the bookshelf to the right of the computer desk in the multipurpose room along with the Public File binder, *DJ Handbook* and various operating system manuals. The aforementioned publications are not to be removed from the studio.

Communications Policies

Volunteer Contact Information

All Volunteers are expected to provide and have on file at the radio station:

- Current address
- Telephone number
- Email Address
- Emergency contact

Contact information **will not** be released without the permission of the volunteer. The information is for internal use only.

Volunteer Forms

All volunteers must submit a signed:

- Volunteer Application Form
- Volunteer Emergency, Alcohol and Drug, Publicity and Liability Release Form
- Confidentiality Form (If applicable)
- DJ agreement form (If applicable)

Messages and Mail

All mail that arrives at the station is the property of KLZR, regardless of addressee. Mail and messages will be distributed as per policy.

Media Requests or Inquires

All media requests or inquires should be forwarded to the KLZR Station Manager or a member of the Board of Directors. As a volunteer, you may be photographed for on-line and media publicity.

Restrictions to Representation of KLZR

Individuals may not represent KLZR to the public without the direct authorization of the Development Director or the Board of Directors. Volunteers must obtain permission from the KLZR Development Director before writing letters or articles for publication or making any public address (i.e., posters, billboards, flyers, advertisements) in which they, in any way,

officially represent KLZR. Upon completion, such an article, address or correspondence must be approved by the KLZR Development Director prior to its publication or delivery.

Use of KLZR and WMBC Logo and Letterhead

The KLZR or WMBC logo may be used only with express permission of the Board of Directors and/or the Development Director. Volunteers may not use KLZR or WMBC letterhead for correspondence without express permission from the Board of Directors or the Development Director.

KLZR may hold any volunteer personally liable whose unapproved public comments or behavior results in expenses, legal charges or fines. KLZR may pursue legal remedies, if necessary.

Public Events and Political Activities

KLZR policy on political issues is non-partisan and the station does not take editorial positions on political issues. When working in the capacity of a KLZR volunteer, do not take any position on political issues.

At public events, political rallies and/or fundraisers, volunteers must make it clear to others that they DO NOT represent KLZR and that they represent only themselves. This includes performing as a DJ at clubs, parties or on stage.

Conduct

Any act of harassment, sexual, racial or other, telling sexist or racially insensitive jokes, or making racial slurs will not be tolerated and persons engaged in such will be dismissed and no longer invited to be a part of the station. Generally speaking, the board and volunteers of KLZR expect each other to act in a mature, respectful and responsible way at all times. Any observed or experienced acts of harassment should be reported to the Volunteer Coordinator or a board member immediately.

Courtesy

Volunteers are expected to be courteous and polite toward everyone they encounter at the station and at station events, including when answering the phone at the station. When answering the KLZR office phone please respond: "Good Morning (afternoon or evening), KLZR 91.7FM."

Smoking

KLZR is located in a non-smoking facility. Smoking is not allowed inside the building or on the grounds surrounding the building. The grounds include the front patio and sidewalk in front of the Porth Building and behind the garage in the alley.

Alcohol and Drugs

KLZR forbids the possession and/or use of alcohol and any illegal substance on the premises of KLZR or the surrounding grounds. The grounds include the front patio and sidewalk in front of the Porth Building and behind the garage in the alley. Possession and/or consumption of

alcoholic beverages or illegal drugs by volunteers in the studio, office or surrounding grounds are justification for dismissal.

Housekeeping

KLZR intends to present a professional looking office and professional looking studios. Volunteers must keep the station studios and office neat and orderly. Volunteers are expected to clean up after themselves, place litter and recyclables in the proper bins and return equipment and materials to their proper places. Volunteers may not store personal items at the station.

Security and Business Hours

All KLZR volunteers are responsible for taking reasonable steps to ensure the safety and security of the station facilities and equipment. Volunteers have the right and responsibility to question any stranger on the premises. Volunteers have the right to ask anyone to leave immediately if they are disruptive, threatening or behaving suspiciously.

If any situation threatens the building or interferes with station control of the broadcast signal, volunteers should request assistance from the KLZR Station Manager, a board member or, if necessary, the Sheriff's office.

A volunteer who admits visitors into the station is responsible for the conduct of that visitor. The volunteer may be held liable for equipment that is damaged or stolen by their visitor. A visitor is anyone at the station who is not a volunteer or contracted employee.

Business Hours and Access Policy

KLZR is open for business during the time when members of the board, the station manager or program DJ and/or staff are on-site, generally for some set of hours every day. The station doors will be locked when the station is unattended. After 5:00 p.m., the station is only accessible by a lock combination. Volunteers who need to enter the station for a broadcast shift, production studio sessions or other KLZR related business after business hours will be provided an access code to enter. Volunteers shall safeguard these codes and will not share them with others. Volunteers are expected to turn off all lights and lock the door when they are the last ones to leave the station. Volunteers who find the doors unlocked when the station is unattended should lock the doors and inform the KLZR Station Manager immediately.

Personnel Policies

Discrimination policy

KLZR 91.7 FM does not discriminate on the basis of:

- Race
- Creed
- National Origin
- Religion

- Marital Status
- Age
- Mental or physical disability
- Gender
- Gender identity
- Sexual orientation
- Source of income or amount of income

This non-discrimination policy applies to staff, volunteers, board members, or acceptance of clients for services or products.

Minor Policy

KLZR supports the education of youth in the media arts. All minor volunteers must submit a Volunteer Application form and Minor Release form that is signed by their parent or guardian. Two adults are required to be in the presence of all minor volunteers when working in the capacity as a KLZR volunteer. Otherwise, minors are subject to all the same requirements as adult volunteers.

Expense Reimbursement

Out of pocket expenses will not be reimbursed unless prior permission for purchases has been received from the station manager or a board member.

Emergencies

Accidents

KLZR expects all volunteers to be safety conscious. If an accident or injury occurs, volunteers must respond immediately, and if necessary, call 911. All accidents or injuries must be reported to the KLZR Station Manager and the Volunteer Coordinator as soon as possible. The station manager will determine the appropriate action required. A first aid kit is located in the break room at the end of the Porth Building hallway.

Injuries requiring ambulance attendance should be followed by notification of the injured party's emergency contact. Every volunteer has a file in the horizontal file cabinet in the Green Room that includes emergency contact information. An injured volunteer will be responsible for any charges or cost for transportation in the case of an emergency. KLZR volunteers and staff will not be responsible for the transportation of injured volunteers due to potential liability to the station.

Fire

1. Evacuate in a calm and orderly manner.
2. Call 911.

3. Use extinguisher if possible, located inside the radio station on the wall to the right of the main entrance door under the light switch.
4. Close doors to prevent fire from spreading.

Bomb Threat

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise.

By Phone:

1. Remain calm. Keep caller on the line for as long as possible.
2. Listen carefully. Be polite and show interest.
3. Try to keep caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities, or as soon as caller hangs up immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Write down as much detail as you can remember.

Handwritten Note

1. Handle note as minimally as possible.
2. Notify authorities.

Email

1. Do not delete.
2. Notify authorities.

Property

All volunteers are expected to exercise care in the use of station property (building, supplies and equipment) and to use such property only for authorized purposes. Negligence in the care and use of such property may be considered cause for dismissal. Personal use of station property must be approved in advance by the station manager. Unauthorized removal of KLZR property from the premises or its conversion to personal use will be considered sufficient cause for dismissal and the appropriate authorities may be notified.

All program materials produced by KLZR volunteers using KLZR equipment or supplies remain the exclusive property of KLZR unless arrangement is made in writing for special exemption or a contract is negotiated with the Board of Directors in which KLZR assigns its rights.

Volunteers who accept funds or goods on behalf of KLZR (such as original CD's) must turn them over to a KLZR Program Committee member on the first day of volunteering following acceptance.

All volunteers are solely responsible for their personal items on the station premises. KLZR will not be responsible for any damage to or loss of personal materials while volunteers are on KLZR premises regardless of the cause.

Telephone: To ensure that listeners can contact KLZR on a timely basis, volunteers are discouraged from using the KLZR telephone for personal reasons. Telephone use is for KLZR business only. Personal calls should be restricted to ones of a critical nature only and limited in time.

Internet: Access to the Internet should be restricted to KLZR business, such as email access for listener correspondence and for show research. Unauthorized or inappropriate use of the internet may result in dismissal. To protect KLZR systems, hosts and KLZR volunteers shall not download music from the internet except with approval from the station manager. KLZR is not responsible for music charges incurred.

Music Acquisition: KLZR generally does not purchase recorded music. The music library mainly includes donated items. Upon receipt, a volunteer will mark the music as KLZR property. KLZR authorizes the Program and/or Development Committee to decide how to allocate the donated music including, but not limited to, being cataloged for the library, given away on air or at special events.

Individual volunteers may be authorized by KLZR to contact music companies, agents or artists in order to acquire music for the station. In making these contacts, volunteers who misrepresent their role or make negative or derogatory statements about the station or other volunteers may be subject to disciplinary action or dismissal. If any benefits for example, concert tickets or free CDs are received, the volunteer and KLZR will reach an agreement on the use of these complimentary items.

Music Library: If KLZR can be said to have a “product,” it is our music programming or “content.” The music library is at the heart of creating that product. It is an important resource and is used by on air programmers to benefit listeners.

KLZR record albums, tapes, CDs and digital media are not available for loan except for official station business, as authorized by the KLZR Music Library Manager and must be signed out. Volunteers working on KLZR broadcast material have precedence over volunteers using the office or studio facilities for use other than broadcasting.

The basic rule about the use of music in the KLZR collection is to respect it. Handle CDs and other materials with care and do not remove them from the studio. Personal items should be clearly marked with the owner's name. New music is introduced into the music library under the direction of the Music Library Manager who sees to it that the music database is updated to include the album.

Fund-raising and Underwriting Requirements

Business and Philanthropic Donors

Businesses support KLZR through underwriting. Volunteers are encouraged to help identify potential business and philanthropic supporters for KLZR. Volunteers are not allowed to

negotiate agreements or accept underwriting contracts without prior approval from the Underwriting Manager. Comments and/or questions regarding KLZR underwriting and/or underwriting policies should be directed to the KLZR Underwriting Manager at underwriting@klzr.org.

Legal Operation of a Radio Station and the FCC

KLZR's most valuable asset is its broadcast license. Operating the radio station legally is extremely important. The Federal Communications Commission (FCC), which regulates and enforces broadcasting law in the U.S., conducts surprise inspections of radio stations. These inspections focus primarily on the following areas: KLZR's antenna is located on the tower on the west side of the Search & Rescue building in Westcliffe behind the Sheriff's office. There is line of sight between the top of the tower and the roof of the Porth building where KLZR is located. KLZR uses a 4 bay omni directional FM broadcast antenna. KLZR's effective radiated power - a combination of antenna gain and transmitter power - is 6,000 watts.

If FCC inspectors show up while you are at the station, be courteous and call the Station Manager or a board member immediately.

Public File: Radio stations are required to keep a public file with specific information required by the FCC. Access to the file is available during business hours. People may request copies of public file materials, but may be charged a reasonable fee. KLZR's public file is on the shelf to the right of the computer desk. Our broadcast license is posted on the bulletin board to the right of the front entry door.

Internet Considerations

Media organizations like KLZR are “content producers,” which means they take information from many sources and turn it into a form that is useful or entertaining to listeners on a variety of media platforms.

KLZR's website – www.klzr.org - provides online streaming, a real time playlist, weather forecasts, KLZR event information, a real-time webcam with a view of the Sangres and valley floor, opportunities to provide financial support, information on how to become a volunteer and more.

KLZR's Facebook page can be found under KLZR 91.7 FM. It is updated daily with timely information and pictures.

www.klzr.org and the KLZR 91.7 FM Facebook page are marketing tools and are sites for interacting with the radio station. Both support KLZR's broadcasts and events with pictures,

audio archives and additional information. The web pages help engage listeners in what we do. Other social media may become part of KLZR's online presence in the future.

If someone calls you with questions about the website, Facebook page or problems getting Internet audio, and no one is available to answer them, ask them to email info@klzr.org and also get their name and phone number. Thank them and assure them that someone will get back to them as soon as possible.

Interpersonal Issues

As in all organizations, people will not always get along. We expect our volunteers to be courteous to each other and to the public. If you have a problem getting along with another member of the KLZR community and cannot resolve it by yourself, please talk to the KLZR Volunteer Coordinator and ask for a copy of our "Conflict Resolution" guide.

If you have noticed a violation of one of KLZR's policies and do not feel it would be appropriate to address it yourself, please bring it to the attention of the Volunteer Coordinator.

Colorado is an 'at will' employment state and your volunteer position with KLZR is 'at will.' This means that either you or KLZR has entered into a contract regarding the duration of your volunteering. KLZR has the right to terminate your volunteering with or without reason at any time. Should you have a grievance involving a suspension or termination please refer to the Grievance Procedure in the Policy and Procedure manual.

Likewise, you are free to terminate your volunteering with KLZR at any time with or without reason. Out of consideration for the many volunteers you will be working with at KLZR, please give us a reasonable notice if you decide to leave us, particularly if you hold a regular, necessary function at the station.

In Closing...

This Volunteer Handbook provides vital information describing the legal and operational foundation for KLZR. Adherence to FCC Regulations and station policies and procedures are essential to the continuing operation of KLZR. By following the rules and guidelines, compliance with FCC regulations is insured, the mission, vision and values of the station are supported and the community is served with relevant quality programming.

As a volunteer, we hope you recognize your essential role in offering the unique voice and vision of KLZR. We welcome you to this exciting adventure and thank you for volunteering your time to KLZR.