



## Event Volunteer Information and Code of Conduct

Welcome!

Thank you for your interest in helping us bring fun and interesting events to Nags Head.

Volunteers like you make exciting things happen in our town, so thank you for generously giving your time and energy to making Nags Head the amazing place it is!

### **Important Names and Phone Numbers**

- Emergency - when in doubt, call 911
- Paige Griffin, event coordinator, 252-489-8551
- Town Office- 252-441-5508
- Police Office- 252-441-6386
- Fire Office- 252-441-5909

### **Steps to Becoming a Town of Nags Head Events Volunteer**

1. Fill out the volunteer application at [NagsHeadNC.gov/EventVolunteer](http://NagsHeadNC.gov/EventVolunteer). Please note that all volunteers must be 18 years of age.
2. Review and sign the Waiver, Release, and Indemnity form.
3. Attend an orientation meeting. Prior to the first event, a volunteer meeting will be held at Nags Head's town hall to share information regarding the events and the roles of staff and volunteers. If you are unable to attend the meetings, staff will work with you to ensure you receive all relevant information.

### **Supervision and Support**

A staff member will be present at all events. During larger events, volunteers will be assigned a staff supervisor for the area for which they have signed up.

### **Additional Help**

We love it when you introduce us to new people interested in volunteering. However, "drop ins" can be difficult for us to accommodate. We ask that anyone interested go through the proper channels by contacting the Town and filling out the appropriate paperwork prior to volunteering.

## **Event Volunteer Job Descriptions**

There are many ways for individuals to volunteer their time and skills. Please see the descriptions below for more information. For Town events and functions there are no residency or property ownership requirements.

- Summer Concert Series – Staff the information table and/or serve free popcorn.
- Summer Markets - Staff the Town of Nags Head information booth answering questions, passing out flyers/posters, sit in a vendor booth for up to 10 minutes while they take a bathroom break.
- Fall Movies – Assist with serving popcorn and answering questions at the Town's information table.
- Winter Tree Lighting Ceremony - Assist with the tree lighting and Santa's arrival, serve cookies, hot cider, and hot cocoa.
- Winter Candy Cane Hunt - Assist with hiding candy canes in two different areas at Dowdy Park.

## **Other Town of Nags Head Volunteer Opportunities – Boards and Committees**

Our various boards and committees perform a vital role in our community. Volunteer participation on a municipal board or committee ensures all voices are heard within a local government.

Please visit [NagsHeadNC.gov/BoardsandCommittees](http://NagsHeadNC.gov/BoardsandCommittees) for more information or you can contact our town clerk at 252-449-2009.

## **Code of Conduct**

The purpose of this Code of Conduct is to provide overall guidance and direction to staff and volunteers. This Code of Conduct is intended for internal management guidance only, and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Town of Nags Head reserves the exclusive right to change this Code of Conduct at any time and to expect adherence to the changed Code of Conduct.

- Attendance - Please arrive on time for your assignment and ready to participate. A reminder email with times and positions will be sent out prior to the event dates.
- Volunteer Substitutions - Should a scheduling conflict arise volunteers are welcome to help locate a substitution. In some instances, alternates are available to cover a shift. Please contact our event coordinator as soon as you know there will be a conflict or substitution.
- Event Briefing - Upon arrival for your shift, please meet with the staff member overseeing your position at the event for a brief overview of responsibilities for that shift.
- Behavior - Volunteers provide a service to our residents and visitors and are representatives of the Town of Nags Head. Proper and respectful behavior is expected.

- Be Flexible - Outdoor events may be delayed, moved inside, or canceled due to the weather, and scheduling conflicts may arise. Please be ready and willing to cover a position you may not have signed up for or to stay longer if possible.
- Dress Code - All volunteers will be provided with an event t-shirt prior to their first job. Please wear this shirt with presentable pants or shorts, and shoes that are appropriate and comfortable for spending time on your feet.
- Smoking - Town policy prohibits smoking on all Town of Nags Head properties.
- Alcohol and Drug Free Work Environment - The consumption of alcohol and nonprescribed drugs while representing the Town of Nags Head is strictly prohibited. Any volunteer who reports to work under the influence will be asked to leave immediately.
- Weapons - The possession of any weapon, including but not limited to, firearms, knives (other than pocketknives), tasers, or any other weapon is prohibited.
- Discrimination and Harassment Prevention - The Town of Nags Head has a zero-tolerance stance regarding discrimination or harassment based on race, color, religion, sex, national origin, age, disability, or any other characteristic protected by federal and/or state law. Any person that believes he or she is a victim of harassment should come forward to file a complaint.
- Grievances - Any grievance brought to the Town staff by a volunteer will be held in strict confidence and will be addressed by the appropriate staff member. Please report any issues that may arise to the event coordinator.
- Discontinuance of Service - The Town of Nags Head recognizes that volunteers are willingly giving their time and service without expectation of payment or compensation. As a volunteer you have the right to discontinue service to the Town for any reason. Please give advance notice if you are scheduled to assist at an event.
- Dismissal of Service - The Town reserves the right to dismiss any volunteer at the sole discretion of the Town.
- Representation of the Town of Nags Head - Prior to any action or statement which might significantly affect or obligate the Town of Nags Head, volunteers should seek prior consultation and approval from appropriate staff. Volunteers are authorized to act as representatives of the Town of Nags Head as specifically indicated within their job descriptions and only to the extent of such specifications.
- Confidentiality - Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff member, volunteer, client, or other person or involves overall Town of Nags Head business.

### **Feedback**

Constructive feedback is welcome and encouraged by staff and volunteers. Feedback is the key element used to help improve the overall experience for town residents, visitors, staff, and volunteers. Please send any comments and feedback you may have to the event coordinator.