



# **Volunteer Handbook**

Revised March 2021



## **Welcome!**

On behalf of the Town of Duck we would like to thank you for your interest in volunteering your time and energy to the community. As stated in our 2027 Vision, “Duck is built on participation. We are an inclusive community that welcomes and embraces the diversity, talents, and expertise of all of our stakeholders.” To this end, the Town of Duck encourages the involvement of volunteers within all appropriate programs and activities.

Volunteers play a key role in the operation of the town. They are, in many cases, the first faces that our visitors see. Each person brings a different set of skills, knowledge, and experience to the table.

Whether your interests lie in helping at Summer Events, the Duck Jazz Festival, planting beach grass, or administrative assistance in the office, there is something for everyone. We will encourage the creation of meaningful and productive roles in which volunteers might serve and will also assist in recruitment of volunteers from the community.

Thank you again for generously giving your time and energy to making this Town the amazing place that it is!

## **Town of Duck: Who We Are- From the 2027 Vision**

The Town of Duck, North Carolina, is a thriving coastal community. We respect and value our delicate yet dynamic barrier island environment – clean waters and beaches, maritime forests, wetlands, and dunescapes. With an eclectic mix of independent businesses and the Duck Town Park and Boardwalk, Duck Village is a source of pride and the heart of Duck. Whether you are a resident, a first-time visitor, or someone who feels that Duck is your home away from home, we welcome you to explore the Town of Duck.

In 2016, the Town Council and staff held a multi-day visionary session that resulted in the development of Duck’s 2027 Vision, including six unifying principles:

1. Duck and Our Village
2. Enhanced Movability
3. Environmental Stewardship
4. Active and Engaged Community
5. Vibrant, Thriving Business Community
6. Responsive and Responsible Leadership

For more information on each of these principles and the 2027 Vision please visit <https://www.townofduck.com/2022-vision/>

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

Emergency- When in doubt, call 911

Drew Havens, Town Manager- 252-216-1507 (c)

Christian Legner, Town Public Information Officer- 252-305-6353 (c)

Betsy Trimble, Town Asst. PIO and Volunteer Coordinator- 252-489-3311 (c)

Town Office- 252-255-1234

Police Office- 252-261-1112

Fire Office- 252-261-3929

### **Becoming a Volunteer**

You may be volunteering your time to the Town of Duck for many reasons. Whether these are to meet new people in the community, learn new skills, or just make a difference in the community we can to help find a good fit for you. Please see below for first steps and information.

**Initial Application-** All new volunteers are asked to fill out this form to provide the Town with contact information, as well as areas of interest. <https://bit.ly/387gBJL>

**Waiver/Liability Release-** All volunteers are required to fill out a volunteer waiver and liability release form annually. <https://bit.ly/2Nokl1m>

**Orientation-** Prior to the beginning of the summer event season and the Duck Jazz Festival a volunteer meeting will be held in the Paul F. Keller Meeting Hall. At these meetings, staff and public safety will provide an overview of the events and talk about the roles of staff and volunteers. If you are unable to attend the meetings, staff will work with you to ensure that you receive all relevant information.

**Age Minimum-** We welcome volunteers of all ages. However, minors under the age of 15 must be accompanied by a parent or guardian. Community service hours for students may be fulfilled at the town events. Please contact volunteer coordinator Betsy Trimble ([btrimble@townofduck.com](mailto:btrimble@townofduck.com)) directly to discuss any requirements.

**Supervision and Support-** A staff member will be present at all events. During the larger events, such as the 4<sup>th</sup> of July Parade and Community Celebration and Duck Jazz Festival, 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.

## Positions for Volunteers

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 Events-** The Town is host to numerous free events during the summer. Duties for these will include, but are not limited to:
  - Merchandise sales
  - Usher/Crowd Control
  - Event Greeter
  - Parking
  - Event Set-up
  
- **4<sup>th</sup> of July Parade and Community Celebration-** The one-mile parade is held annually with opportunities to help both along the parade route and at the park for the community celebration afterwards.
  - Parade Route
  - Refreshment Tent

- Merchandise Sales
  - Parking
  - Grounds crew
- **Duck Jazz Festival-** Held annually in October over Columbus Day weekend, duties for this event include, but are not limited to:
    - Merchandise sales
    - Refreshment sales
    - Band hospitality
    - Band security
    - Parking
    - Grounds crew
  - **Beach Planting-** With the completion of the Beach Nourishment project, the Town is looking to further efforts to preserve the dunes in that area and other areas of Town. To sign up to help please email Sandy Cross at [scross@townofduck.com](mailto:scross@townofduck.com)
  - **Duck Sweep-** Working in a group or individually picking up trash in the park, on the Duck Trail, and throughout the Town. For more information on this program please contact Sandy Cross at [scross@townofduck.com](mailto:scross@townofduck.com) or call 252-255-1234.
  - **Duck Yuletide Celebration-** Assistance with set up and clean up at the annual Tree lighting and Santa's arrival.
  - **Office Volunteer-** Assistance with general office needs, special projects, and administrative needs for special events.

If you have an interest in serving on Town boards, such as the Planning Board or Board of Adjustment, or Advisory Committees, please contact Town Clerk Lori Ackerman at [lackerman@townofduck.com](mailto:lackerman@townofduck.com) or 252-255-1234 for more information.

## **Volunteer Policies and Code of Conduct**

The purpose of these policies is to provide an overall guidance and direction to staff and volunteers. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Town of Duck reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy.

- **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 Betsy Trimble at [btrimble@townofduck.com](mailto:btrimble@townofduck.com) or 252-489-3311 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 are providing a service to the residents and visitors and are representatives of the Town of Duck. 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 for events. Please be ready and willing to cover a position that 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 closed toe shoes of your choice during the events.
- **Smoking-** Town policy prohibits smoking at the Town Hall, in the Town Park, on the Boardwalk, and in the Amphitheater.
- **Alcohol and Drug Free Work Environment-** The consumption of alcohol and non-prescribed drugs while representing the Town of Duck is strictly prohibited. Any volunteer that 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 pocket knives), tasers, or any other weapon is prohibited.
- **Discrimination and Harassment Prevention-** The Town of Duck has a zero-tolerance stance toward 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 Christian Legner ([clegner@townofduck.com](mailto:clegner@townofduck.com)) or Betsy Trimble ([btrimble@townofduck.com](mailto:btrimble@townofduck.com)).
- **Discontinuance of Service-** The Town of Duck recognizes that volunteers are willingly giving of 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. It is asked that advanced notice be given if you are signed up for an event at the time of leaving.
- **Dismissal of Service-** The Town reserves the right to dismiss any volunteer at the sole discretion of the Town.
- **Representation of the Town of Duck-** Prior to any action or statement which might significantly affect or obligate the Town of Duck, volunteers should seek prior consultation and approval from appropriate staff. Volunteers are authorized to act as representatives of the Town of Duck 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 Duck 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 that you may have to Christian Legner ([clegner@townofduck.com](mailto:clegner@townofduck.com)) or Betsy Trimble ([btrimble@townofduck.com](mailto:btrimble@townofduck.com)).

### **Emergency Action Plan**

Please see attached Emergency Action Plan for information about responding and reporting a minor or major emergency. If in doubt, call 911. Any questions concerning safety conditions or problems should be reported immediately to the staff member assigned to the event supervision.

### **Volunteer Recognition**

One core value of the Town of Duck is our “active and engaged community” with every volunteer both valued and appreciated throughout the year. Each spring the Town will host an annual volunteer appreciation party to which all Town volunteers are invited to attend. This event will take place toward the beginning of May around the date of the Town’s birthday.