

Volunteer Code of Conduct

Although you are a volunteer, you are still subject to the rules and conduct expected of all Calgary Fringe / Lethbridge Fringe Festival staff members. Once you have made a commitment to the organization, we depend on you to follow through with your commitment. Essentially, you become an integral part of the festival team.

As such, you represent the organization to both patrons and the public at large, and it is important to portray a positive image. Regardless of your capacity or seniority as a volunteer with the Calgary Fringe / Lethbridge Fringe Festival, you are expected to:

- Treat patrons, visitors, artists, and staff with respect and courtesy.
- Be sensitive to the diverse people involved with the Fringe Festival.
- Conduct yourself in a manner that is befitting a positive organizational image.
- Partake of no alcohol while on a shift, and do not report for duty while under the influence of alcohol or drugs.
- Show up on time and dresses appropriately for scheduled events.
- Contact the Volunteer Coordinator immediately when you must cancel a scheduled volunteer engagement.
- Stay through your entire shift.
- Keep all information you handle confidential.

In return, from your Festival staff you can expect to:

- Have your concerns, problems and issues listened to.
- Be treated with respect and courtesy.
- Be kept informed about changes within the Festival that pertain to you.
- Be provided with a safe atmosphere in which to volunteer.
- Be provided with necessary training opportunities.
- Be appreciated for your contributions to the organization.

While we appreciate the time you graciously donate to the Calgary Fringe / Lethbridge Fringe Festival, reported negative behaviours will be investigated and, depending on frequency and severity, could result in termination of your volunteer position with the Fringe Festival.