

# **WORT**

## **VOLUNTEER HANDBOOK**

**WORT 89.9 FM**  
**Listener Sponsored Community Radio**  
**118 South Bedford Street**  
**Madison, Wisconsin 53703**  
**Phone (608) 256-2001 FAX (608) 256-3704**  
**<http://www.wort-fm.org>**  
**email <[wort@wort-fm.org](mailto:wort@wort-fm.org)>**

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# MISSION STATEMENT

WORT-FM is a noncommercial, listener-sponsored, member controlled community radio station broadcasting to south-central Wisconsin. WORT volunteers and paid staff shall provide quality programming and services to a broad spectrum of the community through:

- (i) Promotion of communication, education, entertainment, and understanding by providing a forum for both the discussion of public issues, and the expansion of musical and cultural experience.
- (ii) Facilitation of community expression and provision of community access to the airwaves for the purpose of sharing music, culture, news, and information.
- (iii) Challenge of the cultural and intellectual assumptions of our listeners through unique and diverse programming.
- (iv) Orientation toward the audience with concern for those under-represented by other media.

WORT shall be committed to radio programming with a human perspective, respecting all peoples and their environments.

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## PREAMBLE

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WORT policies are based upon the principles of democratic decision making, which call for

- ▼ treating all paid and unpaid staff members with respect, fairness, and dignity;
- ▼ minimizing alienation of all workers, paid and unpaid, from the workplace by maximizing participation; and
- ▼ encouraging creativity and personal development.

The organizational structure of WORT reflects these principles: the paid and unpaid workers at the station elect the Board of Directors; the Board sets policy and hires full-time and part-time paid staff. The full-time paid staff is organized as a collective that operates within sound management practices and written policies established by the Board of Directors. The Staff Collective oversees day-to-day operations at the station. Volunteers provide most of the on-air programming and much of the off-air labor.

The WORT Volunteer Handbook briefly outlines volunteers' rights and responsibilities. The procedures, benefits, and practices outlined in this handbook may be changed from time to time as necessary. In keeping with WORT's Mission Statement, the Board of Directors strives to conduct changes through democratic processes such as periods of open comment on proposed policies and periodic stationwide meetings.

The paid staff issues each volunteer one copy of the handbook. Volunteers are responsible for knowing its provisions. Any additional copies will be issued at the volunteer's expense. New or altered policies will be issued in a form that can be added to this document. Each member of the WORT community is responsible for keeping her or his own handbook updated and for returning it upon final departure from the station.

The policies in this handbook supercede all previous volunteer handbooks and all previous policies covered in this handbook.

# ORGANIZATION

## COMMUNITY RADIO

The Federal Communications Commission (FCC) grants licenses to two types of radio stations, commercial and noncommercial. Commercial radio stations are licensed to a group of investors who make money on station profits. Noncommercial radio stations are licensed to a variety of nonprofit entities ranging from state agencies to school boards, universities, and community groups. Historically, most noncommercial stations were owned, operated, and financed by educational institutions. But since 1949, when the first Pacifica station was founded, noncommercial licenses have been granted to nonprofit corporations of community individuals. These are community radio stations. The National Federation of Community Broadcasters (NFCB) is a national lobbying and membership organization for community radio stations. The NFCB, with offices in San Francisco, provides member stations with information, consultation, and an annual conference. WORT is one of approximately 60 member stations of the NFCB.

## WORT

The FCC granted WORT a license to begin broadcasting on December 1, 1975. The license is held by a legal corporation called Back Porch Radio Broadcasting, Inc. WORT broadcasts at 89.9 MHz in the FM band seven days a week, 24 hours a day. The station has 2,000 watts of power (ERP) and broadcasts to a radius of about 50 miles. In 1998, WORT had approximately 30,000 listeners.

## STRUCTURE

### ▼ BOARD OF DIRECTORS

WORT is a nonprofit Wisconsin corporation governed by voting members who annually elect a Board of Directors in accordance with station Bylaws approved by the membership. Board meetings are usually monthly and are open to the public. Legally the Board owns and controls the right to broadcast on WORT's frequency in Madison. The Board sets station policy, approves the budget, and hires and evaluates paid staff.

The Board has nine members: five represent station volunteers, three represent listener-sponsors, and one represents the paid staff. All Board seats, except the paid staff representative, are elected by the members. A member is a volunteer who has worked a number of hours set by the Bylaws. Members of the Board are elected to three-year terms at the Annual Meeting held in February.

The board appoints numerous committees, most of

which include seats held by volunteers and listeners. Information about openings is available from paid staff or Board members.

### ▼ PAID STAFF

The Board hires appropriate staff to maintain WORT operations in accordance with the station's mission statement and board policies. The number of positions and titles of paid staff have varied and will continue to change based on station needs and the availability of funds and qualified candidates. Successful operation of the station relies on a partnership among the Board of Directors, the many volunteers, and the few paid staff members.

### ▼ VOLUNTEERS

The vast majority of WORT programming is the product of the knowledge, hard work, and creativity of on-air volunteers. In addition, many volunteers contribute knowledge, hard work, and creativity to myriad off-air operations. Although the Bylaws do not allow volunteers to vote in station elections unless they work a set number of hours determined by the Bylaws, any number of volunteer hours is valued and welcome.

### ▼ COMMUNITY ADVISORY BOARD

The Board of Directors is advised by a Community Advisory Board (CAB), following FCC regulations. CAB members are, by legal definition, listeners who are not involved in the day-to-day functioning of the station. Station volunteers are not eligible to serve on the CAB, since its function is to provide the station with an outside perspective. The CAB has no decision-making authority. CAB members take an active part in station affairs by helping with various tasks and by communicating listener concerns to the Board of Directors. The CAB's relationship to the station is detailed in the CAB charter, available from staff.

### ▼ LISTENER-SPONSORS

Listeners who contribute financially are called "listener-sponsors." Listener-sponsors provide most of the station's income. Most volunteers contribute money to the station, but the Bylaws distinguish between volunteers and listeners because only volunteers, paid staff, and Board members are eligible to vote in station elections. Some listeners are eligible to run for the Board and to serve on committees (details are available in other policy documents).

# RIGHTS AND RESPONSIBILITIES OF ALL VOLUNTEERS

Volunteers perform the same duties at WORT as paid employees do at commercial stations. Station policies apply to all volunteers and all paid staff. These include a responsibility to know relevant FCC regulations and station rules. WORT is committed to recruitment and promotion of qualified volunteers. WORT's personnel policies assert that in hiring for paid positions the station will give special consideration to present or past WORT volunteers.

## ▼ EEO/AA POLICY

### Policy Statement

WORT policy and practice at all levels and locations assure the active and positive implementation of federal, state, local, and station-based Equal Employment Opportunity/Affirmative Action laws (EEO/AA), executive orders, policies, plans, rules and regulations. This commitment shall be honored in all employment and personnel activities and transactions and in all volunteer "hires."

WORT is committed to equal employment opportunity for all persons regardless of race, creed, religion, sex, color, sexual orientation, national origin or ancestry, age, disability, marital status, arrest or conviction record, political affiliation, or membership in the armed forces of the United States.

WORT is committed to implementing personnel policies with the goals of eliminating present effects of past discrimination and ensuring ongoing equal opportunity. WORT recognizes the need to take affirmative action for historically disadvantaged groups. WORT also affirms its commitment to EEO principles for racial/ethnic groups, gays, lesbians, bisexuals, transsexuals, females, and persons with disabilities in staffing paid or unpaid positions to ensure equal opportunity and overcome the effects of past discrimination. WORT is committed to ensuring EEO/AA principles in all terms, conditions, or privileges of employment, including, but not limited to, recruitment, interviewing, certification, selection, job assignments, working conditions, fringe benefits, compensation, training, transfer, layoffs, disciplinary actions, terminations, promotions, testing, retention, and committee appointments.

WORT will make every effort to prevent and eliminate any form of prohibited harassment. Harassment by supervisors or coworkers on the basis of race, color, sex, religion, national origin, age, disability or other protected groups is an unlawful employment practice prohibited by State and Federal law. Station policy also prohibits harass-

ment on the basis of any protected status.

WORT has established a Discrimination Complaint Procedure to address discrimination or harassment complaints on the basis of race, creed, religion, marital status, color, sex, sexual orientation, national origin or ancestry, age, disability, arrest or conviction, political affiliation, or other protected status. Retaliation against a paid staff member or volunteer who files a discrimination complaint is also a form of discrimination that is against the law and will not be tolerated.

WORT shall provide reasonable accommodations for persons with disabilities to ensure equal access to employment and all benefits associated with employment. An individual who is disabled is defined by the Wisconsin Fair Employment Law as: (1) having a physical or mental impairment that makes achievement unusually difficult or limits the capacity to work, (2) having a record of such an impairment or (3) being perceived as having such an impairment.

Upon request by a paid staff member or volunteer, WORT shall provide reasonable accommodation for religious beliefs or practices through creating a flexible work schedule.

Inasmuch as equal employment opportunity is a legal, social, and economic necessity, WORT is committed to equal opportunity and nondiscrimination in all employment practices.

### Definitions

#### *Discrimination*

"Discrimination" means unlawful actions or practices which constitute unequal or different treatment of, or create an unequal or different effect on an individual or group of people, on the basis of age, race, creed or religion, color, disability, sex, marital status, national origin or ancestry, political affiliation, arrest or conviction record, or sexual orientation.

#### *Sexual Harassment*

"Sexual harassment" includes unwelcome sexual advances and requests for favors. Unsolicited, deliberate, or repeated sexually explicit, derogatory statements, gestures, or physical contacts considered demeaning, humiliating, or threatening constitute sexual harassment when:

- ▼ submission to such conduct is made either explicitly

- or implicitly a term or condition of employment; or,
- ▼ submission to or rejection of such conduct by individual is used as the basis for employment decisions affecting such individual; or,
- ▼ such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Sexually harassing behavior may include, but is not limited to, unwanted verbal innuendo, nonverbal communication, suggestive comments, unwanted physical contact (touching, pinching, patting), or sexual demands. It does not, however, refer to dating or other mutually agreed upon relationships. The key distinction is whether the behavior is unwelcome.

Certain printed material that is displayed so that others may see (for example, posters) may not be offensive to one individual but may be offensive to another. If an individual finds any printed material offensive, she or he may make a request through the complaint procedure that the material be removed.

### Complaint Procedure

#### *Eligible Complainants, Designated Authorities*

Any paid staff member or volunteer with a discrimination or sexual harassment complaint may address the complaints to designated authorities as follows. Paid staff may address the Personnel Committee. Volunteers may address the relevant supervisor on the paid staff; failing satisfaction they may address the Personnel Committee. Failing an eligible complainant's full satisfaction at the Personnel Committee, the complainant—either paid staff or volunteer—may address the full Board of Directors.

#### *WORT EEO/AA Complaint Form*

A volunteer should use a WORT EEO/AA Complaint Form (available from paid staff) to formalize a complaint regarding EEO or AA discrimination or harassment during work at WORT. If a paid staff member or volunteer believes he or she has encountered discrimination or sexual harassment, then it is the person's right to have the relevant supervisor, Personnel Committee, or full Board investigate that concern.

Issues of discrimination or harassment are often difficult to establish without witnesses or ample documentation. Therefore, it is in the volunteer's best interest to provide very specific details of situations believed to be discrimination or harassment before making a complaint. The Complaint Form can be used as a starting point for

investigation of a complaint. The supervisor, Personnel Committee, or Board may require more information as the investigation progresses.

The supervisor, Personnel Committee, or designated agent of the Board shall advise the paid staff member or volunteer in writing of their findings within thirty (30) days of filing of the EEO/AA complaint and shall provide a copy to the Secretary of the Board.

### ▼ **PROBATIONARY PERIOD AND ONGOING EVALUATION**

Each volunteer new to the organization or the position shall serve a four-month probationary period. During the probationary period, the volunteer will work under close supervision to clarify job expectations and to demonstrate proper attitudes and abilities for the position. Unless given prior written notice to the contrary, probationary volunteers shall automatically become regular volunteers at the end of the probationary period. Any volunteer may request a performance review from the appropriate supervisor. Evaluations shall analyze performance and identify goals, responsibilities, and expectations for volunteers. Supervisors may choose to provide full or partial unsolicited performance reviews at any time.

### ▼ **PROGRESSIVE, CORRECTIVE DISCIPLINE**

#### Policy Statement

WORT's disciplinary policy is one of progressive, corrective steps—"corrective" in order to assist the volunteer in changing his or her behavior and "progressive" in moving from less severe to more severe disciplinary actions depending on the circumstances of each situation. Paid staff members supervise all volunteers and, if misconduct continues, may impose appropriate penalties including but not limited to requiring that a volunteer meet with appropriate staff and suspending on-air privileges. Paid staff may impose disciplinary penalties to accompany verbal, first written, or second written warnings. A volunteer shall not be dismissed, however, unless she or he has received a verbal and two written warnings and has failed to improve her or his conduct. Performance problems and misconduct as defined in this document shall be responded to fairly and consistently in the organization.

#### Verbal Warning

As a first disciplinary step, the supervisor shall issue a verbal warning and shall file a note in the individual's personnel file stating that the warning has been issued.

The warning shall specify a reasonable time period during which corrections must be accomplished. If the situation is resolved to the satisfaction of the supervisor, the volunteer may request removal of the warning note from his or her personnel file after six (6) months without further similar incidents. Upon such a request, the supervisor shall return the note to the volunteer.

### Written Warning

As a second disciplinary step, a verbal warning shall be followed by the issuance of a written warning by the supervisor for the same or similar infraction that led to the verbal warning. The warning shall specify a reasonable time period during which corrections must be accomplished. If the situation is resolved to the satisfaction of the supervisor, the supervisor shall append a written statement of the correction(s) to the written warning, but the warning shall remain in the individual's Personnel File for a period of at least one (1) year. A similar infraction after a written warning shall be followed by a second written warning. A third infraction of a similar nature within a one (1) year period shall be grounds for dismissal.

### Concurrent Warnings

In cases when a first written warning has been issued and the supervisor issues another first written warning that addresses a different problem, the additional first written warning shall be considered a second disciplinary step. Under these circumstances, a third infraction similar to either of the other two shall constitute grounds for dismissal.

### Immediate Suspension or Discharge

In cases of severe misconduct or illegal activities, the supervisor may bypass the progressive disciplinary procedure and issue an immediate suspension or discharge.

Such violations include, but are not limited to

- ▼ assault of another person on station premises or at station-sponsored events;
- ▼ theft, willful destruction, or misappropriation of station property;
- ▼ use of alcohol, drugs, or illegal substances to the extent that it impedes job performance;
- ▼ intentional violation or disregard of policies and regu-

lations of the Federal Communications Commission (FCC) or other regulatory authorities;

- ▼ willful falsification of station documents;
- ▼ public misrepresentation of the station or dissemination of information detrimental to the welfare of the station;
- ▼ refusal to comply with the policies in this handbook.

## ▼ **COMPLAINT AND GRIEVANCE**

The purpose of the complaint and grievance policy is to establish open and direct communication on issues concerning and limited to working conditions. WORT encourages informal and mutually respectful approaches to resolving problems.

### Complaints

A complaint is an informal avenue for addressing a problem with the goal of mutual satisfaction among parties concerned. Discussions should progress to resolution from: between the volunteer and her or his supervisor; between the volunteer and the Personnel Committee, and, finally, between the volunteer and the full Board of Directors. A complaint need not be written.

### Grievances

Although WORT encourages continuing informal communication among volunteers, paid staff members, and the Board, it recognizes its responsibility to ensure that an established written grievance procedure relating to conditions of employment is available to volunteers. This grievance procedure shall ensure that each volunteer may, without prejudice or fear of retaliation, express and present a grievance through proper channels with the assurance of timely and thorough consideration. During the formal grievance procedure, the grievant and supervisor shall make efforts to resolve the grievance by seeking a mutually acceptable solution to the matter(s) grieved.

### Definitions

- ▼ "Decision" means the written response to a grievance by the supervisor, the Board, or its agent, which includes the rationale for the decision.
- ▼ "Grievance" means a written complaint by a volunteer requesting relief in a matter of concern or



dissatisfaction relating to conditions of volunteering and which is subject to the control of the station and within the limitations of these policies.

- ▼ "Grievant" means a volunteer who has filed a grievance.
- ▼ "Group grievance" means a grievance filed by more than one grievant which involves like circumstances and facts for the grievants involved.
- ▼ "Relief" means a specific remedy directly affecting a grievant.
- ▼ "Retaliation" means any action taken by any volunteer, Board member, or paid staff member in order to adversely affect the grievant's conditions of volunteering, when such action is taken because of the person's exercise of rights.

#### *Filing Procedures*

Grievances shall be submitted in writing to the supervisor no later than two weeks (14 calendar days) from the date the volunteer first became aware or should have become aware of the matter grieved.

- ▼ Only one subject matter shall be covered in any one grievance.
- ▼ A grievance shall describe:
  1. The condition of volunteering that is the subject of the grievance
  2. The facts upon which the grievance are based
  3. The relief sought by the volunteer
- ▼ Any group of volunteers may initiate a group grievance. In such a case, the grievants shall choose one individual grievant to represent the interests of the group. Group grievances shall be so designated at the first step of the grievance procedure and signed by all volunteers party to the grievance.
- ▼ The supervisor may consolidate grievances where a reasonable basis for consolidation exists.
- ▼ Grievances shall be pursued in accordance with the following steps and time limits:

1. Step One—Supervisor: Within twenty-one (21) days of receipt of the grievance from the volunteer, the supervisor shall meet with the grievant to hear the grievance. The exception to this step is when the grievance concerns the conduct of the supervisor, in which case a grievant may omit this step and proceed directly to Step Two.

2. Step Two—Personnel Committee: If the grievant is dissatisfied with the decision of the supervisor, the grievant may appeal the decision to the personnel committee at its next possible meeting. The grievant must file the grievance with the committee chair no longer than two weeks following receipt of the supervisor's decision.

3. Step Three—Full Board of Directors: If the grievant is dissatisfied with the decision of the Personnel Committee, the grievant may appeal the decision to the full Board at the next possible Board meeting. The grievant must file the grievance with the Board president no longer than two weeks following receipt of the Personnel Committee's decision.

- ▼ The Board and the grievant may mutually agree in writing to waive the time limits under these steps.

#### ▼ Failure to Meet Time Limits

1. The Board may reject any grievances not filed or any decision not grieved in accordance with the time limits set forth in the procedure. Any decision not grieved in a timely manner shall be decided on the basis of the last preceding decision.

2. If the grievance is not answered within the time limits set forth in the procedure, the grievant may proceed to the next step within one week after the last day on which the grievance should have been answered.

#### ▼ Representation of Grievant

1. Each grievant may be represented by a person of his or her own choice during the grievance procedure, including during informal resolution efforts. The supervisor, the personnel committee, the Board and the volunteer each have the right to tape record any portion of the grievance procedure.

2. Any expense incurred by the grievant or representative in investigating, preparing or

presenting a grievance shall be the responsibility of the grievant or representative.

#### ▼ PERSONNEL RECORDS AND PRIVACY

Paid staff supervisors maintain personnel files on volunteers as necessary in a secure area. Each volunteer has the right to review his or her own personnel record. Such records shall contain only formal personnel actions. No action shall be filed without an opportunity for written response from the volunteer. Personnel records are considered confidential and shall be released only to the volunteer, the appropriate supervisor, and/or the Board of Directors or its designated agent, except with written permission of the volunteer. Volunteers must give written permission to WORT to release any personal data, except dates of volunteer participation, to prospective or new employers.

#### ▼ LEAVE OF ABSENCE

Any producer or programmer of an on-air program may negotiate a leave of absence with her or his supervisor. Permission for a leave must include a written agreement signed by the volunteer and the appropriate supervisor that must specify definite dates for the beginning and end of the leave and provisions for substitutes. No volunteer is guaranteed an on-air position. If, for example, programming is altered or canceled during the volunteer's absence, the volunteer is not guaranteed an on-air position upon return from leave. The Programming Committee (see p. 19) is authorized by the Board to make programming decisions and is required to make an effort to reach programmers who are affected by any changes, including those on leave.

### COMMUNICATION

Communication among the many people involved with WORT is always a bit haphazard. Volunteers are expected to read the station log (located in the lobby), and to post information in the log of interest to the station as a whole.

#### ▼ PERSONAL INFORMATION

Each volunteer must keep their current address and telephone number(s) on file with station. No phone numbers or addresses will be released to outsiders without the permission of the volunteer whose number or address is requested. Volunteers who wish the volunteer receptionist to provide their phone number(s) on request shall provide written permission to be available at the front desk.

#### ▼ MESSAGES AND MAIL

Each volunteer may be assigned an individual mailbox in the station lobby. It is the volunteer's responsibility to request a mailbox from her or his supervisor and to check the mailbox for messages and mail on a weekly basis. WORT's mail service is not equipped to handle personal mail or packages. Any mail that arrives at WORT, **regardless of addressee**, is the property of WORT. Volunteers on leave are permitted to maintain a mailbox at the station. If, however, a mailbox is unattended for more than two months, the station reserves the right to clear it out and reassign it.

#### ▼ CRITICISM

Every volunteer has the right to discuss or to criticize perceived problems within the station. Those who wish to criticize station policy, practices, or the conduct or policies of individual personnel have the right to use the station log, to distribute material to the mailboxes, or to speak at station meetings.

Use of a regular air shift to criticize station policy is inappropriate and strongly discouraged. Programmers are asked to consider the station's mission and the effect upon listeners of airing complaints about the equipment or facilities, or of commenting negatively about WORT events or policies.

Personal attacks will not be tolerated. WORT holds personally liable any volunteer who defames (as defined by law) an individual. Liability includes, but is not limited to, any related expenses, charges, or fines. WORT shall pursue legal remedies.

Volunteers may also exercise their right of free speech in speaking with other media. However, only those specifically designated by the Board of Directors are empowered to speak on behalf of the station. Speaking for the station without permission of the Board of Directors is grounds for immediate dismissal from the station.

### CONDUCT

#### ▼ ATTENDANCE AND TARDINESS

Volunteers who are unable to fulfill regular volunteer shifts are responsible for notifying the appropriate supervisor and for finding a substitute who meets the supervisor's approval. Two-week notice is preferred. Routine (four [4] or more per year) absence with short (less than ten [10] days) notification may be considered cause for permanent removal from a

volunteer position. Missing four or more consecutive weeks may result in a position being permanently assigned to another volunteer. Failure to notify a supervisor of an upcoming absence and thus leaving an assigned position vacant, is grounds for immediate and permanent removal from all volunteer positions.

Volunteers are expected to be on time. If a volunteer will be late, he or she must call the station and notify the supervisor or, if unavailable, the volunteer in the preceding shift. A volunteer who receives such a call is requested to cover until the late volunteer has arrived. The volunteer must inform a member of the paid staff of this tardiness. If unable to fill in, the on-air volunteer must find a member of the paid staff to engineer the program during the gap.

#### ▼ SECURITY

WORT's building is open to the general public during regular business hours, Monday through Friday 9 a.m. through 5 p.m. The building is locked on holidays and at all other times. Volunteers whose job requires that they be in the building during off hours can be admitted by volunteers already in the building. A volunteer who admits anyone during off hours is responsible for the conduct of whomever they admit.

All WORT volunteers are responsible for taking reasonable steps ensuring the safety and security of station facilities and equipment. As such, volunteers have the right and responsibility to question any stranger on the premises. Volunteers have the right to ask anyone to leave immediately who is disruptive, threatening, or behaving suspiciously. If any situation threatens the building or interferes with station control of the broadcast signal, volunteers are expected to request assistance from paid staff or the police. Paid staff is responsible for unlocking the entrances at 9 a.m. and locking them after 5 p.m. on weekdays. The doors shall be locked at all times during weekends. To ensure the safety of the station business offices and the equipment in the basement, the last paid staff member to leave the building on any given day shall lock the basement door. Any volunteer who finds the doors unlocked during nonbusiness hours must inform a paid staff member immediately. All volunteers and paid staff members must uphold the station key policy.

#### ▼ KEY POLICY

The Operations Coordinator shall be responsible for the distribution and collection of all building keys. The Operations Coordinator shall determine which keys are appropriate for each paid staff member and shall distribute them accordingly. The Board President shall

determine which Board members shall receive building keys. The Operations Coordinator may issue keys to volunteers who meet one of two criteria: they are female programmers who host or work on shows after dark; or they have special duties. The Board must explicitly approve issuance of keys to volunteers. Volunteers must remit a \$10 key fee which the Operations Coordinator may waive at his/her discretion.

#### ▼ PROPERTY

All volunteers are expected to exercise due 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 property may be considered cause for suspension and/or dismissal. Personal use of station property must be approved in advance by the appropriate supervisor. Use of station facilities is coordinated by the paid staff. Unauthorized removal of WORT property from the premises, or its conversion to personal use, shall be considered cause for suspension or dismissal.

All program material produced by WORT volunteers using WORT equipment or materials remains the exclusive property of WORT unless special arrangement is made in writing for special exemption, or a contract is negotiated with the Board of Directors in which WORT assigns its rights. Any remuneration received for programs produced by WORT volunteers with WORT equipment shall be split between WORT and the volunteer, with WORT receiving a minimum of 50 percent of the remuneration. Volunteers must acquire a written agreement signed in advance by an authorized station representative before selling material produced at WORT.

Volunteers who accept funds or goods on behalf of WORT shall turn them over to their supervisor on the first working day following acceptance.

The station assumes no responsibility for loss or damage to the personal property of a volunteer.

#### ▼ MUSIC LIBRARY

WORT record albums, tapes, and compact discs are **not** available for loan. No recorded material may be taken from the station. Volunteers working on WORT material scheduled for broadcast have precedence over volunteers employing the listening area for their own use. All programmers are expected to promptly refile anything used from the music library. Materials may never be pulled from the shelves more than 18 hours before use. Material pulled for a show must be accompanied by a note indicating date and time of intended use. Unmarked material may be refilled by

volunteers or staff.

#### ▼ ARCHIVES

No original recorded material may be taken from the newsroom or the archives. Volunteers who wish copies of taped materials must acquire the permission of the News and Public Affairs Facilitator (News Director) or the Program Facilitator (Music Director). WORT owns all materials produced for its airwaves. Volunteers who wish to use taped material for purposes other than personal archives must acquire written permission to do so, even if it is material the volunteer has produced in whole or in part.

#### ▼ SMOKING

The Board of Directors on May 10, 1995, decided to disallow smoking anywhere in the WORT building. Volunteers must observe this rule. It is better for the equipment and the environment.

#### ▼ ALCOHOL AND DRUGS

WORT strictly forbids the possession and/or use of any illegal substance on the premises of Back Porch Radio Broadcasting, Inc. WORT strictly forbids possession and/or use of alcoholic beverages in Master Control and in any room from which WORT's broadcast is originating. At various times, this may include Combo A, Combo B, the middle studio (Studio 2), and/or the Large Studio (Studio 1). WORT also strictly forbids the presence of empty alcohol containers in any of these rooms. Furthermore, WORT strictly forbids possession and/or consumption of alcoholic beverages by the on-air board operator at all times. Persons who violate any part of this policy shall be subject to disciplinary action.

#### ▼ BICYCLE POLICY

No bicycles are allowed in the station. Various bikes have caused exit/access hazards in the back hallway and stairwell, and some bikes with dirty tires have left stains on the carpeting.

#### ▼ HOUSEKEEPING

Volunteers must keep work areas neat and orderly. Trash bins are located throughout the building. Recycling bins are clearly marked. Volunteers are expected to clean up after themselves, to place litter in the proper bins, and to return equipment and materials where they belong. Neither volunteers nor staff shall store personal items in the station.

#### ▼ PUBLIC RELATIONS

Volunteers must keep a clear distinction in public expression, written or oral, between an individual viewpoint and that of the station. Volunteers must obtain permission from the Board of Directors or its designated agent before writing any letter or article for publication or making any public address in which they in any way officially represent WORT. Upon completion, such article or address must be approved prior to publication or delivery.

Volunteers may not use station letterhead for correspondence that expresses a personal conclusion or point of view. Any inquiry from representatives of the news media should be directed to the Operations Coordinator or other designated agents of the Board of Directors.

WORT holds any volunteer personally liable whose unapproved public comments or behavior results in expenses, legal charges, or fines and shall pursue legal remedies.

#### ▼ PUBLIC EVENTS AND POLITICAL ACTIVITY

At public events and during political activity, volunteers must make clear to others that they represent only themselves, not WORT. This includes serving as a DJ at a club or party and performing on stage. By policy, the station's interest is nonpartisan.

#### ▼ PARTICIPATION IN NON-WORT EVENTS AND CAUSES

The WORT Board of Directors encourages all individuals within the WORT community to be active in community events and issues. The Board as a whole, however, in representing the interests of the many and diverse individuals in the station's community, shall not join any organization or sign onto any proposition, petition, cause, or concern unless it is directly related to the station's mission statement. Any decision to sign onto any proposition, petition, cause, or concern directly related to the station's mission statement shall be approved by the Board.

#### ▼ COURTESY

Programmers are expected to start and end their shows on time. Volunteers are expected to behave courteously toward everyone they encounter at the station, including phone callers. Programmers who are on the air during times when no paid staff is on duty are expected to answer the phone. No volunteer shall

willfully obstruct or hinder another station worker from completing assigned duties. Failure to comply with this policy is grounds for dismissal.

## **FUNDRAISING**

### **▼ BUSINESS AND FOUNDATION DONORS**

WORT accepts underwriting support mainly from businesses located in Southern Wisconsin and grant monies from regional and national agencies. WORT will not accept financial support from businesses engaged in labor disputes. WORT will not accept financial support from businesses with financial interests in countries with oppressive regimes. WORT will not accept financial support from businesses which engage in discrimination on the basis of race, creed, religion, gender, skin color, sexual orientation, national origin or ancestry, disability, marital status, arrest or conviction record, political affiliation or membership in the armed forces of the United States.

### **▼ COMMERCIALISM AND UNDERWRITING**

Because WORT is a noncommercial radio station, the station is not permitted to carry commercial advertising. Programmers are permitted to promote nonprofit events, but cannot mention prices unless ALL the proceeds of the event or sales of the product(s) go to WORT.

A volunteer may *describe* on air a product, event, or service, but she or he shall not promote its sale.

Note: it is illegal to offer for sale a tape of any portion of a broadcast show that includes material copyrighted or patented by another party—for example, a portion of a show including music from a CD or vinyl record (except in “fair use” quotation). (See Broadcasting and Copyright Laws p. 13). WORT holds personally liable any volunteer or her/his guest who violates this provision. Liability includes but is not limited to any related expenses, charges, or fines. WORT shall pursue legal remedies. Failure to comply with this provision is grounds for immediate dismissal.

Volunteers must play and log all underwriting announcements scheduled during their shift. Underwriting is a significant portion of the station’s revenue and is carefully regulated by the FCC. Announcements recognizing underwriting support are prerecorded. Failure to play and log these announcements as scheduled is grounds for disciplinary action. A volunteer who receives comments or has questions regarding station underwriting policy is expected to refer them to the Off-Air Fundraiser (Business and Foundation Development Director).

Volunteers are encouraged to work with the Off-Air Fundraiser (Business and Foundation Development Director) to identify potential business supporters of WORT.

### **▼ GRANT WRITING**

The Off-Air Fundraiser (Business and Foundation Development Director) routinely applies for various grants to cover station projects and needs. Volunteers are encouraged to apply for appropriate grants but must work closely with the Off-Air Fundraiser (Business and Foundation Development Director). In 1996 the Board of Directors approved a policy for volunteers to acquire board approval for grant writing. Copies of the policy are available from the paid staff.

### **▼ ON-AIR FUND DRIVES**

All volunteers must participate in on-air fund drives. Many volunteers answer phones during shifts other than their own, “pledge rap” with other programmers, or perform off-air tasks as needed. The On-Air Fundraiser (Listener-Sponsor Development Director) develops annual plans for four or five on-air drives (two “marathons” of about two weeks and two or three “minithons” of five or six days). Volunteers are encouraged to mark those dates in their calendars and to take on extra duties.

### **▼ SPECIAL EVENTS**

WORT sponsors a dozen or so events annually that raise money for the station. Most are organized by the Off-Air Fundraiser (Business and Foundation Development Director) and are labor intensive. Volunteers are encouraged to offer suggestions for special events and to assist with at least one event per year. Volunteers wishing to produce events on behalf of the station must work with the Off-Air Fundraiser.

### **▼ WORT WELCOMES**

“WORT Welcomes” are arranged by the Program Facilitator (Music Director) and/or other paid staff to promote events in exchange for various forms of compensation and publicity.

Volunteers are not authorized to make such arrangements on behalf of the station. Volunteers are, however, encouraged to contact the Program Facilitator (Music Director) regarding opportunities for “Welcomes” that promote WORT to wider and more diverse audiences and to support independent and local/regional

artists. Volunteers may also take advantage of free tickets offered as part of the exchange, primarily on a first-come first-serve basis with other factors to be determined by the Program Facilitator (Music Director).

### ▼ SPECIAL FUNDRAISING EFFORTS

If a volunteer perceives a unique need at the station, s/he may ask about special fundraising efforts to acquire the particular item(s). Some examples may include pieces of equipment, or music completely unavailable from record labels. In order to engage in a special fundraising project, a volunteer must receive permission from the Board of Directors and work closely with the paid staff for the project's implementation. The following is a guideline to follow when pursuing funding.

#### Procedure for unpaid WORT staff to acquire Board approval for special fundraising projects

1. Discuss the perceived need with the appropriate paid staff person and possibilities for acquisition that are free or low-cost. The staff person may recommend methods other than special fundraising to acquire the item(s).
2. If other methods are not available, the volunteer must submit a simple written proposal to the Board of Directors explaining the need for the item(s); why there are no other sources for the item(s); why this situation is unique and merits the extra work of a special fundraising project; a budget explaining the item(s) and all related costs (including shipping, if applicable); and a statement from the relevant staff verifying their willingness to assist with the project.
3. The written proposal must be submitted to the Board president no less than 14 days before the Board meeting at which the project will be discussed.

### MISCELLANEOUS BUT IMPORTANT

#### ▼ TRAINING

Volunteer training is the responsibility of the appropriate supervisors who may assign training tasks to other qualified paid staff members or volunteers. Volunteers are encouraged to request further instruction or information about ongoing classes in writing, production, or transmitter training from appropriate paid staff members.

#### ▼ EQUIPMENT MALFUNCTION

When equipment malfunctions, the operator is

expected to maintain normal program continuity and content as best as possible. The operator must report the equipment breakdown to the Operations Coordinator and/or the Engineering Committee by means of a written maintenance request form (available in the station lobby). If the malfunction is serious, the operator must immediately contact the Operations Coordinator and proceed according to instructions. If the Operations Coordinator cannot be reached, the volunteer must call the next paid staff member on the emergency list in Master Control. Operators are expected to report all malfunctions promptly so that the repairs can be made quickly.

#### ▼ SEVERE WEATHER AND TORNADOS

The on-air programmer must keep listeners informed of severe weather conditions for Dane County, including all watches and warnings announced by the National Weather Service. In case of a tornado warning on the isthmus, any volunteer who becomes aware of the warning should inform the on-air programmer and anyone else in the building and all occupants of the building must immediately go to the basement for the duration of the warning. By FCC law, the on-air programmer must be able to control the transmitter at all times.

#### ▼ ACCIDENTS

WORT expects all volunteers to be safety-conscious. If an accident or injury occurs, volunteers must immediately report it to appropriate paid staff. A complete first aid kit is located in the women's restroom.

#### ▼ FIRE

In case of fire, the following procedure must be followed: use extinguishers if possible, evacuate the building, and call the Fire Department or 911 as necessary. Close doors to prevent the fire from spreading. Fire extinguishers are located throughout the building.

#### ▼ BOMB THREAT

If the station receives a bomb threat, the following procedure must be followed: evacuate the building and call the police. No one may re-enter the building until the police bomb squad has declared it safe to do so. No bomb threat may be taken as a joke and disregarded.

#### ▼ FREIGHT ELEVATOR

Only authorized persons may operate the freight elevator.

#### ▼ PARKING

Volunteers may use the lot behind the station when spaces are available, but must not block other vehicles. It is not sufficient to leave keys at the front desk.

#### ▼ FRINGE BENEFITS

Occasionally special benefits become available to volunteers, such as recordings, other merchandise, or tickets to concerts, movies, or events. Volunteers may request benefits and inform appropriate supervisors of interest in items. It is WORT policy to offer benefits to volunteers as equitably and democratically as possible, with an emphasis on rewarding those who put in extra hours at the station.

#### ▼ CONFERENCE SUPPORT

The Board of Directors encourages WORT volunteers to apply for funding assistance to attend conferences relevant to the station.

In order for the Board to give approval, volunteers shall inform the appropriate supervisors of their interest and submit a WORT Conference Support Application form to the Board President at least 14 days before the Board meeting at which the application will be discussed. It is the responsibility of the applicant to inform the Board of any deadlines.

The WORT Conference Support Application shall include a statement on the impact to WORT's image, relevance of conference participation to the WORT Mission Statement, a budget, and how the applicant will share the benefits of the conference with the WORT community, as well as a copy of the conference brochure and registration form.

When approving an application, the Board shall take into account the benefit of the volunteer's attendance for WORT as a whole. It is WORT policy to offer benefits to WORT volunteers as equitably and democratically as possible, with an emphasis on rewarding those who put in extra hours at the station.

The award shall be up to 50 percent of conference registration fee, not to exceed \$100. Volunteer conference financial assistance shall be awarded until the budget amount for the current fiscal year is exhausted.

#### ▼ MUSIC ACQUISITION

This policy supercedes and replaces any earlier policies and any individual agreements between individual programmers and past or present staff members.

WORT generally does not purchase recorded music. The music library mainly includes items donated by recording companies, agents/managers, musicians, and individuals.

The Board authorizes the Program Facilitator (Music Director) to decide how to allocate the donated music, including but not limited to being catalogued for the library, given away on the air, used as premiums, sold at record sales, or passed on to individual programmers.

The Board expects the Music Director to consult with programmers in their area of expertise about which items are most appropriate for each category, but the final decision rests with the Music Director.

Individual music programmers may be authorized by the Music Director to correspond with or otherwise contact music companies, agents, or artists in order to acquire music for the station that is appropriate for their shows. Volunteers who originate such contacts are expected to keep the music director informed of their activities. Volunteers are not permitted to use the title "director" without the express written permission of the current music director. In making these contacts, volunteers who misrepresent their role at the station or make negative or derogatory statements about the station, staff, Board, or other volunteers may be subject to disciplinary action. If any benefits (such as concert tickets or free CDs) become available related to these activities, the volunteer and the music director shall reach an agreement on the disposition of these perks. If either the volunteer or the music director is dissatisfied with their working relationship, they may pursue the Complaint and Grievance procedure outlined in this handbook.

Recording companies sometimes offer individual programmers opportunities to purchase additional copies of particular recordings for their own collections. As a general rule, programmers are encouraged to request that purchased recordings be sent to their homes. If, however, the companies will only send such orders to the station, the Board requires that the programmer provide the music director with a written record of any purchases expected to arrive at the station. The music director shall review all packages containing recorded music and shall set aside the items that belong to individual programmers based on the written records that have been provided.

In general, packages addressed to individual programmers will be passed on to the appropriate programmer. However, mail sent to programmers at the

station, solicited or not, is sent to the programmer as an agent of the station. Thus, mail arriving at the station, regardless of addressee, is the legal property of the station.

## ▼ STUDIO USE POLICY

The principal use for WORD's off-air studios is to produce material for WORD broadcast. Thus, volunteers working on WORD material have precedence over volunteers employing the studios for their own use. The paid staff may occasionally rent production studios to non-WORD personnel, but only with WORD production needs and station security in mind. The Studio Scheduler posts a schedule for production studio sign-up and stocks the room with basic tools such as splicing tape and razor blades. Individual volunteers may not sign up for longer than two hours at one time. Some shows are assigned production time on the permanent schedule. If a volunteer signs up and is unable to use the time, it is her or his responsibility to call the station and ask to be deleted from the schedule. Volunteers are asked to maintain a sense of community when using the room. If a volunteer believes a show will not be using its assigned time, it is the volunteer's responsibility to contact the show's producer before commandeering the studio. If the volunteer cannot reach the producer, permission may be secured from paid staff. If another volunteer urgently needs the space for a few minutes, volunteers are urged to try to accommodate others, especially for those preparing shows that will air in the immediate future.

Users must clean up after themselves. Failure to do so is grounds for dismissal for volunteers. For non-WORD users, failure to clean up is grounds for discontinuing permission for studio use. WORD reserves the right to displace any studio user for WORD operational needs at any time.

### I. Studio Usage Priorities

The order of priority for users of the WORD studios:

1. On-air programming has absolute priority over all other uses. If any member of the staff determines that any studio is needed for on-air use, said studio is to be immediately vacated by the current user.
2. Production of material scheduled for later broadcast on WORD.
3. Regularly scheduled maintenance.
4. Production of non-WORD material by volunteers.
5. Rental usage by nonprofit organizations.
6. Rental usage by other organizations or unaffiliated

individuals.

### II. Scheduling

A. A designated paid staff member (hereafter referred to as "Studio Scheduler") shall post and maintain the schedule for studio sign-up. The Studio Scheduler, whose name and phone number shall be listed on the posted schedule, shall post the schedule in a prominent location in or near the studio soundlock. Studio sign-up times are available on a first-come, first-served basis except for on-air usage and regularly scheduled production times.

B. All users signing up for studio time must include a brief note on the schedule explaining what they will be working on. ("Private project" will suffice for non-WORD uses). All users must include a phone number where they can be reached prior to their studio time.

C. Producers of regularly scheduled WORD programs may arrange with the Studio Scheduler to reserve a regular block of production time.

D. Individual volunteers may not sign up for longer than two hours at a time without permission from the Studio Scheduler. Violation of this provision is grounds for immediate suspension of studio use privileges.

E. Individual volunteers working on non-WORD projects may not sign up for more than two hours per week without permission from the Studio Scheduler.

F. If a potential user wishes to use the production studio and finds it vacant during production time assigned to a regular WORD program or during time signed out by any other user, the potential user is responsible for contacting the producer of said program or the person signed up—before using the studio. If the volunteer is unable to reach the producer, the volunteer must secure permission to use the studio from a paid staff member.

G. During regular business hours, any user may extend his or her use of the studio beyond the prescheduled time if both of the following conditions are met: a) the time period has not be previously reserved; and b) the user obtains the permission of a paid staff member.

H. During nonbusiness hours, any user may extend his or her use of the studio beyond the prescheduled time if the time period has not be previously reserved.

### III. Volunteer Studio Use For Non-WORD Purposes



A. Volunteers using the studio for non-WORT purposes are expected to provide all the materials and expertise needed to use the studio. Staff members are not available to assist in the production of any non-WORT material. WORT shall not provide any supplies for production of non-WORT material other than splicing tape, swabs, and alcohol for cleaning tape machines.

B. Volunteers using the studio for non-WORT purposes are expected to recognize that their work is not a priority for WORT. No disruption of WORT operations shall be allowed or tolerated (for example, users must maintain low volume on the monitors).

C. WORT shall not charge studio rental fees to WORT volunteers using the studio for non-WORT purposes; WORT shall, however, charge WORT volunteers for damage as described in these policies under section V.

#### IV. Rental Use of Studio

Current Studio Rental Rates and billing procedures are available from paid staff.

A. WORT studios are not available for rental usage unless a paid staff member is in the building during the entire period of studio use. Rental users seeking studio time outside of regular business hours must obtain the cooperation of a paid staff member and WORT shall assess a surcharge to cover the costs associated with staff overtime.

B. Rental users are expected to provide all materials and expertise needed to use the studio. Staff members are not available, nor shall rental users expect them to assist the production work of any rental user. WORT shall not provide any supplies other than splicing tape, swabs and alcohol for cleaning tape machines. WORT shall not provide any supplies to rental users. Rental users are advised that all WORT open reel machines are biased at levels acceptable for limited kinds of Ampex tape. The use of any other formulations may result in performance degradation for which WORT shall not be responsible. Therefore users must check with WORT paid staff about the grade of acceptable tape.

C. Rental users are expected to recognize that they are guests of WORT and that rental of the WORT studio does not convey exclusive rights to the WORT facilities. No disruption of WORT operations shall be allowed or tolerated.

#### V. WORT Property

A. No WORT equipment or supplies may leave the premises under any circumstances.

B. All studio users are expected to treat equipment and supplies with scrupulous respect. Any evidence of damage to or misuse of equipment or supplies may result in the permanent banishment of the offending persons from the WORT studios.

C. Any malfunctioning or damaged equipment must be reported immediately to WORT paid staff. If the malfunction or damage inhibits the use of the studio for a rental user and said user fails to immediately notify a paid staff member of the malfunction or damage, WORT shall bill said user for their full allotted time.

#### VI. Liability Limits

All studio users are solely responsible for the preservation of their personal materials on the premises of WORT. WORT shall not be responsible for any damage to or loss of personal materials on the WORT premises regardless of the cause of the damage or loss.

## **SPECIFIC RULES AND REGULATIONS FOR ON-AIR CONDUCT**

In order to take legal control of WORT on-air operations, any operator must have the approval of the WORT Chief Engineer following successful completion of transmitter training **and** the approval of the WORT Program Facilitator (Music Director) or News and Public Affairs Facilitator (News Director) following successful completion of production training, and the approval of the appropriate supervisor.

Once a volunteer becomes an on-air operator, she or he is required to be aware of and to comply with all FCC rules and regulations that apply to WORT and to comply with all WORT policies described in this handbook and as updated through station communications.

Programmers are expected to begin and end their shows on time.

### **FCC RULES**

The Federal Communications Commission (FCC) is an independent federal agency created to regulate broadcast and nonbroadcast spectrum use. The FCC is responsible for the regulation of licensing, technical operations, legal activities, and programming of all stations. Therefore, if WORT is to remain on the air, it is imperative that volunteers comply with FCC rules at all times. WORT on-air operators must comply with both FCC programming regulations and operating requirements as listed here.

### **PROGRAMMING REGULATIONS**

#### ▼ **OBSCENITY, PROFANITY, AND INDECENCY**

The Federal Communications Commission (FCC) bans the broadcast of **obscene** material at all times.

The FCC bans the broadcast of **indecent** material between 6 a.m. and 10 p.m.

The Board of Directors in 1996 passed the following policy on broadcasting questionable language or material. The definitions are taken directly from FCC regulations.

#### *Definitions*

Material is **obscene** if it appeals to the prurient interest, depicts or describes sexual conduct in terms patently offensive, and taken as a whole, lacks serious literary, artistic, political, or scientific value.

Material is **indecent** if it contains language or material that, in context, depicts or describes, in terms patently

offensive as measured by contemporary community standards for the broadcast medium, sexual or excretory activities or organs.

**Profanity** refers to patently offensive words, including, but not limited to, the following words which the FCC has previously and specifically determined to be offensive: shit, fuck, piss, cunt, cocksucker, motherfucker, tits.

**Passing** means of brief duration, casual. (In terms of profanity, this refers to the occasional occurrence of "offensive" words within much of today's music.)

**Pronounced** means distinctly or forcefully uttered. (In terms of profanity, this refers to any occurrence of "offensive" words within a spoken word piece (whether accompanied by music or not), or any instance in which those words are loudly, repeatedly, or indiscreetly used in music, as in the chorus of a song or in a sample placed within a song.

**Excessive** means repetitive, more than reasonable or in good taste.

#### *WORT Policy*

**Obscenity** is never allowed on the air.

Board operators may not use, nor allow their on-air guests or callers to use, **profanity** on the air. If a guest or caller uses offensive language, the operator must give them an immediate warning. Upon a second occurrence, the operator must cut that person off.

**Prerecorded occurrences** of profanity may be allowed on the air under the guidelines below.

- ▼ Any use of profanity (**passing**, **pronounced**, or **excessive**) may only be allowed on the air between 10:00 p.m. and 6:00 a.m., by FCC regulation.
- ▼ Material of a particularly controversial nature or that contains extensive use of "offensive" language should be flagged with a prerecorded advisory about language and content. The programmer should use discretion about airing such material, and should take into account the musical and artistic content of the recording, the program context, and the likely audience. The Program Facilitator (Music Director) must clear such material for air **in advance** and

document the reason for clearing or rejecting the material.

- ▼ Occurrences of offensive language within coverage of a bona fide news event may be allowed to air outside the "safe harbor" period. News producers should use discretion and, if possible, clear the material with the News and Public Affairs Facilitator (News Director).

All complaints received regarding controversial language or material should be reported to the Program Facilitator (Music Director) for documentation. Persons who violate any part of this policy shall be subject to disciplinary action. Particularly flagrant violations may, at the judgement of the Program Facilitator (Music Director), be grounds for immediate dismissal from an air shift.

#### ▼ PERSONAL ATTACK

The FCC's personal attack rule is: if a broadcaster attacks the "honesty, character, or integrity" of an identified person or group while discussing a controversial issue of public importance, then that broadcaster must contact that person or group within a week, provide a script, tape, or accurate summary of the attack, and offer a reasonable opportunity to respond over the same station without charge. The FCC interprets the "personal" element of the rule strictly; attacks not going to personal character do not count (47 C.F.R. §§ 73.123, 73.300, 73.598, 73.679).

WORT holds personally liable any volunteer who defames (as defined by law) an individual. Liability includes but is not limited to any related expenses, charges, or fines. WORT shall pursue legal remedies.

#### ▼ POLITICAL EDITORIALS

The FCC's political editorializing rule is: if a broadcaster runs an editorial or commentary supporting or opposing a candidate for public office, within 24 hours of the editorial or commentary, the station must contact all candidates for that office. If a station opposes a candidate, that candidate must be given a reasonable opportunity to present a response. If the station supports a candidate in a race, then all legally qualified opposing candidates must be notified and given a reasonable opportunity to respond. Stations may tell candidates that they must select a spokesperson to present their response in order to avoid an "equal opportunities" problem (47 C.F.R. §73.1920).

In addition, because of WORT's nonprofit status, it is governed by Internal Revenue Service regulations that forbid the station from engaging in any form of partisan lobbying.

Although the FCC allows WORT to editorialize on

any subject, the station chooses not to do so. As an individual, however, a volunteer may express editorial positions, or can allow guests or phone callers to express opinions. It is the on-air programmer's responsibility to make clear to the listeners that such opinions are those of the individuals and are not necessarily an editorial opinion of the station, its volunteers, paid staff, or management.

#### ▼ BROADCAST OF TELEPHONE CONVERSATIONS

The FCC requires that a person called by a broadcaster either while on the air, or to be taped for later broadcast, must be advised beforehand that they are on the air or are being taped for broadcast (47 C.F.R. §73.1206). Before a volunteer broadcasts a telephone conversation live or records a telephone conversation for later broadcast, any and all parties to the call must be notified of the station's intent to broadcast the call. Prior notification and consent must occur before any portion of the conversation is broadcast. Prior notification is not necessary when someone obviously wants to take part in a call-in show.

#### ▼ BROADCASTING AND COPYRIGHT LAWS

It is illegal to rebroadcast the broadcast of another radio or TV station, either simultaneously or delayed, without the express, written permission to do so from the originating station. Copyright laws also apply to the on-air reading aloud of print material. On-air programmers are permitted to make "fair use" of copyrighted material in reading or quoting from it on the air, but are not permitted to read or quote at length without express written permission of the copyright holder. As a general rule, before reading copyrighted material at great length on the air, a volunteer is responsible for considering whether doing so could reasonably interfere with the copyright holder's ability to sell the material in WORT's broadcast area.

In general, it is legal to broadcast any material that has been commercially recorded, including music and spoken word recordings except when otherwise indicated on the recording. It is not legal to broadcast bootleg records or other noncommercial recordings without permission of the artist. If a volunteer has questions about copyright, he or she must consult the appropriate supervisor.

It is not legal to offer "air check" tapes of music programming for sale, as premiums, or as gifts unless the person making the offer owns the copyright to everything on the "air check" or has written permission from those who own the copyright(s). No on-air volunteer owns the copyright to any material produced at WORT unless he or

she has a written, signed contract with the Board. Violation of this policy is grounds for immediate dismissal. Moreover, any resulting fines or legal actions are the responsibility of the individual volunteer.

### ▼ **EMERGENCY BROADCASTS AND ALERTS**

The FCC on November 10, 1994, substantially revised the Emergency Broadcast system (EBS), and renamed it the Emergency Alert System (EAS).

#### Weekly Responsibilities

WORT operators must perform a scheduled weekly test (called "RWT"). Details of the following procedure are also posted in Master Control.

1. Discontinue normal programming
2. Broadcast the EAS attention signal for 8 seconds.
3. Resume regular programming.
4. Log exact time of test on Program Log AND Transmitter Log.
5. Programmers must also log, on the Transmitter Log only, any RWT's received from other stations during their shift. These tests are not rebroadcast.

#### Monthly Responsibilities

WORT operators must REBROADCAST any monthly test received during their shift within 15 minutes of receipt (called "RMT"). Details of the following procedure are also posted in Master Control.

1. Discontinue normal programming
2. Rebroadcast the EAS signal and announcement as recorded by the EAS decoder using the "Manual Forward" feature.
3. Resume regular programming.
4. Log exact times of RMT rebroadcast on Program Log AND Transmitter Log.
5. Programmers must also log, on the Transmitter Log only, all RMT's received from other stations during their shift.

#### "In the Event of an Emergency . . ."

(from FCC EAS rules Part 11.54 EAS operation during a (Note: these are excerpted from FCC EAS rules Part 11.5 EAS operation during a National Level emergency. A complete EAS Operations Handbook is located on the east wall of the Master Control Room.)

(a) The EAS Operating Handbook summarizes the procedures to be followed upon receipt of a National level EAN or Termination Message.

(b) Immediately upon receipt of an EAN message, broadcast stations and cable systems must:

- (1) Monitor the radio and television networks, cable networks and program suppliers, and wire services for further instructions.
- (2) Verify the authenticity of the EAN message with the current Red Envelope Authenticator List (broadcast stations only).
- (3) Monitor the two EAS sources assigned in the State or Local Area plan or FCC Mapbook for any further instructions.
- (4) Discontinue normal programming and follow the transmission procedures in the appropriate section of the EAS Operating Handbook. Announcements may be made in the same language as the primary language of the station. . . .
- (11) All broadcast stations and cable systems operating and identified with a particular Local Area must transmit a common national emergency message until receipt of the Emergency Action Termination. . . .
- (14) The time of receipt of the EAN and Emergency Action Termination messages shall be entered in the broadcast station logs. . . .

(c) Upon receipt of an Emergency Action Termination Message, broadcast stations and cable systems must follow the termination procedures in the EAS Operating Handbook.

### ▼ **TRANSMITTER LOG**

The FCC requires stations to keep a transmitter log of a variety of technical information. Each operator must sign on at the beginning of his or her air shift and sign off at the end of the air shift. Operators must log technical information at least once every three hours, both

accurately and legibly. All required technical and operating measurements must be recorded prior to any equipment adjustment.

When an on-air operator makes an adjustment to restore operating levels to their proper values, he or she must make a new measurement after the adjustment and enter the results into the log. If operating parameters were outside legal limits, she or he must make a note regarding the corrective action taken. Operators must also log all EAS tests broadcast or received during their shift.

The WORT Chief Engineer is responsible for reviewing the transmitter logs once each week. The Chief Engineer informs appropriate operators in writing of apparent discrepancies requiring correction. On-air operators must make such corrections no later than 21 days following notification. Any questions about the transmitter log may be directed to the Chief Engineer, the Operations Coordinator, the Program Facilitator (Music Director), or the News and Public Affairs Facilitator (News Director).

#### ▼ PROGRAM LOG

The Program Log is an hour-by-hour record of programming information. Included in the program log are such things as program titles, notes about the source and type of each program, hourly station IDs, underwriting announcements, station promotional announcements, EAS tests, and public service announcements. Program logs must accurately record what really took place, not what was scheduled to take place.

#### ▼ STATION IDENTIFICATION

The FCC requires all radio stations to identify themselves at particular times: sign-on, sign-off, and hourly. Each required station ID must include the station call letters (W-O-R-T not "WORT") followed by the city of license (Madison). When giving a required ID, the operator has the option of including its frequency (89.9 FM), the name of its licensee (Back Porch Radio Broadcasting), or both. When an ID consists of only the call letters and location, the location must follow the call letters. When using the frequency or licensee name, such information must be inserted between the call letters and the location. No other sequence is permissible in a legal ID. On-air programmers must log all legal IDs on the program log.

In 1996 the Board of Directors decided that all on-air board operators are expected to air a prerecorded "Legal ID" once per hour, at or soon after the top of the hour. Two sets of prerecorded "Legal ID's" are kept in the

broadcast studio—one with a variety of male voices, the other with a variety of female voices. The recorded IDs help promote the sound of the station as a community project of many voices. The exact wording of these announcements is: "W.O.R.T., 89 point 9 FM, Madison, Listener-Sponsored Community Radio." Individual programmers may produce "Legal ID" recorded announcements for use on their own shows. Such recorded announcements, however, must meet FCC standards and be approved by the programming staff.

#### ▼ ENGINEERING UPDATES

Engineering updates are kept in Master Control. These updates report changes in FCC or station policy, new technical procedures, or any information the engineering staff wants to convey to station operators. All WORT operators are expected to read these updates on a regular basis, as station broadcasting conditions and policies change from time to time.

#### ▼ PREEMPTION AND SUBSTITUTIONS

Decisions to interrupt regular programming are made in the best interests of the station and the community. Preemptions and substitutions should always be attempted in a spirit of cooperation. The policies contained herein are the guidelines for worst case scenarios where cooperation appears to be unattainable.

Pledge drives are an integral part of station life and are not preemptions. Off-air time due to power outages or equipment malfunctions are also not preemptions, nor are the occasional testing and maintenance of the transmitter or associated equipment that may require the station to go off the air.

#### *Definitions*

- ▼ **Preemption**—The interruption or replacement of regularly scheduled programming for breaking news.
- ▼ **Breaking News**—Breaking news shall consist of special programming that the paid programming staff deems necessary to air. Any program completed more than 48 hours in advance shall not be considered breaking news.
- ▼ **Substitution**—The temporary replacement of regular programming by special programming. Any series of programs longer than 13 programs shall not be considered a substitution. Cutaways and short interruptions shall be considered part of continuing coverage and are not limited to any numerical

restrictions.

- ▼ **News Programming**—For the purposes of this policy, news programming shall be considered distinct from public affairs programming and shall consist of reporting and/or analysis of current events. "Current" shall mean that the event central to the program has occurred within 28 days of substitution.
- ▼ **Public Affairs Programming**—Public affairs programming shall consist of all other non-music programs that do not contain material related to current events.
- ▼ **Live Music Programming**—Programming aired as the music is being performed. A taped program of a live performance shall not be considered live music programming.

### Preemptions

- ▼ **Breaking News**—The paid programming staff can preempt any air shift in full or in part to allow the station to air breaking news programs. The staff must personally notify a volunteer as soon as possible after the decision to preempt has been made. Preemptions can be made with no prior notice.

A volunteer cannot refuse a decision to preempt for breaking news. The affected volunteer(s) can file a grievance with the Board in accordance with the grievance procedure (see p. 5).

### Substitutions

- ▼ **Special News Programming and Live Music Specials**—Paid programming staff may require the substitution of special news programming or live music specials for any air shift in full or in part. Paid programming staff shall not substitute for an individual air shift more than twice per year without either the agreement of the affected programmer(s) or a specific decision by the Board. Any affected programmer has the right to appeal the paid programming staff's decision in accordance with the appeals procedure below.
- ▼ **Special Public Affairs Programming and Taped Music Specials**—The paid programming staff can request the substitution of special public affairs programming or taped music specials for any air shift in full or in part to allow. Any affected programmer has the right to refuse the substitution of special public affairs programming and taped music specials. The paid

programming staff member can appeal the volunteer's decision to the Board.

### Notification Requirements

- ▼ **Preemption**—No prior notice is required for preemptions, though advance notice shall be given whenever possible.
- ▼ **Substitution**—The paid programming staff must notify the affected programmer(s) a minimum of 14 days prior to the start of any substitution.

If paid staff members would like to make a substitution within fewer than 14 days, the programmer whose show will be replaced in whole or in part must agree to the substitution. If more than one volunteer programmer is affected, a majority of the affected programmers must approve the substitution.

### Volunteer Responsibilities During Affected Air Shifts

If more than 75 percent of an air shift is replaced by a preemption or substitution, the volunteer programmer for the air shift is no longer responsible for any aspect of that air time. In such a case, the volunteer may be invited to fill special assignments (such as engineering and fill music for the remainder of the shift), but has the right to decline.

If less than 75 percent of an air shift is replaced by a preemption or substitution, the volunteer programmer is responsible for the remainder of her or his air shift. The volunteer programmer is not responsible for engineering the special programming portion unless she or he has agreed to this task.

For live events where it may be unclear how much of an air shift is going to be replaced by a preemption, the volunteer programmer is required to remain available to complete her or his shift unless relieved of duty by a paid staff member or a substitute designated by the paid staff.

### Appeals

Appeals of program substitutions shall be made to Board of Directors. An appeal may be filed only by an affected programmer or paid programming staff member. An appeal may be filed by verbal or written notice to any member of the Executive Committee. An appeal must be filed at least 14 days prior to the scheduled substitution(s). In cases where more than one programmer is affected:

- ▼ If a programmer files an appeal, the appeal can be proceed only with the concurrence of a majority of the affected programmers;

- ▼ If a paid programming staff member files an appeal, the Board shall automatically overturn the affected programmer's refusal if the majority of affected volunteers do not concur with the programmer(s) who refused the substitution. In both cases, the programmer who objected to the staff member's decision must demonstrate the concurrence of a majority of the affected programmers.

The Board shall provide the staff and volunteers the opportunity to present all arguments for and against the substitution before making the decision.

### Grievances

Volunteers may file grievances of preemptions or substitutions (see p. 5). The grievance procedure allows a volunteer to formally criticize a decision or the conduct of paid staff in carrying out the policy. The grievance procedure for preemptions or substitutions is not a vehicle for overturning a preemption or substitution decision.

### Promotion

Paid staff must ensure the vigorous promotion of special programming with recorded announcements, and interrupt the special program periodically to explain that the substitution is temporary and to state when the regular programming will return to the air.

### ▼ **PROGRAMMING CANCELLATIONS, AND SCHEDULE CHANGES**

The **Programming Committee** is empowered to review the program schedule, to consider proposals for new programming, and to make permanent changes in the schedule. Its members include volunteers, listeners, paid staff members, and Board members. WORT's policy is to seek comments from volunteers for a period of time before making changes in policy or schedule. The committee holds open meetings and is required to consult all programmers in advance who will be directly affected by any permanent changes it proposes. In all other cases, WORT empowers the Program Facilitator (Music Director) and/or the News and Public Affairs Facilitator (News Director) to select replacement programmers and, if necessary, replacement programs within the existing schedule.

### ▼ **PLAY LISTS**

Music programmers must keep play lists of all

recordings aired. Play lists must be filed in the proper play list binder. This information is collected for record companies in exchange for record service and other benefits to the station. The Program Facilitator (Music Director) keeps archives of old play lists and shall return play lists to programmers whenever possible after one year.

Failure to comply with this provision is grounds for disciplinary action.

### ▼ **PUBLIC SERVICE ANNOUNCEMENTS**

As an expression of WORT's commitment to public service, the station airs numerous public service announcements (PSAs). To be considered a PSA, the events must be sponsored by a nonprofit, tax exempt organization. Each on-air programmer is expected to read an average of two PSAs per hour and to accurately record the PSAs they have read in the program log.

Announcements should be submitted to the PSA mail box ten days in advance of the event. A designated PSA Coordinator assembles and updates a PSA notebook kept in the on-air studio. WORT policy does not permit volunteers to add or remove PSAs from the notebook or to accept PSAs over the phone.

### ▼ **OTHER NON-WORT ANNOUNCEMENTS**

WORT programmers also read announcements—but not endorsements—for concerts and events. Appropriate flyers are collected by the paid staff and designated volunteers and are filed in separate genre folders in the on-air studio. Volunteers are not permitted to remove information from these folders or to accept information over the phone.

Specific prohibitions regarding reading announcements include:

- ▼ Volunteers must not announce prices on the air.
- ▼ Volunteers may say the event involves a charge or a suggested donation but may not specify the amount unless the event is free. (Note: price may be mentioned in announcements promoting events sponsored by and solely benefitting WORT. These do not include "WORT Welcomes" described on p. 10.)
- ▼ Volunteers shall not encourage listeners to patronize any particular place of business.
- ▼ Volunteers shall not promote the sale of any goods or services except those of WORT.

- ▼ Volunteers may not announce personal items.
- ▼ Volunteers may announce but shall not promote an event in which they have a direct financial interest (except payment of a flat performance fee).  
 "Promoting" includes doing a special feature, an extended set, or a whole show on an artist or artists who will be performing at a profit-making concert or event, then announcing that "you've got to see this show" or "this is going to be the best Valentine's Day party in town," and other supportive remarks, however casual.

Programmers may, however, take calls off-air and give information that cannot be broadcast, including their opinions about the events.

#### ▼ **WORT PROMOTIONAL ANNOUNCEMENTS**

Volunteers must air promotional announcements of station activities. Prerecorded promotional announcements will be scheduled for play during each shift. These must be recorded in the program log when aired. All station promotional material must be approved by the Program Facilitator (Music Director) or News and Public Affairs Facilitator (News Director) prior to airing.

Volunteers are encouraged to produce promotional announcements for upcoming shows and specials in coordination with programming staff.

#### ▼ **ANSWERING LISTENERS' QUESTIONS**

Listeners frequently call the station asking for information that has been announced on the air. WORT policy is to politely suggest that the listener call again when the programmer who made the announcement is in the station and talk directly with that programmer. The person at WORT who takes the call may choose to take a message and place it in the programmer's mailbox, but this is not required. If for some reason these solutions are not practical (the listener doesn't know what show it was, the event in question is before the programmer's next show, the programmer is on vacation, etc.), the person at WORT who takes the call may choose to look for the information using resources available at the station. If the person at WORT is too busy or the information is not readily available, WORT policy is to politely thank the listener for calling and apologize for not being able to help the caller further. It is against WORT policy to give out volunteers' phone numbers or to call programmers at home or work about announcements made during their shows.

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**END**



## Addenda to Volunteer Handbook

### **Passed November 15, 2006**

All WORT volunteers are expected to maintain high quality programs in the spirit of the station by adhering to WORT's Mission Statement and the job description under which they were hired. Job descriptions may only be modified by mutual agreement between a volunteer programmer and their staff supervisor. Staff members who oversee volunteers have the authority to request changes in performance to ensure compliance, and failure to cooperate may result in disciplinary action as specified in the Volunteer Handbook

### **Passed February 16, 2011**

The WORT Board of Directors **\*requires\*** all on-air music program hosts to donate at least two hours per month, in addition to the time they spend on their programs, towards helping carry out tasks that the Music Director considers necessary to maintain and improve the WORT libraries and music department.

## **WORT No-Animal Policy**

Approved by the Board 12/18/13

WORT promotes a respectful environment that is safe, clean and quiet, where volunteers, staff and visitors can expect a space that is conducive to work. In order to provide access to people with physical and emotional sensitivities to animals, WORT is instituting the following No-Animal Policy:

- Animals are not permitted at WORT, except for service animals which are specifically exempted from this policy.
- WORT's No-Animal Policy applies to all spaces in the building, including but not limited to the lobby, on-air and production studios, offices, meeting rooms, hallways, elevator and stairways.
- Animals may not be left fastened to objects or railings outside the building while the owner/caretaker is inside the building.

### Exempted Animals:

- Service animals while performing their duties. (Owners must properly dispose of their service animal's waste.)
- On-Duty Police dogs

### Failure to Comply:

- Restitution is required for any animal-related damage to persons, property, facilities or grounds and is the sole responsibility of the owner of the animal that caused the damage.

### Requests for Special Exemptions from this Policy:

- Individuals with a compelling case for a special exemption to this policy may submit a written request to any full-time staff member. The request should include relevant information (proof of up-to-date required vaccinations) and plans for appropriate confinement of the animal while on the premises.
- The request will be reviewed by the Staff Collective who will grant or deny an exemption to his policy. All exemptions to this policy shall be conditional and revocable.

**Passed December 17, 2014**

## **WORT 89.9FM Volunteer Social Media Policy**

**Our overall goal is simple: to encourage volunteers to post, comment and share online in a respectful, relevant way that protects WORT's interests and reputation.**

Volunteers are an important part of the WORT brand, which is characterized by our mission. WORT gives voice to those under-represented and challenges the cultural and intellectual assumptions of our listeners. Whether posting, commenting or sharing on a personal or official WORT account, volunteers should be true to the WORT mission while respectful of others and mindful of the station's best interests.

Consider the content of your posts and comments carefully. If your posts and comments could be interpreted as representing WORT's position, include a disclosure such as "These opinions are my own and don't necessarily represent the WORT position or opinion."

Keep in mind that no one is truly anonymous on the internet. What you publish is widely accessible and will be around for a long time.

### **Social Media Policy**

The WORT social media policy affects use of social media on sites where the station has set up official WORT accounts/profiles.

The policy applies to volunteers who create or contribute to blogs, wikis, social networks, or any other kind of social media. The list includes but is not limited to: Twitter, Yelp, Tumblr, Google+, Wikipedia, Pinterest, Instagram, YouTube, Foursquare, LinkedIn, Wordpress, Vimeo, Facebook pages/groups, or comments made on online.

1. Post and comment using social media accounts/profiles created by the station; creating additional accounts/profiles may dilute the WORT follower-base.
2. WORT encourages open discussion and differing opinions; however, show respect for others' opinions and privacy and refrain from engaging in topics that may be considered offensive or inflammatory.
3. Represent yourself and the station in an honest way. All statements made should be truthful with claims that can be substantiated.
4. Respect materials that belong to others. It is best practice to avoid use of work (text, images, audio and video) that is not yours, unless you are given permission by the owner to reproduce it.
5. Appear as yourself and do not impersonate others.

6. Avoid commenting on topics that the station would regard as confidential.

**Consequences of Violating the Social Media Policy**

Inappropriate activity that is in conflict with these guidelines and the WORT Volunteer Handbook may result in disciplinary action.

*Please confirm that you have read and understand the guidelines.*

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**Signature**

**Date**