



Volunteer Handbook

June 2025

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I. Introduction

A. WORT's Mission Statement

WORT is a non-commercial, listener-sponsored, member-controlled community radio station broadcasting to South-Central Wisconsin and maintaining an active Internet presence. WORT programming shall respect all peoples and their environments, and shall serve a broad spectrum of the community in the following manner:

- By providing a forum for both the discussion of public issues, and the expansion of musical and cultural experience, in order to promote greater communication, education, entertainment, and understanding.
- By facilitating community expression and providing community access to share music, culture, news, and information.
- By challenging the cultural and intellectual assumptions of our listeners through unique and diverse programming.
- By including audiences and programmers under-represented by other media.

Declaración De Principios

WORT-FM es una estación de radio comunitaria, sin fines de lucro, financiada por sus oyentes y controlada por sus miembros, que transmite para el sur-centro de Wisconsin y mantiene una presencia activa en Internet. La programación de WORT respetará a todos los grupos humanos y sus entornos, y dará servicio a un amplio espectro de la comunidad de la siguiente manera:

- Proporcionando un foro para la discusión de temas de interés público y la expansión de la experiencia musical y cultural, con el fin de promover mayor comunicación, educación, entretenimiento y entendimiento.
- Facilitando la expresión comunitaria y proporcionando acceso a la comunidad para compartir música, cultura, noticias e información;
- Desafiando las nociones culturales e intelectuales de nuestros oyentes a través de programación única y diversa.
- Incluyendo a sectores del público y programadores que no están representados plenamente en otros medios

Zaj Lus Ntawm Lub Zaim Muag

WORT yog ib lub uas tsis muaj hais-xov xwm tshaj tawm txog lag luam, cov neeg mloog-pab txhawb nqa, cov tub teg tub taw-tswj lub zej zog lub xov tooj cua tshaj tawm nyob sab qab-nraub nrab qab teb hauv xeev Wisconsin thiab khaws cia ciaj sia hais nyob hauv (Internet) thiab. WORT cov kev pab cuam muaj kev sib fim rau txhua haiv neeg thiab lawv txoj kev noj nyob ntawm lawv, thiab pab txhawb rau ib qhov kev dav rau ntawm lub zej zog los:

- Pab tsim ib qhov kev sib tham rau kev siv cav txog pej xeem cov kev txhawj xeeb, thiab ntxiv rau tej suab paj nruag thiab kab li kev cai ua txoj kev kawm, thiaj li pab

kev zoo ntxiv rau kev sib tham, kev kawm ntaub ntawv, kev lom zem, thiab kev sib to taub.

- Pab coj lub zej zog kev xav thiab pab rau lub zej zog kom tuaj tau mus sib faib kev ua suab paj nruag, kab li kev cai, xov xwm, thiab ntaub ntawv.
- Sib tw txog ntawm kab li kev cai thiab kev txawj ntse los ntawm peb cov neeg mloog txog ib qhov kev zoo thiab tsim tau ntau yam cov kev pab cuam.
- Suav nrog cov neeg mloog thiab cov neeg tsim cov kev pab cuam uas tsis muaj-sawv cev los ntawm lwm lub chaw muab xov xwm.

B. Memorandum to Welcome All

An agreement among all WORT community members on how we relate to one another. At WORT, we...

- Welcome all with a hospitality that is radical in its selflessness, generosity, and kindness;
- Are courteous and practice compassionate inclusion;
- Avoid making sweeping generalizations about others or assuming their intentions;
- Are mindful about the impact of our behavior towards others;
- Ask for and accept help, including giving and receiving;
- Give and receive constructive feedback;
- Communicate directly and respectfully, taking responsibility for our words and actions;
- Are generous with our time and talents;
- Seek to find a balance meeting our own needs and those of WORT in the spirit of community.

C. Why A Volunteer Handbook?

It is important that volunteers understand their responsibilities and the general working conditions they can expect as a volunteer. To do so, we have prepared this volunteer handbook for you. It is not intended to address all possible applications of or exceptions to the general policies described, nor will this handbook identify every applicable policy or procedure at WORT. If you have specific questions about provisions in this handbook, contact your supervisor.

WORT policies are based upon 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.

This handbook is not a contract for employment or any other legally binding document. The policies in this handbook supersede all previous volunteer handbooks and all

previous policies covered in this handbook. The Volunteer Coordinator is responsible for maintaining a current digital copy of the Volunteer Handbook on the WORT website. Paper copies will be provided by a staff member upon request. WORT reserves the right to change, review and/or revise this handbook, with or without notice. 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 station-wide meetings. The station shall notify volunteers of any changes to this handbook in a timely manner. New or altered policies and procedures will be issued in a form that can be added to this document.

As used in this Handbook, a **"Host"** or **"Programmer"** is a volunteer who has an on-air role at the station, either individually or as part of a collective; a **"Board Operator"** is a volunteer who engineers a broadcast; **"Staff"** is a paid employee, either full-time (as a member of the collective) or part-time.

D. Our Shared Responsibilities

WORT's Responsibilities to Volunteers

WORT is committed to providing **all** volunteers with the following: a safe working environment; respect from all paid and unpaid WORT personnel; reasonable accommodations for disabilities; adequately functioning technical equipment; support and training needed to do their show or volunteer task; a process for reporting unacceptable behavior by other volunteers, staff or guests and filing complaints; prompt notification of program preemptions, substitutions or cancellations; information of upcoming meetings and opportunities for input on station projects, governance and changes; notice of available paid and unpaid positions on the staff, Board or committees; feedback and support to improve performance; the right to ask any staff member about the organization's work; feedback about your experience; financial information or an annual report, and access to available perks (tickets, recordings) as appropriate.

Volunteer Responsibilities to WORT

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

On-Air: All on-air WORT volunteers and Access Hour hosts are expected to maintain high quality programs in the spirit of the station by adhering to WORT's Mission Statement and the program description which they agreed to. Program descriptions may only be modified by mutual agreement between a volunteer programmer and their staff supervisor. Staff members who oversee volunteers and Access Hour hosts 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.

E. Equal Employment Opportunity/Affirmative Action

WORT is committed at all levels and locations to 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 for its volunteers.

WORT is committed to equal opportunities for all persons regardless of age, gender identity and expression, sex, race, religion or atheism, color, national origin or ancestry, citizenship status, disability, marital status, source of income, credit history, veteran or discharge status, physical appearance including hairstyle or clothing, sexual orientation, genetic identity, political beliefs, familial status, student status, domestic partner status, receipt of rental assistance, lack of a social security number, homelessness or unemployment status, to the extent as authorized by law.

WORT is committed to implementing volunteer 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 all persons in a protected status, as outlined above, 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 volunteer status, including, but not limited to, recruitment, interviewing, certification, selection, job assignments, working conditions, training, transfer, layoffs, disciplinary actions, terminations, retention, and committee appointments.

F. Prohibited Harassment

WORT is concerned for the health and well-being of every employee, volunteer, participant and guest. All employees, board members, volunteers, participants, vendors/business partners and clients/consumers are to be treated with courtesy and respect at all times.

As used in this policy, the term “harassment” includes sexual as well as harassment based on any protected classification, such as a person’s age, gender identity and expression, sex, race, religion or atheism, color, national origin or ancestry, citizenship status, disability, marital status, source of income, credit history, veteran or discharge status, physical appearance including hairstyle or clothing, sexual orientation, genetic identity, political beliefs, familial status, student status, domestic partner status, receipt

of rental assistance, lack of a social security number, homelessness or unemployment status, to the extent as authorized by law.

WORT is committed to providing a work environment that is safe and free from all forms of discrimination and conduct considered harassing, coercive, bullying or disruptive. WORT provides ongoing training for all paid staff and Board members to ensure an environment free of harassment, including a Harassment & Bias Prevention course which is required by the CPB to be completed annually.

Any action may be considered harassment if it:

- creates a hostile, intimidating or offensive work environment;
- unreasonably interferes with an employee's or volunteer's work performance; or
- adversely impacts an individual's opportunities.

An employee's, volunteer's, and/or participant's conduct will be considered unwelcome and in violation of this policy when the employee, volunteer, and/or participant knew or should have known that the conduct was unwelcome, or when the person subjected to the conduct voiced their objection.

Examples of prohibited conduct include making comments or publicly displaying printed or digital material which uses racial and ethnic slurs; offensive references to stereotypes; repeatedly asking someone for a date after having been turned down, or jokes about characteristics as described above. Keep in mind that certain comments or material may not be offensive to one individual but may be to another. A volunteer who finds any material offensive may use the complaint procedure to request that it be removed.

It is not considered harassment or discrimination for WORT or a supervisor to require satisfactory job performance and maintain standards of conduct in a consistent manner.

As used in this policy, the term "sexual harassment" means unwelcome sexual advances (verbal, written, or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of volunteer status or opportunities;
- Submission or rejection of the conduct is used as a basis for making volunteering decisions; or,
- The conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

G. Workplace Violence

Workplace violence is defined as performing actions or using words (whether spoken or written) that endanger or harm another individual or result in another individual having a reasonable belief that they are, or may be, in danger. Any conduct that makes

an individual feel endangered is in violation of this policy, and will not be tolerated. Volunteers who experience or witness workplace violence are to report it immediately to a supervisor or other staff member, and law enforcement as appropriate.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including the possible termination of volunteer status. See Appendix B for the full Harassment and Workplace Violence Prevention Policy, which includes the procedure for reporting workplace violence.

H. Prohibited weapons

Volunteers, staff and guests are prohibited from bringing weapons onto WORT premises. This includes but is not limited to firearms of any kind, knives over 3 inches, explosives, projectiles of any kind, or tasers/stun guns. Volunteers who invite guests to the station are responsible for their compliance with this policy. Volunteers who violate this policy are subject to disciplinary action. This paragraph does not apply to utensils.

NOTE: *This policy does not apply to members of law enforcement who are invited to the station or who are responding to a call for service. Volunteers who are members of law enforcement are not permitted to bring their weapons to the station when off-duty.*

I. Harassment Complaint Procedure



WORT urges any volunteer who believes that they have been subject to or have witnessed discrimination or harassment to first consider telling the offending party that their conduct or behavior is inappropriate. However, if after addressing the offending party the discrimination or harassment continues, or if the volunteer is not comfortable confronting the offending party, they should immediately report the matter to their immediate supervisor, or if the supervisor is involved, the Personnel Committee or EEO Officer. Reporting

disputes or differences with other employees, volunteers, or participants should be done before the situation escalates.

Volunteers should use the online Harassment Complaint Form found on the WORT volunteer website and at this link: [Harassment and Workplace Violence Prevention Policy](#). If that's not possible, a paper copy of the complaint form is posted on a designated bulletin board. The form may be submitted to your supervisor or by email to eeo@wortfm.org to formalize a complaint regarding discrimination or harassment

during work at WORT. If volunteers believe they have encountered discrimination or sexual harassment, it is their right to have the relevant supervisor, EEO/AA Officer, Personnel Committee, or full Board investigate their concerns.

Any volunteer with a discrimination or sexual harassment complaint should address the complaints to the relevant supervisor on the paid staff and/or the EEO/AA Officer. Failing satisfaction, volunteers may address the Personnel Committee. Failing an eligible complainant's full satisfaction at the Personnel Committee level, the complainant may address the full Board of Directors.

WORT is eager to assist in the resolution of disputes, and will not discipline employees, volunteers, or participants for raising such concerns. All allegations of harassment will be quickly and discreetly investigated.

The investigation will generally consist of interviews with witnesses to the event/conduct, including the complainant and the alleged harasser. To the extent possible, confidentiality of the person reporting, of any witnesses and the alleged harasser, will be protected against unnecessary disclosure. When the investigation is completed, the complainant and the alleged wrongdoer will be informed of the outcome of the investigation.

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 volunteer in writing of their findings within 30 days of filing the complaint and shall provide a copy to the Secretary of the Board.

WORT will take prompt disciplinary action in response to violations of the policies against harassment and discrimination, up to and including termination of employment or volunteer status.

Nothing in this policy may prevent the complainant or the respondent from pursuing formal legal remedies or resolution through local, state or federal agencies or the courts.

If you have questions about this policy, contact the Personnel Committee for additional information.

J. Retaliation

Retaliation occurs when an employee or volunteer of WORT punishes another employee or volunteer for engaging in legally protected activity, such as reporting harassment based on race, sex, gender identity, religion, and/or other protected classes.

Retaliation based on reporting harassment *can* include demotion, discipline, firing, or job or shift reassignment. Retaliation *can* also include more subtle reactions, such as exclusion from decision-making, collaboration, or social events.

No employee, volunteer, or participant who makes a good faith allegation will be subject to retaliation. Nor will any employee, volunteer, or participant be retaliated against for participating in any investigation of inappropriate conduct. Retaliation in response to reports of sexual or other unlawful harassment will not be tolerated and is subject to disciplinary action, up to and including the possible termination of employment or role.

K. Accommodations

An accommodation occurs when WORT makes a modification or adjustment to a volunteer position description, task(s), the work environment, or the way things are usually done based on an individual's need. Reasonable accommodations can be based on physical limitations, religious beliefs or practices, mental or emotional needs, learning or reading limitations.

WORT will provide reasonable accommodations for you to complete your volunteer duties. If you need an accommodation, contact your supervisor.

Volunteers who perceive an unmet need at the station (e.g., lack of specific equipment or technology, need for reasonable accommodations, inadequate infrastructure, no access to certain music content) should notify their department coordinator/director of such needs.

Your innovative ideas are what help us survive, so please pass them on. However, there are often legal, fiscal, or practical reasons why things are set up a certain way.

L. Freedom of Speech

Every volunteer has the right to discuss or criticize perceived problems within the station in an appropriate forum. Those who wish to criticize station policy and practices or the conduct or policies of individual personnel have the right to address issues directly with the individual(s), your supervisor(s), an appropriate Board committee or the Board of Directors, and to use the volunteer mailboxes to distribute material, speak at membership meetings, or use social media in an appropriate manner as defined by WORT's social media policy, which is detailed in Appendix C.

Because volunteers have a variety of off-air avenues to effect change at WORT, it is generally inappropriate for hosts to criticize station policies or procedures on-air. Hosts who desire to talk about a WORT issue in a more nuanced, respectful fashion shall provide staff with adequate notice of any intent to discuss or critique WORT's policies. Violation of this policy could be detrimental to the operations and reputation of the station, and therefore may lead to suspension or dismissal.

Personal attacks on-air or through social or other media will not be tolerated and may constitute actionable harassment. WORT holds personally liable any volunteer who defames another party.

Defamation comes in two forms. **Slander** is defined as one or more false spoken statements that result in harm to a person's reputation; **Libel** is when the offending comments are made in writing, including being posted on WORT social media pages.

Criticism of issues, policies, or performance do not constitute defamation; for example, you may criticize the Mayor's budget, but you may not say the reason is because of something untrue or offensive. On-air hosts and producers are responsible for making sure their guests understand this policy. WORT staff is responsible for training volunteers to know what constitutes slander on the air.

II. WORT Structure

A. History

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.

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 more than 200 NFCB member stations.

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 35-50 miles. All programming is also streamed live worldwide, and past shows are available online via the program recordings at archive.wortfm.org.

The organizational structure of WORT reflects these principles: the paid staff and participating members (a/k/a "volunteers") elect the Board of Directors, which is composed of both participating members and listener-sponsors. The Board sets policy and hires full-time paid staff. The full-time staff is organized as a collective that operates under the written policies and directives established by the Board of Directors. The Staff Collective is responsible for day-to-day operations of the station. Other staff include part-time, non-Collective members, who are hired by the Collective. Volunteers provide most of the on-air programming and much of the off-air labor.

B. 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. WORT bylaws allow volunteers to vote in station elections and serve on the board of directors, provided they qualify as Participating Members by providing a set number of hours determined by the bylaws.

Collectives: Some programs are collectively based and collectively responsible for maintaining their programming shifts. Each show's collective is held responsible for assigning tasks, training, and meeting their on-air commitments. They are ultimately responsible to their respective Program Director. Each member joining a collective must first go through the steps for volunteer arrivals. See **Appendix E**, "Collective Self-Management" for details.

C. Listener-Sponsors

Listeners who contribute financially are called "listener-sponsors." Listener-sponsors provide most of the station's income. They are eligible to run for and serve on designated seats on the Board of Directors, but not to vote in Board elections.

D. Paid Staff

The Board employs appropriate full-time and part-time 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. Full-time staff are currently organized as a Staff Collective and represented by IBEW 2304.

E. Board of Directors/Committees

WORT is a nonprofit Wisconsin corporation governed by voting members who annually elect members of the Board of Directors in accordance with station bylaws approved by the membership. Board meetings are held 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, directs and evaluates the full-time paid staff.

The Board has eleven seats: six Participating Member seats (station volunteers), four listener-sponsor seats, and one staff representative elected by the staff collective. All Board seats, except the paid staff representative, are elected by the Participating Members. Members of the Board are elected to three-year terms at the Annual Meeting.

Through bylaws and Board resolutions WORT has created several committees and work groups, including but not limited to:

The **Programming Committee** consists of programming staff and representatives from the Board, news and music volunteers, and listener sponsors. The PC manages overall programming at WORT, and is generally not involved with specific programs unless a schedule change is proposed. You can contact the committee at pc@wortfm.org.

The **Executive Committee** consists of the President, Vice President, Treasurer and Secretary, with authority to act on behalf of the Board subject to the full board's review. You can contact the committee at exec@wortfm.org.

The **Personnel Committee** consists of Board members and is primarily responsible for hiring and evaluating full-time staff, collective bargaining with the staff's union, IBEW Local 2304, and receiving volunteer complaints. You can contact the committee at personnel@wortfm.org.

The **Finance Committee** consists of Board and staff members and is primarily responsible for preparing the annual budget and regular financial reports. You can contact the committee at finance@wortfm.org

The **Engineering & Facilities Committee** consists of staff and volunteers and is primarily responsible for our technical aspects and physical plant. You can contact the committee at engcom@wortfm.org

The **Policies & Bylaws Committee** consists of Board and staff members and is primarily responsible for reviewing the corporation's bylaws and board policies and suggesting amendments. You can contact the committee at bylaws@wortfm.org

The **Diversity, Equity and Inclusion Committee** consists of Board and staff members and volunteers and is primarily responsible for exploring ways to cultivate greater participation by members of underrepresented groups in leadership, staffing, programming, and volunteering roles at the station. You can contact the committee at deic@wortfm.org

F. Community Advisory Board

The Board of Directors is advised by a Community Advisory Board (CAB), following Corporation for Public Broadcasting (CPB) regulations. WORT defines CAB members as listeners who are not involved in the station's day-to-day operations. Regular 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. Members take an active part in station affairs by helping with pledge drives and outreach events and by communicating listener concerns to the Board of Directors. The CAB's relationship to the station is detailed in the CAB charter, available on the WORT website.

III. General Volunteer Information

A. Onboarding and offboarding

On your arrival

All volunteers must complete an application prior to beginning their volunteer commitment. To ensure the safety and security of our volunteers, guests, and resources and to comply with our insurance requirements, we will conduct a background check on incoming volunteers who will volunteer regularly.

All new volunteers will also receive a tour of the station premises and opportunities to meet with staff members of various departments, as placement is decided.

Once placed, volunteers will receive subsequent training coordinated by their staff supervisor in order to complete their volunteer duties. Other onboarding steps may include creation of a station email address, addition to the requisite email listservs, and assignment of an appropriate mailbox.

Arrival Checklist:

- Complete volunteer application
- Tour WORT studios and meet with staff
- Background check
- Set dates for onboarding & training

On your departure

Should you decide to end your volunteer commitment at any time, let staff know as soon as possible to coordinate subsequent coverage. Staff will work with you to establish an end date. Upon your end date, you will be removed from the appropriate email listserv and your email address will be deactivated if appropriate. Please be sure to remove all personal property from the station by your end date.

Departure Checklist:

- Give a minimum of two weeks' notice, with two months notice preferred
- Set an end date and establish if departure is permanent.
- Remove from appropriate email list(s).
- Schedule exit interview.
- Update personal information and social media accounts to indicate you're no longer a WORT volunteer.

Volunteer switches

Should you decide to switch your volunteer commitment to a different role, staff will work with you to establish a training and onboarding schedule for your new role.

B. Volunteer File

As necessary, paid staff supervisors maintain confidential files on volunteers. Such files shall contain only records of formal actions. No action shall be filed without an opportunity for a written response from the volunteer. Files are maintained in a secure area and each volunteer has the right to review their own file.

Volunteers must give written permission to WORT to release any data except dates of their volunteer participation to prospective or new employers. Volunteer 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. The station may publicize program anniversaries without requesting the volunteer's permission.

C. Personal Information

In order to maintain accurate records, volunteers are to notify their supervisor and the Volunteer Coordinator of any updates regarding the following: name, address, telephone number, email address, or emergency contact information.

Volunteers and paid staff are not permitted to give out contact information for volunteers. This includes personal email addresses and phone numbers. Some hosts and shows have public emails that may be given out in response to inquiries. You can find the contact information for volunteers in the black binder labeled Volunteer Directory on the reception desk.

Requests for information on how to contact WORT volunteers shall be forwarded to the volunteer for their consideration.

D. Personal Property

WORT is not responsible for any damage to or loss of personal property on the WORT premises regardless of the cause of the damage or loss.

E. Communication from WORT

Coordinating the contributions of hundreds of volunteers requires frequent and timely communications. Volunteers are expected to regularly check their mailbox in the station lobby and to read email from the station as well as the station's email newsletters and

become familiar with WORT's website. Volunteers are expected to respond to communications from their staff supervisor in a timely manner.

Each volunteer may be assigned an individual mailbox in the station lobby. It is the volunteer's responsibility to request a mailbox from their supervisor and to check the mailbox for messages and mail on a weekly basis. Some shows will share collective or co-host mailboxes.

Mail sent to programmers at the station, solicited or not, is sent to the programmer as an agent of the station and is thus the station's legal property. Any mail that arrives at WORT, regardless of addressee, may be considered the property of WORT. As part of our process to ensure proper handling of donations, all mail arriving at the station is subject to being opened by staff, who will inform volunteers when they do so but we will never read your mail.

Upon request, volunteers on leave are permitted to maintain a mailbox at the station for no longer than one year. WORT is not responsible for forwarding mail.

F. Attendance and Tardiness

Punctual and regular attendance is an essential responsibility of each volunteer position. Volunteers should arrive prepared to start their shift on time. A volunteer's repeated failure to fulfill volunteer shifts may result in a loss of volunteer status.

Volunteers who are unable to fulfill regular shifts are responsible for notifying the appropriate supervisor as soon as they are aware of the scheduling conflict. Other than in emergency situations, at least 24 hours' notice is required. A volunteer programmer's failure to provide timely notice to a supervisor of an upcoming absence may result in immediate and permanent removal from that volunteer programmer position.

Your supervisor will provide you with detailed instructions during your initial training on how and whom to notify if you are unable to arrive on time.

G. Leave of Absence

Any producer or programmer of an on-air program may request a leave of absence, not to exceed one year, from their supervisor. Permission for a leave must include a written agreement signed by the volunteer and the appropriate supervisor that specifies definite dates for the beginning and end of the leave and provisions for substitutes. If 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 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. This policy must not be abused by volunteers

wishing to avoid on-air pledge drives by repeatedly requesting extended leave for non-emergency reasons.

H. Courtesy

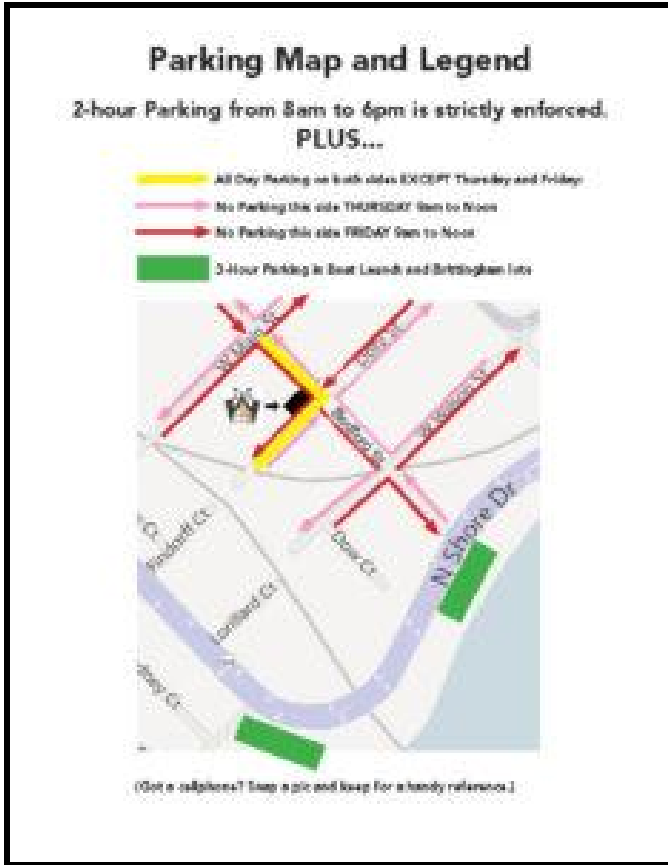
Volunteers are expected to behave courteously toward everyone they encounter at the station, including phone callers. Other common courtesy expectations include programmers starting and ending their shows on time. Programmers who are on the air during times when paid staff are not present are expected to answer the phone. No volunteer shall willfully obstruct or hinder another station worker from completing assigned duties.

I. WORT 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. Intentional vandalism of the station building or property is cause for suspension or dismissal. Negligence in the care and use of property may also 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.

No WORT equipment or supplies may leave the premises under any circumstances other than the following:

- WORT audio recorders, microphones, cables, etc., for purposes as approved by the relevant supervisor. Volunteers must fill out a check-out slip detailing the equipment on loan and time expected back before taking equipment off the premises;
- Equipment for remote broadcasting authorized by full-time staff;
- DJ equipment being used for authorized purposes and approved by the Music Department;
- Books, recordings, and other property of the station authorized by staff to be taken for the purpose of review or show preparation.



J. Parking

WORT has no reserved parking spaces. **Parking is especially difficult** on Thursdays and Fridays from 9 am-12:00 pm, when parking on one side of all surrounding streets is prohibited, and during Kohl Center events. WORT is not responsible for parking tickets incurred by staff, guests, or volunteers.

Currently, a limited number of off-street parking spaces in a neighboring lot are available for late-night hosts with shows between 10 p.m. and 6 a.m. Hosts with late-night shows should contact the Music Director for more information about parking availability.

K. Program Material Produced for WORT

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

Volunteers must comply with the following Artificial Intelligence (AI) policy:

Policy on using Artificial Intelligence (AI) for WORT programming and posts.

Artificial Intelligence is a powerful technology with unlimited potential for both productive and destructive uses. It also represents a disturbing departure from individual creativity and accountability. Accordingly, WORT has adopted this policy statement.

Because AI is inherently unreliable, lacks individual style, and is incorporeal, **volunteers may not use** it to produce written copy for web posts or any other listener-facing document on our website, or create playlists for any WORT music program. Volunteers are also prohibited from using AI to generate voice from text except to compensate for vocal impairment.

Volunteers are also **strongly discouraged** from using AI to write scripts for their shows or send emails to guests/interviewees, and must seek approval from their supervisor before doing so.

In order to foster their own creativity and understanding, volunteers **are discouraged** from using AI to brainstorm, draft questions, or write internal emails.

For the purposes of this policy, an auto-correct function is not considered to be AI.

Because AI's manipulation of images is contrary to the News Department's need to combat disinformation and maintain audience trust, News and Public Affairs volunteers **may not use AI** to create or manipulate images. Music volunteers **may use AI** to create or manipulate images, as approved on a case-by-case basis by their supervisor and disclosed.

Volunteers **may use AI** to generate transcripts of aired shows, using software and a review/verification/identification process as approved by their supervisor. Volunteers may also **use AI** to translate emails for their own use.

If you are unsure of what category your prospective AI usage falls in, or if you have found a novel way to use AI, please consult with your supervisor. However, **the presumption is that AI use is not allowed until it has been approved**. As AI proliferates, WORT must use it carefully and in ways that everyone understands.

L. Music Library

WORT music resources may not be removed from the station without approval of the Music Director or the Digital Audio/Production Director. Volunteer programmers preparing their show have priority for use of the listening station in the music library. All programmers are expected to promptly refile anything used from the music library. Material should not be pulled from the shelves more than 18 hours before use without permission from the Music Department staff. Material pulled for a show must be accompanied by a note indicating date and time of intended use, or it may be refilled by volunteers or staff.

M. Archives

Digital archives of WORT programming are available via the station's website. Music shows are only archived for 14 days to comply with the Digital Millennium Copyright

Act. WORT owns all materials produced for broadcast or digital transmission on WORT. Volunteers may not use WORT recordings for commercial purposes. You may reuse material you have previously produced for WORT for other noncommercial purposes. If you would like to use WORT material produced by another WORT volunteer, you must receive permission from that individual prior to doing so.

N. Freebies and Perks

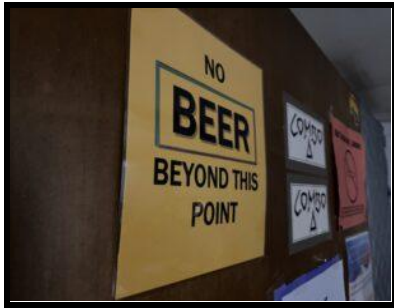
Occasionally free materials are made available to volunteers, such as recordings, merchandise, or tickets to concerts, movies, or events. Volunteers may request perks by informing appropriate staff members of their interest in such items. Our policy is to offer benefits to volunteers as equitably and democratically as possible, focusing on those whose show or work is directly related to the item, e.g., concert tickets are prioritized for those who play the artist on their shows.

Volunteers who accept funds or goods on behalf of WORT are required to turn them over to their supervisor no later than the first working day following acceptance.

O. Tobacco Use

Volunteers, staff and guests may not smoke or vape any product or chew tobacco anywhere in the building.

P. Alcohol and Controlled Substances



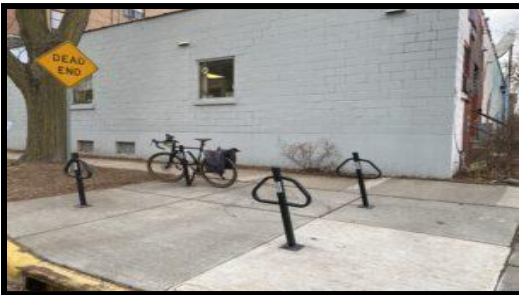
The FCC forbids possession and/or use of alcoholic beverages in a studio from which a broadcast is emanating. Areas where alcohol may be consumed inside the station by those of legal age are designated by appropriate signage. In addition, WORT strictly forbids the possession and/or use of any illegal substance on the premises of Back Porch Radio Broadcasting, Inc. Persons who violate any part of this policy shall be subject to disciplinary action.

Q. Housekeeping

Volunteers must keep work areas neat and orderly. Volunteers are expected to clean up after themselves (including washing their own dishes), place trash and recycling in the proper bins, and return equipment and materials where they belong. Volunteers shall not store personal items in common areas at the station.

R. Elevator Operations

Only persons trained by staff in the operation of the elevator may operate the elevator.



S. Bicycles

Bicycles are not allowed inside the station. The station has provided bike racks at the corner of West Doty and South Bedford streets.

T. Animals at the Station

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. Therefore, in order to provide access to people with physical and emotional sensitivities to them, **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.

Service dogs and on-duty police dogs are exempted from this policy. You are still responsible for your dog's behavior and for properly disposing of their waste. Dog owners are solely responsible for restitution for any animal-related injury or damage to people, property, facilities, or grounds, and may also face disciplinary procedures.

NOTE: *Individuals with a compelling case for a special exemption to this policy may submit a written request to the staff collective. 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 this policy. All exemptions to this policy shall be conditional and revocable.*

IV. You and the Public

A. WORT Representation

Volunteers must keep a clear distinction in public expression, written or oral, between an individual viewpoint and that of the station. Only those individuals specifically designated by the Board of Directors are empowered to represent the station. Speaking for the station without permission from the Board of Directors is grounds for immediate dismissal from the station, as is pretending to be a member of the board or staff. WORT holds any volunteer personally liable whose unapproved public comments or behavior results in expenses, legal charges, or fines to the station and may pursue legal remedies.

Volunteers may request from their supervisor a @wortfm.org email address if needed. When you use a @wortfm.org email, you are representing WORT and must act appropriately. You may not use @wortfm.org emails for purposes outside of your volunteer position. Your WORT email address will be deleted a year after you end your volunteer status.

Volunteers may not use WORT letterhead without their supervisor's approval. Volunteers are not entitled to business cards made by WORT, but may purchase their own with their supervisor's approval.



Volunteers with a demonstrated need for a WORT-issued press pass may ask their supervisor for help obtaining one. Volunteers using a WORT-issued press pass are bound by a code of conduct for appropriate behavior and adherence to journalism principles, and must be actively engaged in news gathering on behalf of the station. Volunteers may not independently make their own press pass that suggests they are representing WORT. Press passes may be revoked.

In specific instances like conferences or concerts, venues and entities may require their own permitting or application process for obtaining a press pass. Volunteers wanting to cover an event, concert, conference, etc. for WORT should speak with their supervisor well in advance.

B. Response to Media

Any inquiry from representatives of the news media should be directed to an appropriate Staff Collective member. When speaking to the media as a member of the station, volunteers must have the approval of their staff supervisor.

C. 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. In order to maintain our nonprofit status, the station may not engage in political or campaign activities, but may engage in non-partisan voter registration and engagement activities.

D. Participation in Non-WORT Events and Causes

We encourage all individuals within the WORT community to be active in community events and issues. The WORT Board of Directors, 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.

E. Answering Listeners' Questions

Listeners frequently call the station asking for information that has been announced on the air. Receptionists are trained on where to find the answers to frequently asked questions, which you can often find on our website.

If a receptionist or other volunteer is not able to answer a question, they should transfer the phone call to the staff member who appears to be the most appropriate. If they do not know how to transfer a phone call, they should seek the assistance of a staff member. If a staff member is not available, they should take a message or ask them to call back during business hours.

If a caller has information about an urgent programming issue, the phone answerer should communicate that information quickly to the relevant programmer or staff member.

From time to time there are emergencies and urgent messages that need to be conveyed to staff or other volunteers. Program hosts after hours and on weekends **must**

answer calls to WORT to the best of their ability, and forward urgent messages to staff or provide contact information for the appropriate party. If the matter is not urgent, they should direct the caller to call back and leave a voicemail message for the appropriate party. If a caller makes a comment or message that may be of concern to staff, e.g. a threat or important information, hosts should convey that message to their supervisor or other staff as soon as is feasible. Hosts may choose not to answer calls from callers who are or who have been abusive or engaged in harassment.

A brief FAQ of common listener questions

- What just played? → Check the online playlist for the show at spinitron.com/WORT
- Where can I hear XYZ again? → Check the WORT Audio Archive on archive.wortfm.org
- How can I/my organization get in touch about an interview or news tip? → wortfm.org/announcements

F. Handling Complaints

If you take a call that results in a listener complaint you have a couple of options.

- Forward the caller to the correct department head/give the caller the contact information for the department head via the WORT staff page on the WORT website.
- Fill out a comment form by clicking on the paper and pencil icon on the computer desktop “Listener Comment Entry Form”
- If the caller is abusive, hang up. You are a volunteer and do not have to take abuse from callers.

V. Safety

A. Background Check and Self-Disclosure

To ensure the safety and security of WORT personnel and resources, the station has adopted a background check policy (See Appendix A). All new volunteers who will be regularly working on the station premises must undergo an official background check.

B. Accidents and Injuries

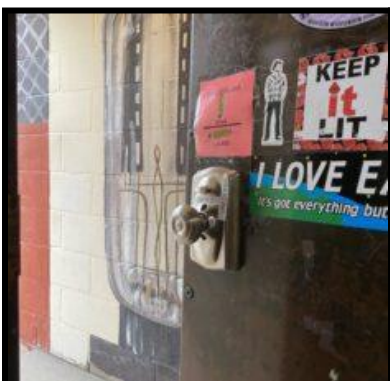
WORT expects all volunteers to be safety-conscious. If an accident or injury occurs on the station premises, volunteers must immediately report it to their supervisor or an appropriate staff member. At the station, first aid kits are located in the first floor reception area. First aid kits are also available at off-site events where WORT volunteers are scheduled. Please be aware that volunteers are not covered by Worker's Compensation.

C. Security

WORT's regular business hours are Monday through Friday, 9 am-6 pm. Volunteers should expect staff offices and work spaces to be locked during non-business hours and the building doors will be locked at all times. If you find the front door unlocked, please lock it and inform a staff member immediately.

The main studio area – including both combo studios, master control, vinyl library and CD library – are bounded by two lockable doors: the door from the lobby to the combo studio hallway, and the Music Suite Door (near the elevator as you enter the CD library, at right). These doors must be locked between the hours of 8 am and 8 pm. The first receptionist of the day and the last receptionist of the evening are responsible for locking them.

1. Door Entry Codes



The WORT front door is to be kept locked at all times. Regular WORT volunteers are given a station door code during their onboarding, and informed of subsequent changes via email.

It is your responsibility to remember the door code you were given and to keep up with subsequent changes.

You may not give your WORT door code to anyone else, including other volunteers or invited guests. Doing so is grounds for disciplinary action, including dismissal.

2. Guest conduct policy

A guest is anyone who is not WORT staff or a regularly scheduled volunteer. Guests will be admitted by staff or receptionists during business hours. Volunteers who invite guests to the WORT premises are responsible for their conduct, and will be subject to WORT's disciplinary procedures if their guests violate this section. This means ensuring compliance with current policies, including but not limited to WORT's no-weapons policy, harassment policy, and all other health and safety policies.

Guests are not to remain unattended in the building and must leave the building when the volunteer who invited them leaves unless another staff/volunteer remaining in the station explicitly agrees to assume responsibility for the guest(s) remaining in the building

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 arises that threatens the personnel or building, or interferes with station control of the broadcast signal, volunteers are expected to request assistance from paid staff or the police.

D. Emergencies



Volunteers are expected to adhere to emergency response measures established by the station. Volunteers should call needed authorities in case of accidents, fires or threats. Before an emergency or minor incident occurs, volunteers should familiarize themselves with the locations of exits, fire extinguishers, emergency shelters, first aid kit and Automated External Defibrillator (AED).

*The **First Aid Kit + AED** are located on the wall in the hallway outside the bathrooms.*

E. Emergency broadcasts and alerts



WORT operates its Emergency Alert System (EAS) alerts automatically and hosts are generally unaware of when they run.

It is important that all board operators are familiar with the location of the EAS Operating Handbook.

WORT must display a copy of the handbook at all times. You must be able to locate this handbook for an FCC inspector should that situation arise.

The Emergency Alert System (EAS) handbook is located in this wall pocket in the corner of Master Control.

F. On-air safety alerts

The following alerts bypass the board and broadcast automatically, without programmer knowledge or action:

- Amber Alerts (for missing children)
- Silver Alerts (for missing vulnerable adults)
- Tornado Warnings & Watches for Dane County
- Emergency Alert System Testing (weekly & monthly)

G. In Case Of Fire

- If the fire is small and containable, use a fire extinguisher. Maps of fire extinguisher locations are posted throughout the station, at the foot of the stairs and at both exits.
- If the fire is not small, containable, or the fire extinguisher doesn't put out the fire, call 911 immediately.
- Alert all those present at the station about the fire and if possible, shut applicable doors to contain it.
- **Use the stairs! NEVER use the elevator to evacuate during a fire!**
- **STAY LOW**—Smoke and heat rise. Prevent the spread of smoke and fire by closing doors as you exit the building.
- Feel doors for heat with the back of your hand before opening. **If the door is hot, keep it closed.** Place a wet towel at the base of the door to prevent smoke from entering and call 9-1-1 to report your location.

- If the door is not hot, slowly open it while staying low. Check the hallway for smoke or fire. If smoke or fire is in the hallway, close the door. Place a wet towel at the base of the door to prevent smoke from entering and call 9-1-1 to report your location. If there is no smoke or fire, continue to the nearest exit.
- Evacuate to the designated safety/meeting area: the front entrance of **The Echo Tap & Grill** at the corner of S. Bedford and W. Main Streets. Take the emergency contact list (posted next to each exit) with you when you evacuate.
- If the Facilities & Technology Director is not present, call them to report the situation. If the F&T Director is not available, inform the Board President, Vice-President and the Staff Board Representative, in that order.

H. Exits and Active Shooters/Other Immediate Threats

The front and back doors to the station remain locked at all times and are accessed by codes which correspond to your department and are changed a few times a year. There are also code locks on the following doors:

- Entry to the studios, but not the studio doors themselves.
- Entry to the CD library from the back hallway next to the elevator.
- Entry to the newsroom.
- Entry to the basement.
- Entry from the back basement door leading up to the CD library.

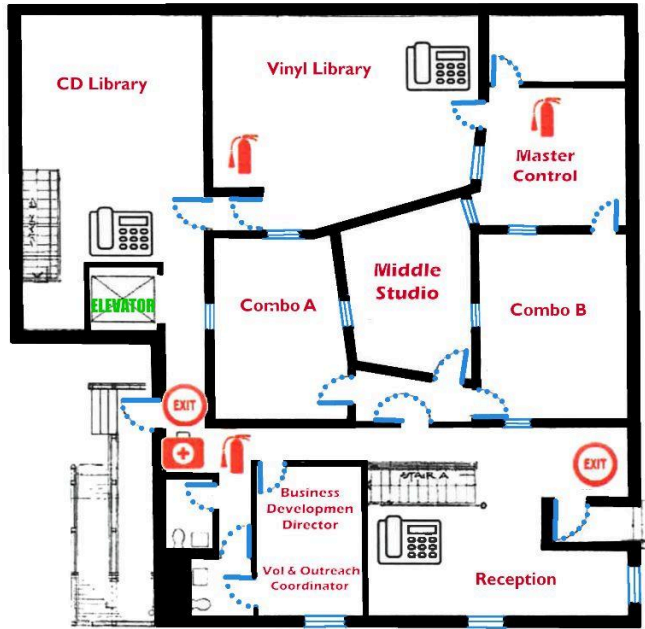
In case of any emergency the first thing everyone should know is where the exits are. Take a moment to look at the image below to note where the exits and fire extinguishers are in the building:

(see **WORT Floor Plan** on following page)

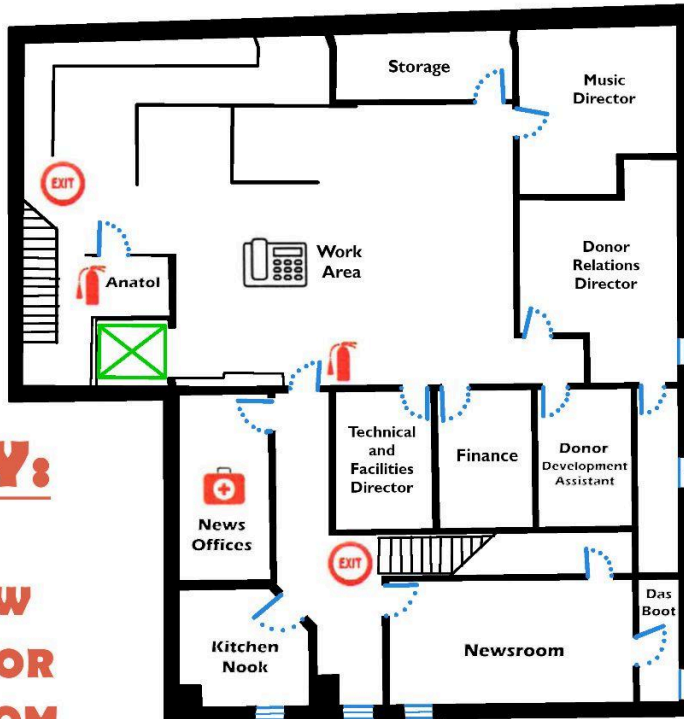
WORT Floor Plan

(May 2025)

**UPPER
floor >**



**LOWER
floor >**



MAP KEY:

-  = DOOR
-  = WINDOW
-  = ELEVATOR
-  = RESTROOM

 = FIRST AID

 = FIRE EXTINGUISHER

 = PHONE

In case of an active shooter the first course of action would be to find the closest exit and leave the building as soon as possible. Once you are a safe distance away from the building, call 9-1-1.

If you are unable to exit the building safely, find a safe space to hide and wait for emergency responders to secure the area. Some safe spaces around the station include the vinyl library, Combo B, the archiving closet in the newsroom, the furnace room next to the refrigerator downstairs, and the downstairs staff offices area. Once in a safe space, cover any windows and place heavy furniture in front the doors, turn off the lights, and call 9-1-1 if possible. The most important thing is to be quiet and wait to be let out by law enforcement.

In case of a tornado volunteers should take shelter in the basement.

VI. Volunteer Performance

A. Performance Expectations

WORT recognizes that performance management is an ongoing process involving coaching, mentoring, and motivating, and when effective leads to enhanced performance and job satisfaction. We will provide new volunteer orientation, job training, staff collective and supervisory support, and the resources required to do the job well. In return, WORT expects volunteers to satisfactorily perform their volunteer duties. If you are unaware of what is expected of you, talk to your supervisor. Failing to meet WORT performance expectations or interfering with staff or another volunteer's ability to meet performance expectations will be addressed and may lead up to and include termination.

B. Attendance

Volunteers are expected to show up for their shift, and give reasonable notice when they are unable to fill their shift. Reasonable notice is considered written or verbal 24 hours notice to one's staff supervisor. Staff and programmers should work together for a plan to fill the shift. A programmer's repeated failure to provide reasonable notice will likely result in their dismissal.

C. Training

Volunteer training is coordinated by the appropriate staff member, who may assign the volunteer training tasks to be completed under the supervision of other staff members or volunteers. Volunteers are encouraged to request further instruction or information about ongoing classes in writing, production, technical operations, or other skills from appropriate full-time staff members.

D. Performance Reviews

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.

E. Discipline

Discipline will conform to the severity of the policy infraction or behavior issue. When a volunteer commits policy infractions or behaves contrary to this handbook, their

supervisor will coach them on how to ensure compliance. If coaching is unsuccessful, or in circumstances of a more serious violation as discussed below, a supervisor will provide a written warning as to the concern that will be placed in the volunteer's file. Continued failure to perform to expectations may result in suspension or termination of the volunteer opportunity. Our disciplinary process provides fair notice of what will and will not be tolerated.

If your behavior, performance, attendance or attitude is unsatisfactory, the discipline process will usually follow these steps in order to provide you with repeated opportunities to remedy the issue:

Step One: Verbal Notice. A volunteer is verbally notified of the concern and a note is placed in the volunteer's file.

Step Two: Written Warning. A volunteer is notified of the concern, a written warning is issued and is placed in the volunteer's file.

Step Three: Suspension. A volunteer is suspended from working at the station for a duration to be determined by their supervisor.

Step Four: Termination. The volunteer is terminated from their role at the station.

F. Cases of immediate suspension or termination

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

Such violations include, but are **not** limited to:

- Assault of another person on station premises or at station-sponsored events
- Assault of a current WORT volunteer or staff member, on or off station premises
- Theft, willful destruction, or misappropriation of station property
- Possession or use of alcohol by anyone in a studio that's live on the air
- Use of illegal substances while on the air or in the studios
- Intoxication to the point of inability to perform job functions
- Intentional violation or disregard of policies and regulations of the FCC or other regulatory authorities
- Willful falsification of personal documentation or station documents
- Public misrepresentation of the station
- Violation of station's email & social media policies
- Dissemination of information detrimental to the welfare of the station
- Violation of copyright or other intellectual property rights, such as selling, giving or otherwise distributing a recording of any portion of a broadcast show including material copyrighted or patented by another party
- Violation of the prohibited weapons policy

- Failure to report to staff in a timely manner any matter for which disclosure is required under the WORT [Background Check Policy](#).
- Violation of the [Harassment and Workplace Violence Prevention Policy](#).

G. Complaints

A complaint is an avenue for volunteers to address a problem with the goal of mutual satisfaction among all parties concerned. Complaints may be Informal or Formal as described below.

1. Informal 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 their supervisor; between the volunteer and the Personnel Committee; and finally, between the volunteer and the full Board of Directors. An informal complaint need not be written, it may be verbal or can be filed online: <https://www.wortfm.org/wp-content/uploads/2018/08/HarassmentPolicy-and-Report-Form.pdf>

2. Formal complaints

Although WORT encourages continuing informal communication among volunteers, paid staff members, and the Board, it recognizes its responsibility to ensure volunteers may file a formal written complaint seeking a specific remedy. This complaint procedure ensures each volunteer may, without prejudice or fear of retaliation, express and present a formal complaint through proper channels with the assurance of timely and thorough consideration. During the formal complaint procedure, the complainant and supervisor shall make efforts to resolve the complaint by seeking a mutually acceptable solution.

Definitions

Formal Complaint: The 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.

Complainant: The volunteer who has filed a formal complaint.

Relief: A specific remedy directly affecting a complainant.

Retaliation: Any action taken by any volunteer, Board member, or paid staff member in order to adversely affect the complainant's conditions of volunteering, when such action is taken because of the person's exercise of rights.

Filing Procedures

Formal complaints must be filed in writing (either on a paper form or online) within twenty-one days of the incident or matter. If the complaint is about your supervisor, file

it with the personnel committee at personnel@wortfm.org; if it is about anyone other than your supervisor, file it with your supervisor.

Only one matter will be addressed per formal complaint.

A formal complaint must describe:

- Date on which complainant became aware of the matter;
- The condition of volunteering that is the subject of the complaint;
- The facts upon which the complaint are based;
- The relief sought by the volunteer.

Any group of volunteers may initiate a group complaint. In such a case, the complainants shall choose one individual to represent the interests of all. Group complaints shall be so designated at the first step of the complaint procedure and signed by all volunteers party to the complaint.

Representation of Complainant

Each complainant may be represented by a person of their own choice during the complaint procedure, including during informal resolution efforts. The supervisor, the personnel committee, the Board and the volunteer each have the right to record any portion of the complaint procedure. Any expense incurred by the complainant or representative in investigating, preparing or presenting a complaint shall be the responsibility of the volunteer or representative.

Failure to Meet Time Limits

The Personnel Committee and/or Board may reject any complaints not filed or any decision not complained of in accordance with the time limits. If the complaint is not answered within the time limits set forth in the procedure, the complainant may proceed to the next step within one week after the last day on which the complaint should have been answered.

VII. Station Fundraising

A. Fundraising Drives

Fundraising drives are critical to the station's ongoing financial health. The Donor Relations Director (DRD) is responsible for planning and executing fundraising drives. The DRD develops plans for several on-air drives annually. Fundraising drives are the only fundraising activity that programmers are **required** to participate in; they are one of the responsibilities that accompany the privilege of representing our community on-air.

On-air programmers are *required* to

- Be present for all your shows during fundraising drives.
Exception: Excused absences are possible when you request an absence a minimum of two months in advance and it is approved by your supervisor. The on-air programmer must notify the DRD as soon as the absence has been approved. Programming and fundraising staff make joint decisions about appropriate host substitutions during drives.
- Emergency absences may require proof. Missing two or more fundraising drives in a year, absent emergency circumstances, may subject on-air programmers to corrective discipline.
- Fundraise during your entire show at the frequency recommended by staff.
- Commit to learning and improving pledge pitching if asked. If the DRD determines that you would benefit from training before a pledge drive, you will be asked to attend a scheduled training. If you supply a valid reason why you cannot attend a group training, you must arrange with the DRD to be trained individually.
- Programmers with shows between 8 am and 11 pm are responsible for arranging fundraising partners for their shows. Fundraising partners may be former guests, other hosts or volunteers, board members, etc. The DRD may require a fundraising partner to attend a fundraising training workshop before they are permitted to fundraise on-air.
- All fundraising partners must be approved by staff.
- On-air programmers shall inform their supervisor who will be hosting and acting as a fundraising partner during their shows at least three weeks prior to a drive.
- On-air programmers who don't participate as required during on-air fund drives are subject to corrective discipline.
- Make post-drive announcements as requested by the DRD, e.g.: *"The on-air Fall Fundraising Drive is over. Thank you so much for supporting WORT. If you missed your chance or would like to kick in a little more, please go online at wort f m dot org. Thank you gifts are available through Monday."*

On-air volunteers are *not permitted to*

- Make comments that listeners could construe as a request for a gift to them personally.

NO: I would love one of the new WORT t-shirts but can't afford one. But if you can afford to pledge at that level, they're great. (Leave out whether you can afford one and this is fine.)

- Discuss station needs that have not been approved through the budget process. WORT needs are determined on a priority basis. If there is a piece of equipment, a computer program, a fan or better toilet paper that you would like purchased, your requests should be made to the head of your department. Department heads have a number of ways to get approval for requests but going on-air to appeal to listeners for something that has not been vetted by the staff, board, or the budgeting process as a whole, is not one of them.

NO: I would love to play music that's only available on tape, but we don't have a tape player. If you would like to hear some of this great music, please donate and let the folks at WORT know that your donation is to purchase a WORT tape player.

Off-air volunteers are strongly encouraged to

Assist with pledge drives by signing up for phone shifts, acting as a fundraising partner, auditing show folders, assisting with donated meals or other tasks as needed.

B. Underwriting

WORT is a noncommercial radio station and we are not permitted to carry commercial advertising on our airwaves. We can, however, air recorded spots known as "underwriting," which are brief announcements in exchange for cash, goods or services that must be worded in accordance with regulatory guidelines for underwriting. The solicitation and production of underwriting spots are the responsibility of staff, primarily the Business Development Director and the Digital Audio/Production Director; volunteers with leads or ideas for new underwriters should share them with the Business Development Director, but are not to engage prospective underwriters directly.

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 pre-recorded. 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 should refer them to the Business Development Director.

C. Other Fundraising Activities

The Donor Relations Director also has spots to air. These announcements include car donation, planned giving, IRA spots and more. Car donations have accounted for 5% of

our income and bequests have accounted for as much as 15%. Please make sure these spots get played.

1. Grant Writing

Staff Collective and/or Board Committee members apply for grants to cover station projects and needs. Volunteers are encouraged to notify Staff Collective members of grants which may be appropriate for WORT, but they must follow the terms of Section E before applying for any WORT-related grants themselves.

2. Grant Applications by Volunteers

The station hopes volunteers will actively seek funding from appropriate agencies and organizations for specific projects or programming of benefit to the station. However, before you apply for grants that would involve WORT, it is necessary that you involve staff in the planning and receive approval from the Board of Directors. The full procedure is detailed in Appendix F: Procedure for Volunteers Seeking WORT-Related Grants

3. Special Events

WORT sponsors events that raise money for the station. Most are organized by the Business 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 WORT must work with the Business Development Director.

The Donor Relations Director also organizes events, some tied to fundraising drives. Volunteers interested in being part of Donor Relations Department events should contact the DRD.

4. WORT Promotional Exchanges

Promotional exchanges are agreements between the station and outside entities made to benefit both parties by trading promotion of events on WORT for promotion of the station through available channels (posters, ads, websites, banners, announcements, etc.) Volunteers may propose or assist in arranging promotional exchanges for concerts and events, but may not enter into any agreements on behalf of the station and may not provide WORT's logo or banner to anyone without permission from staff.

WORT staff coordinates promotional exchanges, which are opportunities for promoting WORT to wider and more diverse audiences and for supporting artists and non-profit organizations. In exchange for station announcements, the partners will reciprocate by promoting WORT with logos on print, web and social media and by displaying a banner at the event if possible, thanking WORT publicly and offering tickets to give away, or to use as donor premiums, raffles and auction prizes and providing a table or table space for WORT materials.

Volunteers are not authorized to make such arrangements on behalf of the station. Volunteers who become aware of promotional opportunities should contact the appropriate staff person regarding these opportunities: the Music Director for music events, and the Volunteer & Outreach Coordinator for non-music events e.g.-lectures, films, community festivals and events.

D. Fundraising for others

1. Commercialism and Underwriting

Per station policy, 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 they shall not *promote* its sale.

While on-air, volunteers may not promote or entice listeners to patronize a for-profit business. Promoting for-profit businesses on-air is a violation of Federal law, whether the programmer is compensated or not, and could be considered grounds for dismissal due to potential fines involved. Businesses wishing to support our programming should be directed to the Business Development Director to discuss underwriting support. This is the only legal method of promoting for-profit businesses on a non-profit station. Volunteers are encouraged to work with the Business Development Director to identify potential business supporters of WORT.

2. On-air promotional language

When talking about events, goods, and services on the air, with or without guests:

- Use language that's **informational**, but not **promotional**.

Whenever possible, allow guests to give the information about their performances or businesses, but they must not encourage listeners to go to any particular place or event or to buy their products or services.

3. Permissible language

Noncommercial stations **may** include the following information in interviews and announcements:

- Name of business
- Address, telephone number, and/or website
- Brand or trade name of the business product or service
- Value-neutral descriptions of products or services
- Non-promotional slogan
- Historical information, such as length of time the business has served the area

4. Restrictions and Examples

Language to avoid

Personal endorsements such as “I shop there and the service is great” or “They have really good burgers.” **Negative opinions** about personal experiences with businesses, products, or individuals are also prohibited.

Inducements to buy, sell, or lease. Examples: “Advance tickets are available at a cheaper price.” “Free parking on-site.” “You get a better deal if you do it this way.”

Price information. Examples: “holiday sale,” “happy hour,” “ladies night,” “special,” “clearance”

Announcements may not contain a call to action, which is language that “commands” the listener to do something that leads to a purchase. Examples: “**Stop by** and see us at this event.” “**Come check out** what they have for sale.” “Get your tickets now.” “You’ve gotta buy that album.”

Announcements may not contain comparative or qualitative language. Examples: “The **best** place to see live music” “This store has the **widest** selection” “**Everyone** on the east side goes there.”

Live remotes: Although noncommercial stations may identify a business’s address and point of origin for the remote, **the station may not urge listeners or viewers to visit the location from which it is doing the remote broadcast/stream.**

VIII. Programming and Engineering Policies

A. Equipment Malfunction, Destruction and Neglect

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 Technology and Facilities Director and/or the Engineering Committee by filling out a Trouble Ticket, found on **all** computer desktops in the station. *[see icon pictured at right]*



If the malfunction interrupts broadcasting operations, the operator must immediately contact the Technology and Facilities Director and proceed according to instructions. If the Technology and Facilities Director cannot be reached, the volunteer must contact another staff member on-site. If there is no staff member on-site, the volunteer must contact the program directors and call the next paid staff member on the emergency list in Master Control until they reach someone. A list of phone numbers is posted around the station with the title '**In Case Of Emergency**'. Operators are expected to report all malfunctions promptly so that the repairs can be made quickly.

Volunteers must report any malfunctioning, missing, or damaged equipment to a staff member as soon as possible. Purposeful destruction or negligent handling of WORT equipment is grounds for disciplinary action, up to and including dismissal from all volunteer opportunities.

B. Music Acquisition



WORT has no budget to buy music. Our library mainly includes donations from record companies, agents, musicians and individuals for promotional purposes.

The Music Director allocates donated music to be cataloged for the library, given away on the air, sold at record sales, or passed on to individual programmers.

The Music Director may authorize individuals to contact labels, agents or

artists to acquire music for the station. Volunteers must keep the Music Director informed of such activities and may not use the title “Director” without permission. Volunteers who misrepresent their role or make negative or derogatory statements about the station, staff, Board, or other volunteers will be subject to disciplinary action.

If benefits such as concert tickets, recordings, etc. related to these activities become available, the volunteer and 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 procedure outlined in the Volunteer Handbook. The Music Director shall decide on the ultimate disposition of music or other items or benefits received.

Record companies sometimes offer individuals opportunities to buy recordings. Volunteers shall provide the Music Director with a written record of any purchases expected to arrive at the station. The Music Director shall review all packages and set aside items for individual programmers.

C. Studio Use

1. About the studios



The Combo B studio is primarily used by music programs.

WORT has a variety of studios that serve slightly different purposes. The upstairs studios, known as Combo A and B, are used for on-air broadcasting; when not being used for live broadcast, they can be used for production as outlined below. The Middle studio is not independently operable, and must be used in coordination with either Combo A or Combo B.

The downstairs studios, known as Das Boot and The Anatole, are purely for production purposes. Das Boot, located in the newsroom, is most frequently used by News and Talk Department volunteers. The Anatole is most frequently used by Music and Production staff and volunteers.

2. Studio Use

Volunteers may reserve up to four consecutive hours in a studio which is not otherwise scheduled for the production of WORT and non-WORT material by signing up via the online studio use calendar or through their supervisor. Volunteers are expected to cancel their reservation if they find they are not able to use it.

All people who use the studio must abide by the following studio rules:

- Ensure that all material produced with WORT facilities and resources, for whatever purpose, conforms to the WORT mission statement.
- Ensure that the volume of recording or other activities does not impact any other broadcast or production.
- Return the studio to a reasonable standard of soundboard and computer settings when you are finished.
- Allow adequate time for engineers and programmers who will be using the studio afterwards to complete setup for their show or recording. This typically translates into 30 minutes prior to the start of the next show. From 4-6 pm Monday-Thursday, the basement studio known as Das Boot is only available for news production.
- Leave the studio space better than you found it. Deposit all garbage and recycling (including old scripts) in receptacles, take cups and water bottles with you, return cords and equipment to the proper place, re-shelve physical music and check the studio for any missing personal objects before you exit.
- Refrain from consuming any food, alcohol, tobacco or controlled substances in the studio, and keep non-alcoholic drinks away from the soundboard and other studio equipment (see Section III, subsection O.) ; WORT shall charge volunteers for any damages as described in these policies under Section V.
- Promptly report any damage or equipment failure to the Technology and Facilities Director using the Trouble Ticket reporting form located on all WORT computer desktops.
- Inform the appropriate staff if the material being produced is for commercial purposes.

3. Priority studio use

Because these studios are an in-demand resource, we have adopted the following priority list for use of the studios:

First priority: WORT volunteers working on WORT programming for imminent broadcast.

Second priority: WORT volunteers working on WORT material for later broadcast.

Third priority: WORT volunteers working on WORT material for digital/web distribution.

Fourth priority: WORT volunteers using studios for personal use.

Fifth priority: Community members working on personal projects with permission from a member of the WORT staff.

4. Volunteers and community members using a studio for non-WORT purposes



The downstairs newsroom studio, also known as "Das Boot."

Staff may occasionally rent production studios to non-WORT personnel, under the terms and conditions which it finds appropriate. Volunteers and community members 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.

Volunteers and community members 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 (e.g., users must maintain low volume on the monitors.) Volunteers and community members should be aware that exigent station programming needs may arise which would take precedence over time-flexible work, as determined by a staff member

WORT shall not charge studio rental fees to WORT volunteers using the studio for non-commercial, non-WORT purposes, but at the discretion of staff may charge a fee for the production of material to be used for commercial or political purposes. Staff shall review production materials used for commercial purposes to ensure compliance with WORT's mission statement and that the production is not for political campaign use.

WORT shall charge volunteers and community members for any damages incurred during their use as described in these policies under Section V.

Volunteers who violate these provisions are subject to discipline, up to and including revocation of production privileges or volunteer status. Please contact your supervisor with any concerns about studio use.

IX. Specific Rules and Regulations **for On-Air Conduct**

If you have successfully completed your training and have the approval of WORT program directors, congratulations – you’re ready to host a program, operate the board, or contribute audio!

But there’s one more very important bit of information you need to know and follow – the federal rules and regulations and WORT on-air policies and protocols that apply to you and all on-air volunteers, including volunteers who are only on-air during the Access Hour or Kiosk. These include the policies below and as updated through station communications.

A. FCC Rules

WORT is licensed to operate by the Federal Communications Commission or FCC, the federal agency which regulates broadcasters. WORT and all other legal, terrestrial radio stations must comply with FCC regulations to keep their operating license. (These rules do not apply to cable, internet content, podcasts or streaming-only stations.)

It is imperative that hosts, producers, engineers, reporters and all other on-air volunteers comply with FCC rules and regulations at all times as well as with the WORT operating policies listed below. Programmers violating these rules and regulations may be subject to discipline.

WORT is required by the FCC to have these policies, which are not necessarily representative of the opinion of WORT management. They are federal requirements that we must implement in order to preserve the other freedoms that WORT’s broadcasters enjoy. FCC guidelines are extremely difficult to translate into station policy, so the following policies were devised to offer the station the maximum amount of free expression while safely avoiding material the courts have consistently ruled to be illegal and worthy of large fines.

Enforcement of obscenity, indecency and profanity rules usually begins with complaints from the public. If the FCC finds a station in violation of its rules, it has the authority to revoke the station’s license and/or impose a fine of up to \$325,000 per utterance of each word, or issue an admonishment or warning.

Obscenity, Profanity, and Indecency

The FCC bans the broadcast of some material at **all** times. It also prohibits the broadcast of certain other materials during certain hours. The FCC breaks this content down into several different categories; the following definitions are [here](#).

Definitions

Obscene material is illegal to air 24 hours a day. The FCC defines this as “language that appeals to the average person’s prurient interest, depicts or describes sexual content in a patently offensive way, and taken as a whole, lacks serious literary, artistic, political or scientific value.”

This includes any obvious language-based reference, depiction or description of sexual organs/behavior that lacks artistic, scientific or educational merit.

Indecent material is language that portrays sexual or excretory organs or activities in a way that is patently offensive, but could have serious literary, artistic, political or scientific value.

Profane material is language that includes “grossly offensive” words which are considered a public nuisance (such as the “7 Dirty Words” in George Carlin’s sketch.)

Safe harbor is the period of time **between 10 pm and 6 am** in which restrictions are slightly looser. Pre-recorded material containing indecent language can be played during safe harbor. Note that the safe harbor period is NOT an “anything goes” period. DJs, callers and guests are still not permitted to air obscene material or utter the curse words noted directly below, or their variants, at any time.

For example

The following words, when used in the literal sense of describing a sexual or excretory act or body part, are considered **obscene**: *fuck, fucking, shit, shitting, twat, pussy, cock, balls, piss*, etc.

The same language, when used in a figurative sense, is considered **indecent**: *“you must be fucking kidding me,” “the governor’s plan is a piece of shit,”* etc.

WORT considers other language that is grossly offensive or could be a public nuisance – such as racial epithets or sexist language – to be **profane**.

On-air programmers are expected to preview **all** recorded material and/or check the lyrics prior to their show. Most lyrics are now available online or contained in liner notes. Be aware that **live or alternate versions** of tracks may contain words that are **not** listed.

If you’re unsure whether you can say or play something on the air, ask your program director prior to your show.

WORT’s policy

In addition to the FCC rules, WORT has certain station policies. **On-air volunteers must not play or speak obscene material at any hour.** Indecent and profane material is only allowed during safe harbor hours under narrow circumstances.

You or your guests may never say the following words on the air: **shit, piss, fuck, cunt, motherfucker, cocksucker or tits, or variations such as “bullshit” “fucking” etc.** (Read the backstory behind the “Seven Dirty Words” [here](#).)

FCC policy also forbids a lot of material that contains no curse words at all. Euphemisms (e.g. “giving head”) and proper terms (e.g. “penis” and “vagina”) are still not permitted at any hour IF these words or phrases are used to depict or describe sexual or excretory matter or behavior in a way that is lacking artistic, scientific, or educational merit, and would be considered patently offensive to members of the general public.

On-air volunteers and guests must not use indecent or profane language at ANY time, including during safe harbor. This includes references to pre-recorded material. Announcing song titles and band names that include any of the seven dirty words (again – shit, piss, fuck, cunt, motherfucker, cocksucker, or tits) as well as offensive racist and sexist terms is not allowed.

Here are examples of acceptable titles or names to announce on-air: “ThunderPussy,” “Whores,” “Bitch & Animal”.

Here are examples of **unacceptable titles or names to announce on-air at all times:** “Starfucker,” “Cribshitter” “Anal Cunt,” “Jackie-O Motherfucker.” This also applies to **titles and personnel** related to written materials, works of art, performances, events, etc.

Other potentially offensive material includes many older “historic” or “vintage” recordings which reference violence towards or reinforce negative stereotypes and images of women, LGBTQIA, nonbinary and BIPOC individuals. Such material should be evaluated with extreme care for its historical value and the need to include it in any show, and context must be provided by hosts warning about offensive content and explaining its historical significance while stating that WORT does not condone the outdated concepts and sentiments contained within.

Many people feel that regardless of meaning or context, material which contains the “n-word” or other racial slurs is inappropriate for the airwaves, especially when played or announced by non-BIPOC. Please use discretion when approaching such material, and consult your supervisor in case of sensitive, potentially offensive language.

Monitoring material

All on-air volunteers are responsible for the live monitoring of their program. **It is your responsibility to avoid broadcasting obscenity, indecency, and profanity on WORT.**

Board operators should not impede their own ability to monitor the program by going to the bathroom, talking on the phone, running to the music libraries to look for a record, etc. unless they are **100% positive** the content airing at that time is free of indecent and obscene material.

WORT operates on a 20-second delay in order to provide a brief buffer, so offending language that is accidentally aired can be removed. This is achieved via the “Dump Button.” One press of the dump button will erase the past ten seconds. Two quick presses in succession will erase the past twenty seconds. **Warning:** If you must use the dump button, the system needs to build the buffer back up, so you can’t use it again until the red button stops flashing (2-4 minutes.)



What to do if an FCC violation happens

In the event indecent or obscene words are aired...

...in music

The **music host** must hit the red “dump” button pictured above **immediately** [within 10 seconds] to purge the language from the airwaves. Hosts must also fade out the offending track immediately and go to another audio source (you should always have something cued up for emergencies to avoid dead air.)

...during a live interview or spoken broadcast

The **board operator** must hit the red “dump” button immediately [within 10 seconds] to purge the language from the airwaves. If the language was spoken by a **live guest or caller**, the **interviewer/host** must make sure the guest/caller understands NOT TO DO IT AGAIN. If there is a second problem, cut that guest/caller off and go to a pre-recorded track or announcement as soon as possible (or have the host improvise.)

...if it is **not** dumped in time

Make a note of the day and time the obscene material was aired and notify your supervisor as soon as possible. Notifying the station allows us to be aware of and prepare for any potential complaints.

So-called “live dumping” is not allowed on WORT. This is when an individual knows that they are about to play obscenity or profanity, but plays it anyway, and uses the dump button to edit out the offending language—live on the air. Hosts should be prepared for their show so that isn’t necessary, e.g. find a version that you know has been edited or edit the material yourself in advance. Using the channel button or fader to cut the section during a live program is risky, and you may need to also use the dump button if the offending audio isn’t fully removed.

Exceptions under safe harbor (10 pm to 6 am only!)

Pre-recorded occurrences of profanity or indecency may be allowed on the air during safe harbor hours, defined by the FCC as the overnight period between 10:00 pm and 6:00 am. Remember - obscenity is **never** allowed.

The reasoning behind safe harbor is that most children are asleep during those hours, and thus hypothetically less likely to hear inappropriate material.

Other exceptions

Even during safe harbor, material of a particularly controversial nature or that contains extensive use of “offensive” language should be flagged with an advisory about language and content. Programmers should use discretion when airing such material, and should take into account the musical and artistic value of the recording, the program context, and the likely audience. The Music Director or News and Talk 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 and talk producers and hosts must clear such material with the News and Talk Director beforehand.

Penalties

- An on-air volunteer who knowingly utters or plays indecent or obscene material is subject to serious disciplinary action, up to and including immediate dismissal.
- An on-air volunteer who accidentally airs indecent or obscene material is subject to disciplinary action at the discretion of their program director, who will weigh mitigating and non-mitigating factors. Repeated incidents will be subject to disciplinary action and may result in dismissal.

B. Commercialism/calls to action

For listener-sponsored community radio stations like WORT, the [administrative rules](#) of the Federal Communication Commission state that: *“No promotional announcement on behalf of for-profit entities shall be broadcast at any time in exchange for the receipt, in whole or in part, of consideration to the licensee, its principals, or employees. However, acknowledgements of contributions can be made.”*

That is why our business sponsorships are all low-key informational messages, and don’t use comparative or persuasive language.

A separate federal statute adds a ban on paid advertising which is intended “to express the views of any [person](#) with respect to any matter of public importance or interest; or to support or oppose any candidate for political office.” That’s why the WORT airwaves are a safe zone from campaign ads.

Providing that there is no “consideration” involved (i.e. money or something worth money), there is no explicit federal rule or statute prohibiting programmers from encouraging listeners to patronize a certain store, buy a certain record, go to a certain concert, or support a certain politician/political cause. However, it is WORT’s adopted policy that such “calls to action” are NOT appropriate and that programmers should NOT make them on the air.

There are two reasons for this. First, you may be inadvertently promoting a store or concert for which we *have* received payment, which would constitute a violation of the FCC rule. For example, it’s OK to thank Ian’s Pizza for giving us some pies during pledge drives, but going on about how big and tasty they are makes it an improper promotion.

Here are some examples of where to draw the line:

Okay: “That was Shannon & the Clams. I saw them last week at the Sylvee and they were great! They’re playing again this Saturday at the High Noon on East Washington.”

NOT okay: “That was Shannon & the Clams. You’ve got to see them next time they’re in town! Their new album comes out next Monday...Be sure to pick up your copy now.”

Okay: “Anne will be appearing at A Room of One’s Own bookstore tomorrow night at 6pm.”

NOT okay: “Anne will be appearing at a Room of One’s Own bookstore. Go down and buy her book!”

This concept also applies to promoting your **own** music, events, or business: If you’re a musician, it’s okay to include your own gig in a concert calendar along with similar listings, but it’s not okay to “hype” it. Programming three of your tunes, interviewing a fellow band member and otherwise basically running an infomercial for your upcoming gigs also crosses into the forbidden territory of “Payola/Plugola” (see below).

Second, even if there’s no payment involved, we want to avoid having listeners even *think* there may be some kickback going on.

However, it is acceptable to make a promotional announcement for a non-profit entity hosting a free event (for example, a Wisconsin Book Festival event at the Madison Central Library). If you are unsure about anything, please consult with your supervisor.

C. Hoaxes

The FCC [prohibits](#) radio and television stations from deliberately broadcasting false information if it is foreseeable that broadcast of the information will cause substantial public harm – otherwise known as broadcasting a hoax.

You may not deliberately broadcast misleading information, such as a catastrophe or crime, that results in public harm such as direct damage to property or the health and safety of the general public. Doing so opens WORT up to substantial fines from the FCC.

You can **never** use EAS or emergency tones in your broadcast. The FCC has heavily fined stations for the broadcast of these tones in hoaxes or other programming.

WORT policy is to also refrain from playing material containing tones of emergency vehicles, such as a police siren. If you play this material, you are required to air a disclaimer.

Should you choose to air a fictional broadcast, you must air a disclaimer that what listeners are about to hear is fabricated and not an actual bonafide news event.

D. Promotion of criminal activity

The FCC prohibits programmers from the on-air promotion of illegal activity under applicable local, state, or federal laws, and the incitement of violence to persons or destruction of property. This prohibition applies to personal expressions of the programmer, not musical selections.

Furthermore, the federal government [prohibits and may prosecute the use of radio and other mediums](#) to organize, prompt, encourage, participate in, or carry on a riot.

Examples of prohibited statements:

Go down to State Street and bust some windows to show the pigs we mean business!

If you see one of those fascists, punch 'em in the jaw!

E. Payola and plugola

Payola and plugola are two areas where it is very easy for DJs to get into trouble.

Payola is when a DJ receives some form of compensation in exchange for playing music over the air. Compensation can include cash, free concert tickets, extra copies of recordings (more than you would normally need for a giveaway,) video games, computer equipment, etc. Payola is a crime punishable by a year in prison and a fine of up to \$10,000.

Plugola is the “plugging” (mentioning) of products, events, venues or services not paid for or underwritten by a sponsor. It occurs when someone responsible for program selection at a radio station gives on-air promotion for something in which they have a financial interest. Plugola is similar to payola, except that it need not involve an outside party or monetary payment of any kind and can be accomplished by a single station volunteer.

Artists and businesses will frequently ask the radio station to “plug” an upcoming event. Programmers are free to talk about upcoming events if they choose but should be

aware that excessively mentioning a band or business could be perceived as plugola, even if the programmer is not receiving any direct benefit.

Below are some examples of what could be considered plugola:

- A programmer repeatedly announces their public appearances (“I’ll be hosting ‘80s TV Trivia tonight at The Majestic.”) *Plugola. The volunteer personally benefits from increased attendance at the event.*
- A programmer directs listeners to their website for booking information (“If you want to book me for an upcoming gig, check out the details on my Facebook page.”) *Plugola. The DJ is blatantly promoting their personal business.*
- A programmer is a server at a local Italian restaurant. In their sign-off, they tell the listeners they’re going in to work and if any listener wants to stop by, they’ll “treat you real nice.” *While this might not be explicitly payola, the volunteer is promoting their place of work and encouraging patronage with their promise of special service.*
- A DJ is best friends with the bartender at a local pub. Each week, they mention how much fun they have at that pub. *Probably not meant to be payola, but mentioning the same business every week is promotional and should be avoided.*
- A DJ is in a local band. When they read a list of upcoming shows, they include information on their own band’s performance along with several other shows that night. *This is perfectly acceptable. The DJ has simply provided information, giving no preference to their show or any of the other events mentioned. However, giving more extensive details about their own show, playing more than one song by their band and not others, etc. is giving preferential treatment and is not allowed.*

F. Broadcast of Telephone Conversations

In everyday life, Wisconsin is legally a “one-party recording” state. That means if you’re a party to a conversation, you need to know you’re recording a phone call with someone else – and you don’t have to inform them.

But the rules differ for broadcasting. Before a volunteer broadcasts a telephone conversation live or records a telephone conversation for later broadcast, any and all parties to the call must consent to the station’s intent to broadcast the call. Prior notification and consent must occur before any portion of the conversation is broadcast.

Here is how the Federal Communications Commission puts it:

“Pursuant to this rule, before recording a telephone conversation for broadcast or broadcasting such a conversation simultaneously with its occurrence, a licensee shall inform any party to the call of the licensee’s intention to broadcast the conversation, except where such party is aware, or may be presumed to be aware from the circumstances of the conversation that it is being or likely will be broadcast.” – FCC Rules Section 73.1206

Hosts of **live** shows should immediately inform all callers when they are on the air.

Individuals **recording** calls must identify themselves and get verbal consent for later broadcast of the call.

Reporters and news producers are instructed on how to record calls and how to ask for permission to broadcast when they are trained by the News and Talk Director. Additionally, guides are available on request from the News and Talk Director. Repeated failure to ask for permission to record is grounds for disciplinary action.

G. Station Identification, aka the “Legal ID”

The FCC requires us to identify ourselves with our call letters (W-O-R-T) followed by the city of license (Madison). We do this through a very specific set of words called the “Legal ID.”

The FCC requires all stations to identify themselves in this specific way, and it must be done during a natural break as close to the top of the hour as possible. Within five minutes on either side of the hour is acceptable. On-air programmers may either say it live or play a recorded Legal ID.

This is the standard legal ID: **W-O-R-T MADISON** (*spell out the letters W-O-R-T, don’t just say WORT*)

The only things that may come in between the call sign (W-O-R-T) and city of license (Madison) is the frequency (89.9 FM) or the name of its licensee (“Back Porch Radio Broadcasting, Inc.”) Therefore, the following are also acceptable:

- **W-O-R-T 89.9 FM MADISON**
- **W-O-R-T Back Porch Radio Broadcasting Incorporated, Madison**

No other words or phrases may come between “W-O-R-T” and “Madison.” Phrases such as “listener-sponsored,” “community-supported,” or “volunteer radio,” are great, but are not a part of a legal ID and do not fulfill our legal requirement. On-air programmers must log all legal IDs on the program log.

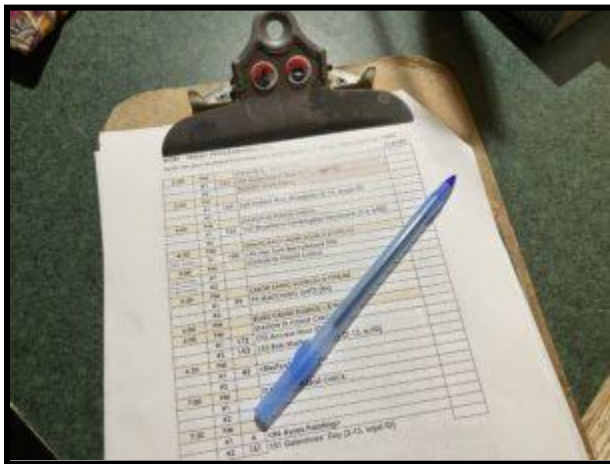
Pre-recorded “Legal IDs” are kept on the network and in the broadcast studio. Recorded IDs help promote the sound of the station as a community project of many voices. Individual programmers may produce “Legal ID” recorded announcements for use on their own shows. Such recorded announcements, however, must meet FCC standards and be approved by the programming staff.

It is usually helpful during show transitions to consult with the engineers before and after you, and communicate who is planning to air a legal ID.

H. Alcohol and Controlled Substances

The FCC forbids possession and/or use of alcoholic beverages in a studio from which a broadcast is emanating. Areas where alcohol may be consumed inside the station by those of legal age are designated by appropriate signage. In addition, WORT strictly forbids the possession and/or use of any illegal substance on the premises of Back Porch Radio Broadcasting, Inc. Persons who violate any part of this policy shall be subject to disciplinary action.

I. Program Log



The Program Log is an hour-by-hour record of programming information. It contains things like program titles, notes about the source and type of each program, hourly station IDs, underwriting announcements, station promotional announcements, and public service announcements.

Engineers and board operators are required to sign on and off the first page of the log with their legal name, and the time they operated the sound board.

All on-air engineers/board operators are required to play the station announcements as scheduled in the program log. These announcements are available on a dedicated computer and backups can be accessed on the computer network. Repeated failure to play announcements as scheduled may result in disciplinary action.

The printed program log is typically found in a clipboard in one of the Combo studios. It is additionally available on the WORT network, via a shortcut on the studio computer desktops.

Program directors will give on-air individuals information about the program log during training. If you need assistance finding the program log, ask the engineer in the other studio or ask a staff member. Since the logs are also available on computers, failure to locate the program log is not, by itself, an excuse to not play your designated underwriting and station announcements.

J. Timing

Programmers must begin and end their shows during their assigned on-air times. If the following show is pre-recorded, they must ensure the recording is played at the assigned start time.

K. Avoiding third-party fundraising

Noncommercial broadcast stations such as WORT are generally prohibited from conducting on-air fundraising for anyone but ourselves.

[As a station that receives a federal grant](#), we are prohibited from airing fundraising over the airwaves for third parties, including other nonprofit organizations. Consequently, you must not ask for or allow solicitation of donations by guests for any entity other than WORT when you are on the air.

L. Preemptions 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 unattainable. If a programmer or paid staff objects, they may file a complaint with the Board in accordance with the complaint procedure.

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 occasional testing and maintenance of the transmitter or associated equipment that may require the station to go off-air.

Definitions

Preemption: The interruption or replacement of regularly scheduled programming for unplanned 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 non-music programs.

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.

Preemption Procedures

Breaking News

The paid programming staff can pre-empt any air shift in full or in part to allow the station to air breaking news coverage. The staff shall notify affected volunteers 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 be preempted for breaking news events, which are events deemed by staff to be so important or vital to the public interest that coverage cannot wait until the next regularly scheduled news broadcast.

Substitutions Procedures

Public Affairs Programming and Live Music Specials: Paid programming staff may substitute public affairs programming or music specials for any air shift in full or in part. These typically include holiday celebrations, festivals, and other live remotes.

Programming staff shall not make a substitution for an individual air shift more than three times per year without either the agreement of the affected programmer(s) or a specific decision by 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 will endeavor to notify the affected programmer(s) a minimum of 10 days before a substitution.

If staff would like to substitute programming with less than 10 days' notice, the majority of affected programmer(s) must agree to the substitution.

Volunteer Responsibilities During Affected Air Shifts

If more than 50 percent of an air shift is replaced by a 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 50 percent of an air shift is replaced by a substitution, the volunteer programmers are responsible for the remainder of their air shift. The volunteer programmers are not responsible for engineering the special programming portion unless they have 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 programmers are required to remain available to complete their shift unless relieved of duty by a paid staff member or a substitute designated by the paid staff.

Program Promotion

Paid staff must promote special program substitutions with recorded announcements and direct the engineer on duty to interrupt the special program periodically to explain that the substitution is temporary and state when regular programming will resume.

M. 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 who will be directly affected by any permanent changes it proposes in advance. In all other cases, WORT empowers the Music Director and/or the News Director to select replacement programmers and, if necessary, replacement programs within the existing schedule.

N. Playlists

Music programmers must create **playlists** of all recordings aired on their shows, including the artist, track title, album or release name, record label and duration, preferably before the show or while it airs live. Hosts should complete playlists within 24 hours after their show ends.

Spintron

Program playlists are filed electronically using the station's standard platform [currently [Spintron](#).] This information is required for compliance with Sound Exchange reporting, which provides us with streaming music rights, and for compiling music charts which the Music Department shares with artists, record labels and music promotion companies to maintain service of free promotional music recordings. Failure to comply with this provision is grounds for disciplinary action. Hosts who cannot create playlists or consistently neglect to do so will have **automatic song recognition** enabled for their shows, but this often provides an incomplete accounting of the playlist.

Here's what the WORT home page at [spintron.com](#) looks like:

		Song	Artist	Release
1:45 PM*	KEBF	Bitches Brew (Album Version)	Miles Davis	Black Beauty: Miles Davis At Fillmore West
1:45 PM*	KRNN	The Nazz Are Blue	The Yardbirds	Roger The Engineer
1:45 PM*	WHPC	Nasty	Tinashe	Nasty
1:46 PM*	WNCU	The Groove Merchant (Live) [1994 - Remaster]	Thad Jones	Central Park North

Here's what your playlist will look like after you're logged in:

Artist Clear Song Clear Composer Clear Release Clear

Start Now Duration End Now

Request New Question or comment about selection

V/A Local Genre Released Label

Added Coming to Town Song note

auto auto

Duration Artist Song Release Released Label

Chat is closed, 0 messages, 0 users Auto-approve

Open chat Delete all messages

O. Non-WORT Announcements

WORT programmers may read announcements for concerts and events, but they must not be overly promotional, in accordance with the guidelines below. Information is forwarded from emails and online submissions and may also be found on bulletin boards in the station. Volunteers may accept information, updates and corrections by phone but should encourage the public to submit announcements for concerts and events to our website via this [form](#).

Specific prohibitions regarding reading announcements are summarized below. Violating these terms may result in discipline.

- Volunteers must not announce prices on the air unless all proceeds benefit WORT.
- Volunteers may say the event involves a charge or a suggested donation but may not specify the amount unless the event is free. (Note: prices may be mentioned in announcements promoting events sponsored by and solely benefitting WORT.)
- Volunteers shall not encourage or discourage listeners to patronize any business.
- Volunteers shall not promote the sale of any goods or services except those of WORT.
- Volunteers may not make on-air requests for financial assistance, gifts, or encourage listeners to attend events unrelated to WORT. This includes requests on behalf of other non-profits, benefit causes or events.
- Volunteers are encouraged to announce and promote WORT events, including doing interviews and program features. Volunteers may announce but shall not promote non-WORT events. “Promoting” includes doing a special feature, an extended set, or a whole show on an artist or artists performing at a concert or event, then announcing “you’ve got to see this show” “this is going to be the best Valentine’s Day party in town” or other supportive remarks, however casual.
- Programmers may give information during off-air calls or conversations that cannot be broadcast, including their opinions about artists or events.

P. WORT Promotional Announcements

Volunteers **must** air recorded announcements of station activities, events and underwriting as scheduled for play during each program and note the times in the program log. Hosts are encouraged to produce promotional announcements for their own upcoming shows and specials in coordination with programming staff. All station promotional material must be approved by a full-time staff member prior to airing including program specials, generic recorded promos for your show or any other show, for the station and its activities in general, or for outside events or entities.

Q. Elections and Political Campaigns

Community media represents diverse viewpoints and cultures. The credibility and trust community radio has among its listeners is precious and, once lost, that faith is difficult to win back. Perceptions that a station is politically exclusionary or that it campaigns in support of or against elected officials, even in our imperfect system, can be incredibly damaging and alienate members of our community.

Consequently, most community broadcasters do not usually engage in political advocacy for or against elected officials. There are certain restrictions regarding political speech and candidate advocacy at WORT.

Federal law prevents noncommercial stations such as WORT from engaging in certain types of political speech:

- The FCC prohibits any noncommercial broadcast station from supporting or opposing any legally qualified candidate for political office.
- The FCC prohibits noncommercial stations from airing advertisements. This prohibition includes ads that support or oppose a legally qualified candidate and “issue ads,” i.e. paid announcements that express a “view” on an issue of public importance or interest.

As an individual, however, a volunteer may express editorial positions or allow guests or 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 individual’s and are not an editorial opinion of the station, its volunteers, paid staff, or management.

Programmers expressing such opinions must preface them with a disclaimer: **“These opinions do not represent the views of W-O-R-T’s volunteers, staff, or the Board of Directors.”**

Programmers who fail to air a disclaimer before airing such opinions, or who express repeated and excessive editorial opinions to the point where a disclaimer would be ineffective to most listeners, are subject to disciplinary action from their Program Director.

Political editorializing in a post-Fairness Doctrine world

In past decades, the FCC mandated that broadcasters follow a policy called the Fairness Doctrine, which required broadcasters to present controversial issues of public importance and to do so in a manner that fairly reflected differing viewpoints.

In brief, the Fairness Doctrine required broadcasters to devote some of their airtime to discussing controversial matters of public interest, and to air contrasting views regarding those matters. First implemented in 1949, the Fairness Doctrine was repealed in 1987 and later removed from federal policy implementation in 2011.

A corollary to the Fairness Doctrine, the so-called “personal attack rule,” required that whenever an attack was made upon the honesty, character, integrity, or like personal qualities of an identified person or group during a broadcast, the broadcast station was required to notify the attacked party, provide them with a summary or archive of the broadcast, and offer a reasonable opportunity to respond. The personal attack rule continued to be enforced until 2000.

Providing airtime to candidates

Nonetheless, the FCC does maintain [some rules](#) for political programming – primarily [equal time rules](#) to ensure that no legally qualified candidate for office is unfairly given less access to the airwaves than their opponent.

Consequently, WORT has several rules regarding interviewing legally qualified political candidates during an election season.

A candidate is “legally qualified” if they have publicly announced their intention to run for office, have filed appropriate paperwork with the city or county clerk, Wisconsin Elections Commission, or the Federal Elections Commission, and would qualify for a place on the ballot, or are running as a write-in and have made a substantial showing of their candidacy.

An election season is defined as the window from the candidate filing deadline until the date of the primary or general election.

WORT’s rules regarding interviewing candidates

1. When any WORT programmer seeks to interview a legally qualified candidate for political office during campaign season, the WORT programmer shall at the same time extend the same opportunity for an interview to all of that candidate’s legally qualified opponents. If you are covering a partisan primary campaign, you need only interview the other candidate(s) of the same party.
2. The WORT programmer will extend offers to legally qualified candidates with sufficient advance notice such that the programmer would be able to interview all legally qualified candidates before election day. (For example: You would like to interview a candidate in a local election for your half-hour show. There are three other legally qualified candidates running in the same election. Thus, you would extend interview requests to all four legally qualified candidates in advance so that they could all be interviewed on your show prior to Election Day.)
 - (2a) The decision by any legally qualified candidate to decline an interview does not prevent the other legally qualified candidate interview from taking place.
 - (2b) When each request is made, you must fill out the online political tracking form linked [here](#).

3. These rules apply even if the content of the interview does not concern the legally qualified candidate's run for office. These rules do not apply to *bonafide* news reports, but they do apply to other shows, including talk shows that are news-oriented and music programming.

4. Programmers who have publicly endorsed or donated to a legally qualified candidate are not permitted to interview any candidate in that campaign.

WORT's rules regarding programmers running for office

WORT understands and appreciates volunteers who participate in public affairs. However, volunteer programmers and/or hosts who participate in electoral politics face certain restrictions. Any WORT programmer who becomes a legally qualified candidate for election must suspend their programming immediately, whether or not there are competing candidates. Music programmers who file for elective office may resume their on-air activities immediately after the election, regardless of its outcome. News and public affairs programmers and hosts who are unsuccessful candidates may resume their on-air activities immediately after the election, but successful candidates who became on-air programmers following adoption of this Handbook may not resume their on-air activities during their term(s) of office.

X. Copyright

A. What is copyright?

Copyright is a legal concept that grants the creator of an original work exclusive rights to its use and distribution. These works can include literature, music, art, film, software and other creative content. The purpose of copyright is to protect the intellectual property of creators, allowing them to control how their works are reproduced, distributed, and adapted and ensuring any payment goes to the copyright holder(s).

The rights granted by copyright typically include the ability to reproduce the work, create derivative works, distribute copies, and perform or display the work publicly. These rights last for a set period, usually the creator's lifetime plus 70 years, depending on the jurisdiction. After this period, the work enters the public domain where it can be freely used by anyone.

Copyright infringement occurs when someone uses copyrighted work without authorization from the owner, though there are exceptions, such as fair use or fair dealing, which allow limited use of copyrighted material for purposes like commentary, criticism, or education.

WORT has a complex set of rules dictating our on-air and online content in order to conform with various copyright laws. We've attempted to outline those rules below, but this is a complex area of legal expertise. Using material outside of the rules dictated by copyright puts WORT at risk of financial damages.

B. Broadcasting & Copyright laws: General

It is illegal to sell, give, or otherwise distribute a recording of any portion of a broadcast show that includes material copyrighted or patented by another party. WORT holds any volunteer or their guest(s) who violates this provision personally liable, and may pursue all legal remedies for violations. Liability includes but is not limited to any related expenses, charges, or fines. Failure to comply with this provision is grounds for immediate dismissal.

It is illegal to rebroadcast the programming of another radio or TV station without the express, written permission to do so from the originating station. This applies whether you are airing programming either simultaneously or delayed, in whole or in part of the broadcast.

Other intellectual property is protected by copyright. This includes other media outlets, broadcasters, publishers, archives, etc. Consequently, you may not read verbatim and at length from newspapers, book chapters, poems, and other material protected by copyright without prior written permission of the publisher/copyright holder.

Sometimes, outlets are happy to permit it but this means that you must plan ahead and allow for time to get written permission before airing. Forms for requesting rights from the copyright holder are available on request from the Programming Staff.

Frequently we are asked how you might share material reported by other media outlets. If you would like to share information reported by another outlet, you must re-write the material in your own words and attribute where you obtained it.

On-air programmers are permitted to make “fair use” of small amounts of copyrighted material by reading or quoting from it on the air. While there are no clear-cut rules on fair use, it generally applies when you are creating a transformative new work or commenting on directly related material. For example: excerpting news anchors saying the same phrase to create a new “supercut” or “sound collage” would be a transformative work and allowable under fair use.

C. Broadcasting and copyright laws: Music

In general, it is legal to broadcast any material that has been commercially released 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 from the copyright holder(s). If you have questions about copyright, please consult your supervisor.

It is not legal to sell or distribute recordings of programming broadcast on WORT that contain copyrighted material. Listeners are able to access what we can legally offer on our website. But you may not, for example, send a recording of a DJ set which you broadcast on WORT to a fan.

It is also not legal to offer “airchecks” of programming as a pledge premium or gift, unless the person making the offer owns the copyright to everything on the “aircheck” or has written permission from all those who own the copyright(s).

No on-air volunteer solely owns the copyright to any material produced at WORT unless they have 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.

D. Streaming services

It is not legal for DJs and other programmers to download, broadcast or stream content from any streaming services. This includes music or audio from Apple Music, TIDAL, YouTube, Spotify, Pandora, and so on.

The usage rules for these streaming content providers only authorizes your personal, noncommercial use. It does not authorize your use for public purposes, which includes broadcasting.

The station pays for blanket broadcast licenses with the performing rights organizations ASCAP, BMI and SESAC and the statutory streaming license with SoundExchange, which only cover legal copies of music. The act of downloading from streaming services means making a copy, which would not be legal unless you have specific written permission from the copyright owner to make that copy.

Repeated use of streaming services on the air is grounds for disciplinary action.

E. Digital copyright laws

Laws dictating what may be broadcast are distinctly different from the laws regarding what may be distributed digitally. WORT cannot digitally reproduce most music that we broadcast. We pay royalties to be able to offer audio archives of music shows for up to two weeks. Accordingly, Music programmers generally may not post their shows to the WORT website unless given an exception by the Music Director. They are, however, encouraged to post items that would be allowed under copyright, such as interviews aired on WORT.

News and Talk programmers are expected to make an effort to post their shows or reports on the WORT website (and, when applicable, through podcasts, videos, or other digital avenues). When programmers post to the WORT website and other digital channels, they agree to abide by copyright law as put forth in the Digital Millennium Copyright Act and subsequent laws.

To post to the WORT website, you are required to undergo training with your supervisor. This training will include strategies for identifying what is and isn't legal to distribute digitally. Briefly, volunteers posting to the website are expected to remove music and other copyrighted works (like the BBC headlines) that we may have aired but cannot distribute digitally. Volunteers are expected to use only permitted images, videos, etc that WORT holds the copyright to or which are available for noncommercial use. Repeated failure to use proper images within copyright law is grounds for disciplinary action, including termination of web posting privileges.

Copyright law is a vast and complex subject and can come up in surprising ways. Even fonts, building exteriors, etc. can have their own copyright claim. If you have any doubt about the copyright status of any material, please consult with your supervisor.

Using Images on the Website

All digital volunteers are expected to adhere to WORT's Image Use Policy, as detailed in Appendix D.

Appendix A: Background

Check Policy

Effective March 1, 2019, all volunteer opportunities at WORT FM will be contingent upon satisfactory results of a criminal background check. We will ensure that all background checks and actions taken based on the results of a background check are held in compliance with all federal, state, and municipal state statutes, including the Fair Credit Reporting Act.

Background checks will be conducted on all volunteer applicants prior to volunteer placement. Applicants cannot become a volunteer at WORT without submitting a volunteer application and background check.

All persons who are present on a recurring basis at the station for more than an hour a week for at least one month shall be considered volunteer applicants and subject to this policy.

Background checks include:

- Authorization: Volunteer applicants will be required to authorize WORT FM and its vendor to conduct the background check. If a background check authorization is not received, a background check will not be conducted, and WORT FM will not offer a volunteer opportunity.
- Social Security Verification: Volunteer applicants will be required to provide information—including a Social Security number if available, date of birth, and former addresses—to the agency responsible for conducting the background check.
- Criminal History: Includes review of any criminal convictions, probation, arrests, or pending charges.

The following factors will be considered for individuals with a criminal history:

- The nature of the crime.
- The time since the conviction.
- Additional facts or circumstances surrounding the offense.
- Age at the time of the offense or the time of release.
- Evidence that the individual performed the same type of work post-conviction with no known incidents of criminal conduct.
- Employment history before and after the offense.
- Rehabilitation efforts.

Terms & Definitions

Not Allowed

To ensure the safety of our community, we reserve the right to reject volunteer applicants convicted of any of the following crimes in the past ten years:

- crimes against persons or animals
- criminal damage to property
- stalking
- embezzlement or theft
- arson

Requires Review

All other arrests and convictions require review by staff and a consensus vote of the staff collective to approve a volunteer application.

Pending Charges

Applicants with pending criminal charges will have their application put on an automatic hold pending resolution of charges.

Record Retention

The Volunteer Coordinator shall maintain a log of all such background checks in a file for a minimum of five years.

Modifications

WORT FM reserves the right to modify this policy at any time.

Appendix B: Harassment Policy & Procedures

Harassment and Workplace Violence Prevention Policy - Est. May 2018

WORT is concerned for the health and well-being of each employee, volunteer, and participant. All employees, board members, volunteers, participants, vendors/business partners or clients/consumers should be treated with courtesy and respect at all times. WORT is committed to providing a workplace that is safe and free from harassment, intimidation, and any acts of violence or threats of violence in any form. This includes any form of electronic communication.

As used in this policy, the term “harassment” includes sexual as well as harassment based on any protected classification, such as a person’s sex, race, religion or atheism, color, national origin or ancestry, citizenship status, age, handicap/disability, marital status, source of income, arrest record, conviction record, credit history, less than honorable discharge, physical appearance, sexual orientation, gender identity, genetic identity, political beliefs, familial status, student status, domestic partner status, receipt of rental assistance, the fact that the person declines to disclose their social security number, homelessness or unemployment status. (*City of Madison. Ordinances. 39.03-Equal Opportunities Ordinance*)

Examples of prohibited conduct include racial and ethnic slurs, making offensive references to stereotypes, or jokes about characteristics protected by law. It is not considered harassment, discrimination, or other behavioral misconduct of any sort for WORT or a supervisor to enforce job performance and standards of conduct in a consistent manner.

Anti-Bullying

Bullying goes beyond the single episode of teasing or fighting. Bullying is a pattern of behavior in which the bully attempts to intimidate their victim. Examples of bullying behavior range from teasing, to extortion, to physical assault. This includes any form of electronic communication.

At WORT all forms of bullying are strictly prohibited. Employees, volunteers, and participants who are observed or discovered to be engaged in bullying are subject to disciplinary procedures.

Workplace Violence

Workplace violence is defined as performing actions or using words that endanger or harm another individual or result in another individual having a reasonable belief that they are in danger. Any conduct that makes an individual feel endangered is in violation of this policy.

Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from WORT premises without proper authorization.

Examples of workplace violence amounting to behavioral misconduct include but are not limited to:

- Verbal or physical threats
- Assaults or other violence
- Any behavior that causes others to feel unsafe such as bullying, shouting, or name calling
- Belligerent, threatening or offensive comments
- Hitting, pushing, or other similar physical contact, including touching or threats to take such action
- Gestures or the display of offensive signs or pictures
- Other aggressive behavior

Conduct that threatens, intimidates, or coerces another employee, volunteer, participant, board member, or a member of the public at any time will not be tolerated; this includes any form of electronic communication.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including the possible termination of employment. See 'Reporting' section below.

Harassment

WORT is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, gender identity, or any other [legally protected](#) characteristic will not be tolerated. WORT provides ongoing sexual harassment training for all paid staff and Board members to ensure an environment free of sexual and other unlawful harassment.

Any action may be considered harassing if it:

- creates a hostile, intimidating or offensive work environment;
- unreasonably interferes with an employee's or volunteer's work performance; or
- adversely impacts an individual's employment opportunities.

An employee's, volunteer's, and/or participant's conduct will be considered unwelcome and in violation of this policy when the employee, volunteer, and/or participant should

have known that the conduct was unwelcome, or when the person subjected to the conduct voiced their objection.

Sexual harassment is defined as unwanted sexual advances or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. This also includes any form of electronic communication. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- submission to such conduct is made either explicitly or implicitly a term or condition of employment or role;
- submission or rejection of the conduct is used as a basis for making employment or volunteering decisions; or,
- the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

Reporting, Investigation and Disciplinary Action for Bullying, Violence or Harassment

WORT urges any employee, volunteer, or participant who believes that they have been treated in violation of this Policy, or has been a witness to such a violation, to first consider telling the offending party that their conduct or behavior is inappropriate.

However, if an employee, volunteer, or participant is not comfortable confronting the offending party, they should immediately report the matter to: a) their immediate Supervisor; or b) if the Supervisor is involved, the Personnel Committee or EEO Officer/Alternate. Reporting disputes or differences with other employees, volunteers, or

participants should be done before the situation escalates. The attached form may be used to report an occurrence.

WORT is eager to assist in the resolution of disputes, and will not discipline employees, volunteers, or participants for raising such concerns. All allegations of harassment will be quickly and discreetly investigated. No employee, volunteer, or participant who makes a good faith allegation will be subject to retaliation. Nor will any employee, volunteer, or participant be retaliated against for participating in any investigation of inappropriate conduct. Retaliation in response to reports of sexual or other unlawful harassment will not be tolerated and will be subject to disciplinary action, up to and including the possible termination of employment or role.

The investigation will generally consist of interviews with witnesses to the event/conduct, including the complainant and the alleged harasser. To the extent possible, confidentiality of the person reporting, of any witnesses and the alleged harasser, will be protected against unnecessary disclosure. When the investigation is completed, the complainant and the alleged wrongdoer will be informed of the outcome of the investigation.

WORT will take prompt disciplinary action in response to policy violations. Disciplinary action may include termination of employment or role.

Alternative Legal Remedies

Nothing in this policy may prevent the complainant or the respondent from pursuing formal legal remedies or resolution through local, state or federal agencies or the courts.

If you have questions about this policy, contact the Personnel Committee for additional information. *Approved by WORT Board of Directors on 6/5/18.*

WORT FM Harassment Complaint Form

Please fill out as much of the form as you feel comfortable with.

Name of Complainant: _____

Department: _____

Phone Number(s): _____

Email: _____

Today's Date: _____

Name(s) of the Accused: _____

Department: _____

Relationship of the Accused to the Complainant (manager, co-worker, client, etc.):

Are you reporting a pattern of behavior or a single occurrence? _____

If you are reporting a pattern of behavior, please list the time range you have experienced or witnessed this behavior. If you are reporting a single instance, please list the date of the incident: _____

Where did this behavior or incident occur? _____

Please describe the situation to the extent you feel comfortable. Use additional pages if necessary.

How did you react to the situation? What action(s) did you take, if any?

Describe the harm you have suffered as a result of the event or behavior.

Were there any witnesses to this specific incident or behavior? If yes, please provide their names.

Is there any physical evidence supporting your complaint? If so, please describe or attach a copy.

What actions would you like to see taken in response?

Have you already or do you plan to report this incident to any other agencies? Which ones and when?

I certify that the above statements accurately represent, to the best of my recollection, the concerns I have regarding a complaint of discrimination or harassment. The above statements are truthful and do not represent malice toward the person or persons mentioned. I understand that I am to file this complaint with my Supervisor, unless it involves my Supervisor, in which case I am to file my complaint with the Personnel Committee (personnel@wortfm.org) or EEO officer/alternate (eeo@wortfm.org). My Supervisor/Personnel Committee/EEO officer/alternate will conduct an investigation and report to me their findings. I understand I have the right to appeal their findings to the full Board.

Signature of Staff Member or Volunteer

Date

Harassment policy, definitions and examples

Harassment: As used in this policy, the term “harassment” refers to unwelcome conduct, both sexual harassment and harassment based on any protected classification.

Federally protected classifications include race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age (beginning at age 40), disability, or genetic information (including family medical history).

Wisconsin protected classes (under WEFA) include arrest record, color, conviction record, creed/religion, disability (actual or perceived), gender (sex), genetic testing, honesty testing, marital status, military service, nationality origin, ancestry, ethnicity, pregnancy, race, sexual orientation, or use or nonuse of lawful products (birth control pills, for instance).

WORT does not limit harassment to these categories. For example, being red-haired is not a protected class, but if volunteer expresses that they don't like terms like “red-headed step child” or insinuations/statements that red-headed people have a bad temper and a staff member or volunteer continues to make similar statements after being made aware of the co-worker's objections, that continued behavior will be considered harassment.

Unwelcome conduct: Unwelcome behavior or conduct is any behavior that is deemed offensive or unwelcome by a volunteer or employee. This behavior can include inappropriate remarks or jokes about a person's body or mannerisms, or unwanted romantic advances and gestures. Being mindful about microaggressions and consent is key to avoiding unwelcome conduct.

Consent: Consent occurs when one person voluntarily agrees, without any coercion involved, to the proposal(s) or desire(s) of another, sexually or otherwise. If you don't have consent that your behavior, words, images or physical contact are fine or welcomed by someone, then you agree NOT to do that.

Sexual Harassment: As used in this policy, the term “sexual harassment” means unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of volunteer status or opportunities; or, (2) submission or rejection of the conduct is used as a basis for making volunteering decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating a work environment that a reasonable person would find intimidating, hostile, or offensive.

Workplace Violence: Workplace violence is defined as performing actions or using words (whether spoken or written) that endanger or harm another individual or result in another individual having a reasonable belief that they are, or may be, in danger. Any conduct that makes a reasonable individual feel endangered is in violation of this policy, and will not be tolerated. Volunteers who experience or witness workplace violence are to report it immediately to a supervisor or other staff member, and law enforcement as appropriate.

Slander: Slander is defined as one or more false *spoken* statements resulting in harm to a person's reputation. Criticism of issues, policies, or performance does not constitute defamation. Being told your behavior may be perceived as racist is not slander.

Microaggressions

Microaggressions are commonplace daily verbal, behavioral or environmental slights, whether intentional or unintentional, that communicate hostile, derogatory, or negative attitudes toward stigmatized or culturally marginalized groups.

Broadly stated, microaggressions are actions, statements, questions, assumptions and policies which communicate disregard, hostility or stereotypical beliefs toward stigmatized or marginalized groups.

Race, gender, disabilities, age, sexual orientation, body type, religion, skin tone, education level or cultural background are just a few of the many ways people differ from one another and microaggressions about these differences can make daily life more challenging and stressful.

Microaggressions send disparaging messages to individuals on the basis of their perceived membership outside the dominant culture. In contrast to outright harassment, microaggressions are more nebulous, hard to identify and may even be unintentional.

It would be impossible to list all the many microaggressions people deal with on a daily basis but some examples include:

- "You speak good English."
- "All lives matter."
- "If you ate better, you'd lose all that weight."
- "You people say that all the time – why can't I?"
- "You're too young to understand."

Back-handed compliments, subtle looks, sarcastic comments or involuntary gestures can all be microaggressions, which can make it extremely difficult to determine intent or assign blame.

As stated in Section 1 and Section 3 of this handbook, all WORT volunteers are expected to treat one another with respect, fairness and dignity at all times. While microaggressions may not always rise to the level of outright harassment addressed

through the WORT Harassment Complaint Procedure, this does not mean you have to endure microaggressions which make your time at WORT difficult or uncomfortable.

Making your discomfort known can be a way to prevent further microaggressions, often since the person responsible may not be aware how they have hurt you.

If you don't feel comfortable speaking up in the moment, you are encouraged to discuss the matter with your supervisor or another trusted WORT staff member.

You may also contact the WORT DEI Committee (deic@wortfm.org) to speak with committee members willing and able to hear your concerns without judgement and work with you in an attempt to resolve the issue. This can take the form of speaking with your supervisor or the person responsible on your behalf, without sharing your personal information if you wish to remain anonymous.

Appendix C: WORT Social Media Policies

Policy for personal social media accounts

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 and promotes the station as a whole rather than just their own programs. You are encouraged to share what you do at WORT on social media, whether through your personal social media account or through a show-specific page. Because what is said or done online is an extension of our programming and in-person interactions and has the potential to impact the regular operations and public perception of the station, we have established the following policies.

As a community radio station, we understand many at WORT have strong opinions, and are active participants in civic life – through local government, social justice work, coalition building, etc.

We do not actively monitor what volunteers say or post on their personal social media accounts. However, all WORT volunteers are encouraged to think about what they say online and otherwise state publicly.

We encourage you to keep in mind that what you write or say could impact the perception of WORT in the community, particularly if you publicly list WORT as a place that you work or volunteer. What you publish is widely accessible and will be around for a long time. It can be taken out of context and/or affect future professional prospects. Please be mindful that public statements violating the WORT mission statement and ethic may result in staff and the board taking corrective action.

Most professional media outlets have stricter rules for what their media personalities say or opine online. Our friends in local public radio, for example, [encourage their employees](#) to ask themselves “whether you would want your comments to appear on the front page of the newspaper or go viral,” and to “recognize that certain actions outside of our professional roles can affect the public’s trust in our journalism and our overall public media mission.”

Those working on WORT’s news and talk programming are held to an additional journalistic standard. They agree to follow the [Society of Professional Journalist Code of Ethics](#), using it as a guide to Seek Truth and Report It, Minimize Harm, Act Independently, and Be Accountable and Transparent.

News volunteers are expected to recuse themselves from producing any reporting on which they have made public statements – whether those statements come through social media, an opinion article in the local newspaper, statements made at a local

government meeting, etc. They are otherwise expected to avoid any actions that could portray a real or perceived conflict of interest.

An outline of WORT social media

WORT's main accounts

WORT maintains at least one institutional station profile on [Facebook](#), [Twitter](#), [Instagram](#). You are encouraged to follow the station on these platforms where possible, and to tag us in any activities you would like to see re-shared to our audience. You may not create a social media account that purports to represent the entire station.

A collection of WORT staff and social media volunteers maintain these institutional profiles. They carefully curate posts to be inclusive of all WORT activities from programming to fundraising, events, and new initiatives. If there is content you think is a good fit to reach the entire WORT audience, please email text, an appropriate photo, and any relevant links to social@wortfm.org.

Additionally, music and news departments may maintain different accounts. WORT shows and programs may also maintain their own social media profiles, as described in the next section. In addition, WORT maintains private Facebook groups for [music hosts](#) and for [all volunteers](#).

Behavior when commenting on WORT profiles and in private forums

You are encouraged to comment and share WORT posts as appropriate. You are also welcome and encouraged to participate in WORT forums such as our private Facebook groups. In all interactions with WORT content, you are free to express your thoughts and opinions about station actions, issues, programming, etc.

However, as described elsewhere in WORT's volunteer policies, you must be respectful of the station and its mission. You may not defame WORT volunteers, board members, staff members, etc. 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 opinions of WORT staff, volunteers, or its Board."

Establishment/retirement of WORT-related social media accounts

Many WORT programmers have existing show pages in order to better connect with their listeners and followers. We encourage programmers to have pages related to the programs they produce. But there are certain policies you must follow.

You must notify your supervisor when you create a page related to your programming or other volunteer activities at WORT. That notification should include the name of the

service, the username/password for the account*, and current phone number for the page administrator.

Collectively-produced programs must additionally discuss and gain consensus to establish a social media presence before any individual in that collective may create a show page. This consensus should include an establishment of who will take care of regular maintenance of the page.

Programmers must keep their social media accounts active and regularly monitor messages. Where possible, the description/bio/account information section should include a disclaimer that the views expressed on this page do not necessarily represent the views of WORT or its volunteers, staff, and board.

In the event you delete your account, you must also inform the program director. If you choose to cease using a social media account for your program, without outright deleting the page, you must pin a post or otherwise visibly state that this account is no longer monitored.

**Staff members will not post station content on or monitor your show page. They will document the login information in the event the show changes ownership. We have already dealt with situations where we are entirely locked out of a program's social media because it was not passed down to the replacement programmer.*

General rules for WORT-related social media accounts

Any WORT-related social media page should strive to:

- Increase our listening audience and community radio participation,
- Inform social media followers of WORT events and programming,
- Educate and encourage constructive discussions with listeners in a respectful environment,
- Foster communication between listeners and programmers,
- Respect all people and their environments, and otherwise uphold the WORT mission.

WORT-related social media must not:

- Be presented as representing the station as a whole rather than individual programs,
- Promote personal profit or commercial interests,
- Post sexually suggestive, obscene, or indecent material,
- Post support or criticism of local, state, or federal candidates,
- Post support or criticism of political causes,
- Defame WORT, its listeners, underwriters, volunteers, programming, staff or management,
- Engage in hate speech.

Maintenance of social media accounts

Page administrators must:

- Actively monitor comments, replies, and other interactions with posts.
- Delete any content that falls under the prohibited content listed above.
- Use only graphics and content that meet the copyright standards outlined in our Image Use Policy (Appendix D).

Appendix D: Image Use Policy

All posts generated for WORT’s digital production – whether for the wortfm.org website or on a WORT social media page – are expected to comply with our image use policy. You are expected to use only graphics and content that meet copyright standards, and to include complete attribution of the copyright holder.

Copyright standards

All photos and media should be either your own original work, content you have permission to use, or content that is free for non-profit use (via public domain or licensed by Creative Commons). All posts should include an attribution, whether or not it is required by the copyright holder.

Useful sources for non-copyrighted images

[Unsplash](#) and [Pixabay](#) are two useful sources for finding images for non-profit use. All images posted to Wikipedia, too, are licensed for non-profit use, though you must click on the image and scroll to find its original attribution.

Some, but not all, images on the [Flickr](#) database are available. You must check the individual license for each image. If it says “All rights reserved,” you may not use it. If it says “Some rights reserved,” it is usually available for noncommercial reuse. Click on the image license/rights information to learn specific conditions for legally using and attributing the image.

WORT maintains its own Flickr database, which is full of Madison locations, people and scenes. Many items are sorted into [albums](#). You are encouraged to draw images from this database when appropriate. This helps our visual presence feel local.

Attribution

Attributions should be included in all places that you use an image. This includes posting on the [WORT website](#) and [SoundCloud](#). Below are examples of appropriate attributions:

Image courtesy: Dane County Humane Society, via [www.giveshelter.org](#).

Image courtesy: Bill Oxford / UNSPLASH

Image courtesy: Chali Pittman / WORT News [on Flickr](#), by CC 2.0

Appendix E: Collective Self-Management

Guidelines for WORT Program Collectives

About collectives

Some programs are collectively based and collectively responsible for maintaining their programming shifts. Each show's collective is held responsible for assigning tasks, training, and meeting their on-air commitments. They are ultimately responsible to their respective Program Director. Each member joining a collective must first go through the steps for volunteer arrivals as detailed above.

Process

Consensus-based decision-making for all collective actions and undertakings is strongly encouraged. After reasonable attempts to obtain consensus have failed, collective actions and undertakings may be decided by a simple majority vote of the collective membership.

Individual members of the collective have the right to pursue projects that interest them personally. Furthermore, no member of the collective should be compelled to work on projects with which they fundamentally disagree.

The collective may adopt other procedures and rules as necessary – consensually, if possible, but by simple majority vote if necessary.

Station Structure and Authority

Program Collectives are allowed and expected to be self-governing within the parameters of WORT and FCC policies. Collectives may recruit members, though they must go through the standard application process before officially becoming volunteers. You are encouraged to train them in accordance with your needs and their skills, and to mediate and resolve any issues or disputes, but may request staff assistance for training or conflict resolution.

Collectives have the right to vote members off your program, but staff may decide to still allow them to volunteer in other roles at the station. Your staff supervisor may question and advise the collective on individual volunteer matters, and reserves the right to take disciplinary action against or to deny or discharge individuals who they don't want to supervise.

The **Programming Committee** manages overall programming at WORT and is generally not involved with specific programs unless a schedule change is proposed. They do not

have the power to impose disciplinary actions on volunteers but may be utilized as mediators in some situations. Similarly, the **Board of Directors** and its **Personnel Committee** have an overall management role and are not responsible for supervising program collectives or individuals.

Collective Principles and Values: Some Guidance

Shared Responsibility, Trust

Directly democratic means that all persons have an **equal** say in decisions that affect them. This is often done by systems of one-member-one-vote or consensus decision-making, as agreed on by the members. WORT staff will promptly address any concerns and provide training opportunities as appropriate to all collectives.

Instead of a pyramid or hierarchy structure, all persons are **co-members and co-operators** on the same level. The process of being horizontal requires constant attention to issues of inequities, unhealthy hierarchy and undue authority.

Communication

Follow these guidelines to help improve collective communication and accountability.

- Be mindful of the environment created by negative comments from volunteers about other volunteers or staff members
- Avoid commenting on-air or online about staff or volunteers in a way that makes listeners uncomfortable or contributes to a negative/toxic environment.
- Avoid disparaging the work of volunteers, the staff collective or WORT as a whole.
- Avoid making disparaging comments about the station or its personnel when communicating with outside organizations and businesses.
- Feel comfortable discussing disagreements directly with other collective members with the expectation that their comments will be listened to.
- Learn the most constructive ways to give and receive criticism.
- Create tools to ensure the ongoing process of improving communication and collaboration.
- Learn how to respond when a volunteer or outside organization/person makes disparaging comments about a program, volunteer, staff, or the station as a whole.

More on Shared Responsibility, Trust, Equity, Flexibility and Accountability

We strive to reach the following goals through communication and collaboration:

- Each collective reflects the mission of cooperative development through principles of shared responsibility, participation, and decision-making.

- Effective collective structure increases our capacity to foster stronger volunteer-led cooperative processes, with more volunteer members bringing their diverse experiences to the station.
- Each collective builds trusting interpersonal relationships among its members to:
- Make their working environments more logistically efficient, but also more fulfilling artistically, emotionally and interpersonally.
- Create stronger accountability among members based on their shared passion for the show's mission, goals, friendship, and mutual respect as opposed to individual authority.
- Each collective works towards developing shared skills through equitable distribution of responsibilities.
- We will avoid large disparities in the amount of work each member must put in at any given time.
- We will work towards a fair and appropriate distribution of duties and air time through rotation of less specialized tasks. All members will share opportunities as requested for the most high profile, fun work as well as more tedious off-air duties, so everyone can have equity in both stressful and fulfilling tasks.
- We will share resources such as perks, support and training equally among all members as requested.
- We will share information consistently so all members have a full understanding of all circumstances that affect the organization. This includes a range of topics from the station budget to issues individual volunteers are facing.
- Volunteer Program collectives are in line with WORT's continued mission to support developing alternative workplaces and economies, and generally providing a model for other community-based organizations and nonprofits.
- Volunteer collectives are based on flexibility and interdependence.
- We support each other in personal and collective growth.
- Knowing how to cover for each other; cross-training creates a more sustainable program team, not reliant on one or two individuals and able to take on other responsibilities in case of illness, emergencies. or time away.

Appendix F: Procedure for Volunteers

Seeking WORT-Related Grants

1. The Board encourages members of the WORT community to apply for funding from appropriate agencies and organizations for specific projects or programming that would, in the judgment of the Board of Directors, be beneficial to the station.
2. No WORT volunteer may contact a funding agency in the name of the station or on behalf of the station without the explicit written consent of the Board of Directors or its designated agent. This measure applies to all applications that mention WORT or that would require the use of WORT facilities.
3. All applicants, without exception, are expected to seek Board approval twice—at the initial inquiry stage and again at the final stage of application.
4. In order for the Board to give approval for a “statement of intent,” or any initial letter of inquiry, the person or persons seeking funding must submit their proposal to the Board of Directors at least a week before the Board meeting at which the submission could be addressed. It is the responsibility of the applicant, not the Board, to inform the Board of any relevant timetable and deadlines.
5. The proposal must include a cost/benefit analysis for the station including issues such as impact on the station’s image, and at least the following: a) A statement explaining how the project in question supports WORT’s mission statement; b) A provisional budget and discussion of how the grant would affect WORT finances; c) A provisional description of the mechanics of the project, particularly regarding use of WORT equipment and supplies; d) An estimation of required use of facilities/resources including studio time, use of portable recorders and/or remote equipment and/or other relevant resources, including how many weekly hours the project would require and whether the equipment/studio would have to be used at a particular time of day or week; e) An estimation of the use of WORT paid and unpaid staff time.
6. The proposal must include a signed statement from the relevant program supervisor and the Donor Relations Director asserting that there is no conflict between this application and others the station may be pursuing.
7. The proposal must include a signed statement from the relevant program supervisor asserting that they have read the cost/benefit analysis (#5) and concurs that it is as accurate as possible given available information. This statement must include the staff person(s) judgment about the desirability of the project. This may take the form of submitting copies of the final application for the grant including all attachments. The applicant(s) must include a cover letter to the Board explaining any and all changes since the proposal was submitted to the Board at the time of the initial inquiry.
8. Should any provision of this policy prove to be an undue financial burden to the applicant(s), the WORT Board of Directors will consider financial support and/or waiving part of the requirement.

APPRECIATION

The Board gratefully acknowledges the years of hard work and dedication to the development of this Volunteer Handbook by members of the Policies and Bylaws Committee, including Sybil Augustine, Jay Davis, Doug Holtz, Stu Levitan, Chali Pittman, Adrienne Ranney, Phil Rhein, Jane Richard, Marla Rybowskiak and Susan Sheldon.

Volunteer Handbook

Acknowledgment

I acknowledge receipt of this Volunteer Handbook. I understand that the policies described in this handbook are for general reference and do not constitute a guarantee of any rights or continuation of volunteer status.

I further understand that when I have a question regarding my volunteer status or the policies or procedures that govern my conduct, it's my responsibility to seek out the answers to those questions.

The policies described in this handbook may be changed, altered, modified or eliminated by WORT's Board of Directors at any time, with or without prior notice. The station will notify volunteers in a timely manner of any changes to this handbook.

Volunteer's Signature: _____

Volunteer's Name (print): _____

Date: _____

It is your responsibility to sign and provide a copy of this acknowledgment page to WORT.

Please return to your supervisor and the Volunteer Coordinator at volunteer@wortfm.org

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