

Volunteer Code of Conduct

The success of NYC Pride depends on a network of volunteers serving in a variety of roles. Heritage of Pride values its volunteers and works to create programs and services to support and enhance their involvement. This Volunteer Code of Conduct has been established to help HOP fulfill its mission. This policy shall apply to all volunteers including official community partners, members, and the board.

All NYC Pride volunteers commit to work together in the best interests of Heritage of Pride and not for personal, political, third party, or financial gain.

Specifically, volunteers agree to the following:

Refrain from participating in dangerous or illegal activities

The following is a partial list of activities absolutely prohibited while volunteering for NYC Pride or while dressed as a volunteer at an NYC Pride event:

- Possession, sale, or use of illegal substances
- Possession or use of weapons
- Sexual activity
- Public nudity
- Theft
- Vandalism
- Physical violence or threat of physical violence
- Extreme verbal or emotional violence/abuse
- Any behavior that endangers the safety of any individual or group
- Distribution of alcohol to minors

Additionally, volunteers may not be under the influence of illegal drugs or alcohol during their volunteer shift. Although NYC Pride does occasionally hold events where alcohol is served and it may be appropriate for volunteers (of legal age) to partake, use the utmost discretion and common sense. Volunteers appearing to be impaired or intoxicated will be dismissed or otherwise disciplined. All volunteers are expected to maintain a professional demeanor at all times, as detailed below.

Follow directions to the best of your abilities

NYC Pride and its events are based on a chain of authority that is absolutely vital to the success of events attended by millions of people. When given a volunteer role, you will also be assigned an immediate supervisor. Generally speaking, the chain of authority for any volunteer role or project is as follows: Executive Board -> Staff -> Volunteer Captains -> Volunteer Leads -> All other roles

We expect volunteers to do their best to follow directions given to them by anyone above them in the chain of authority. Failure to follow directions, insubordination, or refusing to acknowledge the chain of authority may be grounds for discipline or dismissal.

Honor your commitments

Put simply, we expect you to arrive when you say you will arrive, leave only at the end of your shift, follow through on any projects you agree to take on, and ask for help when and if your circumstances change.

Conduct yourself in an appropriate and professional manner

Interactions between volunteers, staff, event participants, police, security personnel and members of the public are expected to be polite, friendly, and respectful in a manner consistent with a customer-service profession. While arguments are inevitable among passionate people who believe in a common goal, we ask that volunteers generally assume best intentions from those they disagree with.

Many of our events are child and youth oriented, or deemed to be family-friendly. Please be mindful that the language you use is appropriate to the audience and expected sensitivities of the situation. Race, gender, handicap, sexual orientation or gender identity-based slurs are never appropriate. Swear or curse words should be avoided while volunteering.

Of particular note is a need for volunteers to show respect to the staff and their workspaces. As an organization with a talented and growing staff, volunteers should remember that staff has many duties the volunteers may be unaware of. We ask that volunteers refrain from “dropping by” the office, making appointments instead when meetings are necessary. We also ask that volunteers respect staff boundaries around off-duty hours, personal lives, personal belongings, and prioritizing of their duties. Aside from Directors in a direct supervisory capacity, volunteers do not and cannot direct the staff in which projects to prioritize, how to execute their duties, or demand responses to communications. All requests must go through the established management structure.

Sexual harassment is strictly forbidden

Sexual harassment will not be tolerated by or toward any volunteers, staff, event participants, police, security personnel or members of the public. A more detailed sexual harassment policy will be enacted separately, but volunteers should avoid unwanted flirting, touching, sexually charged language, or other behaviors that could make someone feel unwelcome or unsafe.

NYC Pride considers itself a sex-positive organization, and we acknowledge that many volunteers are interested in meeting potential romantic or intimate partners through their volunteer work. We stress that obtaining permission and consent to pursue such connections is vital, and that any rejection or expressed lack of interest is both permissible from another person as well as final.

It is the policy of NYC Pride that board members and staff may not date or engage in sexual relationships with any member or volunteer of the organization unless the relationship existed before the member/volunteer began their volunteer work or before the board/staff member was given their position of authority.

Finally, if you, as a volunteer, experience sexual harassment, we ask you to promptly notify an appropriate supervisor. Or, if the harassment is coming from your supervisor or you aren't satisfied with

their response, you may continue up the chain of authority all the way to the Executive Board.

Respect diversity

NYC Pride is a celebration of diversity and equality. Volunteers are expected to respect and support this. NYC Pride will not tolerate any individual making derogatory remarks about a person's sexual orientation, gender, gender identity, race, age, nationality, disability, appearance, religion or any other factor.

What exactly is considered offensive in this regard is often highly subjective. As a volunteer for NYC Pride, we ask you to err on the side of using extreme caution. NYC Pride will not tolerate any threatening, violent or offensive behavior against its volunteers, staff, event participants, police, security personnel or members of the public.

Volunteers will make every effort to ask what pronouns a person prefers, if any, and to use those pronouns when discussing that person.

Not engage in bullying and harassment of any kind

Related to the sexual harassment and diversity policies, NYC Pride will not tolerate bullying and harassment regardless of the underlying reason.

Based on the standard of what a reasonable person would deem objectionable, NYC Pride volunteers may not engage in mudslinging, threats, intimidation, insults, coercion, spreading rumors, intentionally causing strife, or demeaning other volunteers, staff, partners, sponsors or stakeholders.

Understand the scope of their representation of NYC Pride

While all volunteers represent NYC Pride to the general public, and should be mindful of their words and actions, no volunteer for Heritage of Pride may speak on behalf of the organization without prior designation by the Co-Chairs. This includes speaking to the media, making presentations at conferences, or similar circumstances.

When speaking unofficially about your experiences as Pride volunteers, we ask you to make every effort to be clear that your views do not reflect the opinions of Heritage of Pride or its stakeholders. If you are given access to an "@nycpride.org" email address, this may only be used in connection with official and authorized duties. Do not use it for personal business. HOP owns any "@nycpride.org" email and any related communication tools, social media accounts, or websites. HOP reserves the right to monitor any communications from a HOP-owned asset and/or conducted through HOP internet networks.

Except for members of the board, if you are assigned a title in connection with your volunteer work, please be sure to specify that it is a volunteer position. For example, if you were assigned to coordinate media inquiries at the March, we would ask you to list your title as "Media Lead (Volunteer), NYC Pride March 2018" in bios, resumes or correspondence.

Use social media in a responsible and respectful way

NYC Pride holds the values of free speech, even political and controversial speech, near and dear to our core values. That said, we ask that volunteers be mindful and respectful when using social media. Any behavior otherwise prohibited in this code of conduct while volunteering for NYC Pride is also prohibited while using social media.

In order to present NYC Pride in the best possible light, we discourage volunteers from posting criticisms, insults, or misinformation about NYC Pride, its volunteers, staff, partners, sponsors or stakeholders online. It is your responsibility to understand and set privacy controls on your social media to keep information you share private, but we also ask you to understand that anything posted online has the potential to become public.

Volunteers found to be making rude, offensive, suggestive, violent, inaccurate or otherwise harmful comments about other NYC Pride volunteers, staff, partners, sponsors or stakeholders, or about NYC Pride plans, events or programs, may be disciplined up to and including dismissal from volunteering based on the severity of the incident.

Whether posting online or for your own personal purposes, we ask volunteers to ask for consent before taking photographs, streaming or recording audio/video of other volunteers, staff, event participants or members of the public during or in relation to their duties. This applies at internal meetings and public events, regardless of venue. However, discipline for violations of this practice will be mindful of the circumstances in which recording was done.

Respect Confidentiality

NYC Pride routinely shares with its volunteers and members information that is not yet known to the public. Additionally, many volunteers, in the execution of their duties, learn information pertaining to NYC Pride events that is not open to the public. It will be considered a violation of this code of conduct to disclose, online or in person, information that has been designated as confidential, embargoed, internal, private, or protected. Violations of this policy are especially egregious if they reveal sensitive or private information about other volunteers, staff, partners, sponsors or participants in Pride events. Likewise, we have no tolerance for volunteers who disclose non-public information about NYC Pride finances, pending or potential litigation, or personnel files.

Avoid conflicts of interest

Volunteers at NYC Pride may not use their position or relationship to the organization for personal enrichment or to the benefit of any family member. Volunteers should strive to avoid even the appearance of a conflict of interest.

In evaluating whether a contract between NYC Pride and a third party constitutes a conflict of interest, it will be judged based on whether, when all relevant factors are evaluated, a neutral but rational third party would have entered into the same contract.

Respect and protect NYC Pride equipment and resources

Volunteers are often assigned tools to aid them in the execution of their duties. These may include items: like a bullhorn for crowd control, a clipboard for check-in lists, a lamination machine for producing permits, a radio for communication, or an iPad for data entry. As a nonprofit organization, much of this equipment is rented or expensive to replace, and failure to care for equipment takes away from our ability to produce more and better events. Please treat any equipment you are given with care. This policy also extends to treating our office space(s), the building(s) we lease from, and any venue we operate out of with that same care.

Dismissal from events and appeals process

Dismissal

1. On-site volunteer dismissal and discipline during events, with the understanding that staff and board event leads are first advised of a situation unless the action is blatantly egregious, is limited to:
 - a. Board Members
 - b. Executive Director
 - c. Full-time staff
 - d. Part-time staff assigned to the specific event
2. Dismissal from an event constitutes a dismissal from all subsequent NYC Pride events until further notice.
3. HR Director, Volunteer Manager and Co-Chairs are notified of the dismissal by the person issuing the dismissal.
4. HR Director/Volunteer Manager will confirm the dismissed volunteer's ability to participate in any/all subsequent events within 7 days of the alleged offending action. This can take place in-person, virtual voice/phone or email. A follow-up written summary, email is acceptable, should be provided to the volunteer in the event of verbal discussion.
 - a. HR Director/VM may consult with others (co-chairs, Executive Director, board) in assessing the severity of the situation, however it is not required at this stage
 - b. Written/in-person warnings may be considered as an alternative to being prohibited from working future events, allowing the volunteer to resume activity if deemed appropriate by HR Director/VM
 - i. If a volunteer is allowed to resume working subsequent events, a note of the dismissal will be added to their record in volunteer tracking software (currently Salesforce)
 - ii. Prior offenses on the volunteer's record will be considered during this stage and, when factored into decision-making, shall be referenced when communicating the volunteer's ability to continue working on subsequent events

Appeals:

1. The volunteer - member or not - may submit an appeal to this outcome back to the HR Director/VM within 30 days of dismissal. This appeal must be submitted in writing to appeals@nycpride.org
 - a. appeals@nycpride.org is received by the "appeals group:"

- i. Co-Chairs
 - ii. HR Director
 - iii. Managing Director
 - b. The appeal should outline:
 - i. The volunteer's view of the incident and why dismissal was viewed as irrational; The fact of who dismissed the volunteer cannot be disputed as a reason to appeal the dismissal
 - ii. Any supportive background necessary
 - iii. Other individuals who were witness to the situation and can provide insight
 - iv. Suggested courses of correction, e.g. ability to resume volunteering, a written apology from the person who dismissed the volunteer, a pardon of volunteer hour requirements missed during a suspension
 - v. If desired, the request to meet with HR Director and VM via virtual voice/ phone or in-person to further discuss the situation for the purpose of providing insight.
2. The HR Director should convene an Honor Council to review the appeal.
- a. The Honor Council is a randomly selected group of HOP general members, executive board and staff that meet to review appeals and vote to overturn or stay the decision
 - b. Honor Council candidates opt-in yearly as part of the annual General Membership meeting
 - i. Interested general members, executive board and staff can opt-in to the Honor Council selection pool
 - ii. Opt-in can be done passively (i.e., paper or digital form) and does not have to be done verbally or during a roll call
 - iii. An individual does not need to be present at the annual General Membership meeting to opt-in to the pool. They can do so by requesting in writing (email or hard copy) to the HR director and secretary
 - iv. A member can request to remove themselves from the selection pool at any point in the year by requesting in writing (email or hard copy) to the HR director and secretary. Once withdrawn, an individual must wait until the subsequent annual membership meeting to opt-in again
 - c. Each appeal case shall involve: 3 non-executive-board general members, 2 staff and 2 executive board members
 - i. Names should be randomly drawn by the HR Director with Co-Chairs, or if a conflict exists with the HR director, another HOP officer should fulfill the selection process
 - ii. If an individual declines to participate in a selected appeal, the lottery resumes for that group
 - iii. Any individual (board, staff, member) involved in the initial conflict is not eligible to serve in that case's appeal process. HR Director, Volunteer Manager and Co-Chairs are ineligible to be in the pool as they are involved in the initial decision.
 - iv. To be eligible to serve on a specific appeal, the individual must be able to attend the Honor Council meeting in person.

3. Honor Council must make a decision to uphold or overturn the initial decision by a simple majority vote at its first and only meeting
 - a. The group shall self-select a moderator; A contracted HR Professional can be accessed for assistance

If the initial decision is overturned, the entirety of the incident shall be removed from the volunteer's virtual record. This is in addition to course(s) of correction agreed upon by the Honor Council.

Adopted 4/8/19