



Mat-Su 2024 Arctic Winter Games

VOLUNTEER POLICIES



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The Mat-Su 2024 Arctic Winter Games Host Society supports the promotion of the 2024 Arctic Winter Games through a variety of platforms including social media. Employees and volunteers are encouraged to publish or comment on social media in accordance with the guidelines established by this policy. Employees and volunteers are subject to this policy, even when posting with their personal accounts to the extent they identify themselves in affiliation with the Mat-Su 2024 Arctic Winter Games. The same is true for individuals whose role or affiliation with the 2024 Arctic Winter Games is sufficiently prominent enough to connect you with the Games even if not explicitly identified in a profile or post.

When posting on social media the following guidelines should be observed:

1. Be honest and forthright about who you are and who you are representing in your posts.
2. Be clear that any opinions you are expressing are your own opinions, unless specific permission has been given to speak on behalf of the 2024 Arctic Winter Games.
3. Be careful about the personal information you disclose.
4. Practice respect and humility in all communication.
5. Remember that your posts may reflect on the 2024 Arctic Winter Games and should be consistent with our mission, vision, and values.

The below expectations must be adhered to when posting on social media:

1. Do not disclose confidential information or information that you have access to as an employee or volunteer that is not ready for public disclosure. This may include financial or operational information, personal information about employees, volunteers or participants.
2. Do not use any vulgar, obscene, or indecent language or imagery in your posts.
3. Do not use derogatory, discriminatory, or inflammatory language.
4. Do not use social media as an official communication method if not authorized.

Best practices for personal online behavior:

1. Recognize that you are responsible for your actions even on social media. Anything you post that can potentially tarnish the reputation or image of the Mat-Su 2024 Arctic Winter Games, its partners, sponsors or participants will ultimately be your responsibility. Ensure when posting you are doing so properly, exercising sound judgment and common sense.
2. Look for compliments and criticism. No one person can effectively monitor social media. If you come across information, positive or negative, that you believe is important or influential please report it to an Official Spokesperson for review and response.
3. Let the Official Spokesperson respond to negative or incorrect information. You may come across information that is concerning, negative or just incorrect. Do not try to take on that situation, pass it on to an Official Spokesperson to address.
4. When in doubt, do not publish or post. If you are questioning the appropriateness of a message or post, hold off. Reach out to an Official Spokesperson for review and conversation before you post any questionable content.
5. Think twice before posting. Is the information you are preparing to publish, accurate, appropriate for you to post, ready for public dissemination, shared with an appropriate audience, supportive of the organization. Consider sharing or re-posting content prepared and posted by the Official Spokesperson, rather than creating new items.
6. Be aware that as an employee or volunteer, others will associate you with the Arctic Winter Games. Ensure your profile and related content is consistent with how you wish to present yourself with colleagues, sponsors, participants and the AWG Community at large.

The 2024 Arctic Winter Games Host Society expects its board members, employees and volunteers to uphold the highest ethical standards and to comply with all established policies. Participation in the organization's programs is subject to the observance of the organization's rules and procedures. The activities outlined below are strictly prohibited. Any participant or staff member who violates this Code is subject to discipline, up to and including removal from the program. Such removal will be subject to review and appeal through the formal complaint procedure established by the Host Society.

- Abusive language towards a staff member, volunteer or another participant.
- Use of alcoholic beverages or illegal drugs in violation of the policy or reporting to the program while under the influence of drugs or alcohol.
- Bringing dangerous or unauthorized materials such as explosives, firearms, weapons or other similar items onto the 2024 Arctic Winter Games property or a property in use by the Host Society.
- Discourtesy or rudeness to a fellow participant, staff member or volunteer.
- Verbal, physical or visual harassment of another participant, staff member or volunteer.
- Actual or threatened violence toward any individual or group.
- Conduct endangering the life, safety, health or well-being of others.
- Will not use their position with the 2024 Arctic Winter Games for personal gain.
- Failure to follow any agency policy or procedure.
- Bullying or taking unfair advantage of any participant.
- Failing to cooperate with an adult supervisor/leader/mentor.

The 2024 Arctic Winter Games Host Society values its community of volunteers and network of partnering organizations, including the charities, schools, associations, businesses, government agencies and faith-based organizations that help make the hosting of the 2024 Arctic Winter Games possible. We are committed to creating a friendly environment where each individual is welcomed and respected.

The 2024 Arctic Winter Games Host Society does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, the appointment to and termination from its Board of Directors, hiring and firing of staff or contractors, selection of volunteers, selection of vendors, and providing of services.

The Host Society believes that no person should be excluded from agency services, employment, or volunteer participation on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, or for any other discriminatory reason.

The 2024 Arctic Winter Games Host Society also prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, volunteer, or any person working for or on behalf of the 2024 Arctic Winter Games.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's national origin, race, color, religion, age, sex, sexual orientation, pregnancy, appearance, disability, gender identity or expression, marital status or other protected status, including epithets, slurs and negative stereotyping.
- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect towards an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital status or other protected status.

We are committed to providing an inclusive and welcoming environment for all volunteers, partners, staff, contractors, and Board members. Any individuals who believes that they or another affiliate of the 2024 Arctic Winter Games has been discriminated against is strongly encouraged to report this concern promptly to the General Manager immediately.

The Mat-Su 2024 Arctic Winter Games Host Society believes that ensuring an event free of drugs, tobacco, and alcohol will add to an environment where all participants, volunteers, employees and spectators feel safe and promotes a culture of healthy competition, cultural exchange and participant wellbeing.

Smoking, Vaping, E-Cigarettes, and other Tobacco Products:

The Mat-Su 2024 Arctic Winter Games will be tobacco free. This will include any non FDA approved tobacco or nicotine, lighted or unlighted cigarette, electronic cigarette, cigar, pipe, bidi, clove cigarette, dissolvable nicotine strips, vapes, and any other smokeless tobacco product, also known as spit tobacco, dip, chew, and snuff in any form.

Signage will be posted throughout the games venues that notify participants, volunteers and spectators that this is a tobacco free event and of the expectations outlined above that the. Participants who are found violating the requirements of this policy will be subject to disciplinary action. For Participant infractions, the Chefs de Mission will be immediately informed, and the participants will be disqualified from competition.

Ceremonial Tobacco

Tobacco will be used for ceremonial purposes during the Mat-Su 2024 Arctic Winter Games. According to ceremonial practices, the tobacco is not smoked when it is gifted. It may be smoked at a later time, at the discretion of the recipient with the understanding it cannot be smoked in the Athletes Village or at any of the Games venues.

Drugs and Alcohol

Possession or consumption of drugs or alcohol is prohibited at the athletes village and at all sporting and cultural event venues. Participants found consuming, or in possession of alcohol or drugs will be subject to disciplinary measures. Chefs de Mission will be informed, and the participant will be disqualified from competition.

Any employee or volunteer found in possession or under the influence of alcohol or drugs as restricted by this policy will be subject to disciplinary action up to and including dismissal. Alcoholic beverages may be served as events, hosted away from athlete villages or sporting and cultural event venues when access is limited to individuals over the age of 21, or in which a in attendance is accompanied by a parent/guardian.

For purposes of this policy, “drug” is defined to include, but is not limited to: controlled substances in any form; marijuana or cannabis, in any form; synthetic marijuana or cannabis, in any form; synthetic variations of controlled substances in any form; prescription medication for which a valid prescription has not been obtained, which is used in amounts in excess of prescribed dosages, or which is used for purposes other than as prescribed, and prescription drugs distributed or dispensed to any person other than the prescription holder. “Controlled substance” is defined to include any substance identified by federal or state law as controlled.

In order to promote fair, timely, and constructive communication, the following procedures shall govern the resolution of conflicts or complaints. Every effort should be made to resolve concerns at the lowest possible stage, including directly between the parties involved, before submitting to a more formal process.

Addressing informal concerns and/or incidents

1. Make every effort to resolve concerns at the lowest level. AWG personnel exist to serve the participants and spectators and to facilitate an enjoyable experience for all. Anyone approached about an incident or concern should make every effort to resolve it immediately if it is within their ability or scope to do so.
2. Concerns and incidents may be referred to the immediate supervisor for review if the resolution sought is outside the scope of the individual receiving the concern.
3. The General Manager may develop an internal procedure to support personnel in addressing informal concerns and/or incidents.

Formal Conflict Resolution Process

1. If a complaint is not satisfactorily resolved by informal procedures, the complainant may submit the matter on the conflict resolution form within 10 working days of the act or event. Written complaints shall be initially filed in writing and will be directed to the appropriate individual for review. If the complaint is about an employee's immediate supervisor it may be submitted to the General Manager. If the complaint is about the General Manager, the written complaint shall be initially filed with the Chair of the Host Society Board of Directors.
2. A written complaint should be submitted on the form provided but must include the name of each individual involved and a brief but specific summary of the complaint and the facts surrounding it. It must also include a specific description of a prior attempt to discuss the complaint with the individuals involved and the failure to resolve the matter.
3. Within five days of receipt of a written complaint the General Manager or designee will assign the appropriate personnel to review the complaint or conduct the investigation. The assigned individual shall review the material facts and attempt to resolve the complaint to the satisfaction of the person(s) involved. If the complaint is resolved, the investigator will advise all concerned parties in writing.
4. If the complaint remains unresolved it may be reviewed by the General Manager. If the complaint continues to be unresolved, the written complaint may be referred to the Board Chair for final appeal. Verbal complaints must be rendered to writing on the form provided. The Chair may schedule a meeting to discuss the appeal, or consult with professional relevant resources, if further information is needed. Written notice of the Chair's decision will be made available within thirty (30) days of receipt of the written complaint or appeal. The decision will be final.

The below guidelines shall also be followed in the handling of complaints:

1. All matters related to a formal conflict resolution procedure shall be kept confidential to the extent possible.
2. All employees who have a reasonable belief that an employee or Host Society Board Member have engaged in any action that violates any applicable law, regulation, or policy in the exercise of their duties with the 2024 AWG will be expected to immediately report such information to the General Manager or Board Chair.

3. No reprisals or retaliation shall be taken against any participant in the conflict resolution procedure by reason of such participation. Individuals who have been found to retaliate in violation of this policy may be subject to disciplinary action up to and including termination.
4. Complaints will be processed as rapidly as possible. Time limits are provided and shall be followed at each step of the complaint procedure. The number of days indicated are to be considered as a maximum, and efforts should be made to expedite the process when possible. The time limits indicated may be waived or extended only by mutual agreement or for good cause.
5. If specified or adjusted time limits expire, the complaint may proceed to the next step. Any complaint not taken to the next step within prescribed time limits shall be considered settled on the basis of the answer given at the preceding step.