

PROPOSED DRAFT



Discover Downtown Franklin (DDF)

Volunteer Guidelines

120 East Jefferson Street

Franklin, IN 46131

(463) 222-2007

www.discoverdowntownfranklin.com

Introduction

Thank you for your interest in volunteering with Discover Downtown Franklin (DDF). Volunteers are the driving force behind our organization, and we truly could not operate without your time, energy, and commitment.

DDF is a nonprofit organization dedicated to promoting and enhancing downtown Franklin through events, partnerships, and support of local businesses. Our work includes well-loved events such as Strawberries on the Square, Ethos Celebration of the Arts, Hops and Vines, Winter Market, the Franklin Farmers Market, and many smaller community-focused initiatives throughout the year.

Volunteers ages 14+ (minors must have parental permission) are welcome. Whether you're helping for a few hours at an event or two, assisting behind the scenes, or getting involved year-round, there is a place for you at DDF. From selling merchandise and assisting vendors to photography and event setup, every role makes a difference.

All proceeds from our events are reinvested into downtown Franklin to support local businesses, enhance public spaces, and create meaningful community experiences.

If you or someone you know are interested in volunteering, please contact:

Jen Weltich – Jen@discoverdowntownfranklin.org

Or visit our website at [Discover Downtown Franklin](http://DiscoverDowntownFranklin)

Our Commitment to Volunteers

Discover Downtown Franklin values its volunteers as essential partners in achieving our mission. We are committed to:

- Providing clear information, training, and support so you feel confident in your role
 - Assigning a staff member or leader as your primary point of contact
 - Treating all volunteers with respect, courtesy, and appreciation
 - Creating a safe, inclusive, and welcoming environment
 - Listening to feedback and continuously improving the volunteer experience
 - Recognizing the important contributions volunteers make to our organization
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Code of Conduct

This Code of Conduct outlines the expectations and standards for all DDF volunteers. It is designed to ensure a safe, respectful, and positive experience for everyone involved.

Expected Conduct

All volunteers are expected to

Act with Integrity

- Be honest, trustworthy, and accountable
- Do not admit patrons without payment or distribute items without authorization, etc

Be Respectful and Inclusive

- Treat all individuals with dignity and respect, regardless of background, identity, or beliefs
- Interact with the public, our partners, and other volunteers in a positive, welcoming manner

Follow Direction and Perform Duties

- Respect the guidance of staff, board members, and event leaders
- Stay in your assigned area and complete assigned tasks to the best of your ability; ask questions immediately if you're unsure of your assignment or a process

Represent DDF Positively

- Serve as a welcoming and positive ambassador both in-person and online

Maintain Professionalism

- Interact appropriately with volunteers, staff, vendors, and attendees
- Maintain appropriate boundaries at all times
- Do not bring children or pets to your volunteer shift unless explicitly permitted

Be Reliable and Communicative

- Arrive on time at the specified place and fulfill your commitments
- Notify staff as soon as possible if you cannot attend a scheduled shift
- Stay home if you are sick

Ensure Safety

- Follow all safety procedures and event guidelines
- Report hazards, injuries, or concerns immediately
- Follow weather-related instructions during events

Protect Confidential Information

- Do not share sensitive information, including financial details or event revenue

Dress Appropriately

- Wear appropriate, presentable clothing suitable for the task and weather
 - Wear any provided gear (nametag, vest, etc...) during volunteer activities
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Prohibited Conduct

The following behaviors are strictly prohibited:

- Harassment, discrimination, or bullying
 - Abusive, threatening, or inappropriate language or behavior
 - Physical or verbal abuse
 - Smoking of any type on event premises
 - Possession or use of illegal drugs
 - Being under the influence of alcohol or drugs while volunteering
 - Possession of weapons during DDF activities
 - Theft, misuse, or intentional damage of property
 - Unauthorized use of DDF's name, logo, or materials
 - Any behavior that compromises safety or damages DDF's reputation
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Social Media & Public Representation

Volunteers should:

- NOT speak to the public on behalf of DDF unless authorized; find a staff or board member

instead

- Share accurate, respectful, and positive information about the organization and event
 - Respect privacy when posting photos or details about events or participants to their own social media accounts and do not speak on behalf of DDF
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Accountability

Failure to follow this Code of Conduct may result in corrective action, including removal from volunteer activities

Additional Policies

Supervision & Support

All volunteers operate under the supervision of the DDF Executive Director, Assistant Director, and Board of Directors. During an event, they may operate under the supervision of another experienced volunteer.

Grievances

Volunteers are encouraged to report concerns, unsafe conditions, or violations to a staff member or leader. Concerns may be shared verbally or in writing with staff or board members. All reports will be handled respectfully and confidentially when possible

Resignation

If you need to step away from volunteering, please notify the Executive Director or Assistant Director as soon as possible.

Exit Feedback

Volunteers may request an exit conversation to provide feedback and discuss their experience. Alternatively, they may put their feedback in writing and send it to the Executive Director or the Assistant Director.

Background Checks

Volunteers are required to complete a limited background check through the Franklin Police Department prior to their first opportunity. This check is only scanning for certain issues that might apply to the volunteer's reliability to work an event. ***No personal information or direct findings are ever viewed or retained by DDF. DDF only receives yes/no type results.***

Media Representation

Volunteers may NOT represent DDF in media, interviews, or public statements unless authorized. If someone in the media approaches you, please refer them to a staff member.

Accommodations

DDF will make reasonable accommodations when possible. Please communicate needs in advance.

DDF Events Guide

DDF hosts a variety of events throughout the year, each offering unique volunteer opportunities:

Franklin Farmers Market

Held Saturdays from early June through mid-September. Volunteers assist with setup, vendor support, merch sales, tear-down and cleanup..

Shifts: 6:45 AM–10:00 AM and 10:00 AM–12:30 PM

Spring/Fall Vintage & Handmade Fest

Biannual vendor event held in late April and in early October. Volunteers assist with setup, vendor support, DDF booth operations, tear-down and cleanup.

Strawberries on the Square

Annual event held in the Spring featuring strawberry shortcake, kids activities, food trucks, and live entertainment. Volunteers assist with food prep, serving, setup, merch sales, and cleanup.

Canvas Clash

A fast-paced, zany Friday night live art competition kicking off the arts weekend in partnership with the Franklin Department of Public Art. Volunteers assist with setup, cleanup, ticket sales, or other duties.

Ethos Celebration of the Arts

A juried fine arts festival featuring 80+ artists. Volunteers assist with artist support, booth setup, merch sales, and general event operations.

Hops and Vines

A September event featuring Indiana breweries and wineries. Volunteers help with setup and cleanup; also, volunteers (21+) assist with ticketing, ID checks, and event logistics.

Winter Market & Holiday Events

Held in early December, featuring indoor and outdoor vendors, a parade, and the courthouse lighting. Volunteers assist with vendor support, setup, merch sales, event coordination, and cleanup.

Additional Events

Includes Love Local campaigns, First Fridays, Porchtober, and other business-focused initiatives throughout the year.

DDF Committees

DDF is supported by three active volunteer committees that meet monthly:

- **Promotion**
- **Economic Vitality**
- **Design**

These committees help guide planning, support downtown businesses, and shape the future of Franklin. Volunteers interested in deeper involvement are encouraged to connect with staff or board members to see whether there are current openings.

Thank you so much for sharing your time and talents with us here at Discover Downtown Franklin!