



## **Durham Wayfinders: Where Great Impressions Start**

Thank you for joining the Durham Wayfinders program. Launched in 2008, Wayfinders is facilitated by Discover Durham as a way of connecting volunteers to a spectrum of opportunities at Durham cultural facilities, events, festivals, conferences, and more.

### **The Objective**

- Create a “one-stop shop” experience for those looking to volunteer in Durham
- Provide cultural facilities and events with a reliable pool of trained volunteers
- Equip volunteers with resources to help them better serve as Durham Ambassadors
- Provide those attending local events with access to knowledgeable volunteers who can assist them with directions and information about Durham hotels, restaurants, attractions, and activities
- Exceed expectations by providing first rate customer service and ensuring that visitors leave with a great impression of Durham

### **How It Works**

- Durham Wayfinders is run through an online portal called Shiftboard
- Interested volunteers register for an account on Shiftboard at <https://www.shiftboard.com/discoverdurham/register.html> and attend an orientation at Discover Durham
- Events and organizations make up various “teams” on Shiftboard. Each team is managed by a coordinator from the respective organization or event it represents. Team coordinators handle posting volunteer shifts to their specific team calendar
- Volunteers add themselves to various teams based on their interests and can sign up for the shifts of their choosing
- Team coordinators can pull reports, update shifts, and maintain communications with the Wayfinders on their team directly through Shiftboard
- Nearly all Durham Wayfinders communications are handled via Shiftboard and email notifications. Access to internet and frequent email use are vital to successful involvement with the Durham Wayfinders program, for both coordinators and volunteers

## **Durham Resources**

- Learn more about Durham Wayfinders at [www.DurhamWayfinders.com](http://www.DurhamWayfinders.com)
- Familiarize yourself with Durham at [www.DiscoverDurham.com](http://www.DiscoverDurham.com)
- Stay updated on Durham happenings by following Discover Durham on social media:
  - @DiscoverDurhamNC on Facebook
  - @DurhamNC on Instagram and Twitter
  - DurhamCVB on YouTube
- Learn about Durham itineraries, events, and developments through our blog at <https://blog.discoverdurham.com/>
- Sign up for our weekly Bull-etin newsletter and/or eCalendar through the footer of the Discover Durham homepage
- Stop by the downtown Visitor Info Center to explore various publications and resources available to Durham visitors

## **Contact**

General inquiries: [Durhamwayfinders@discoverdurham.com](mailto:Durhamwayfinders@discoverdurham.com)

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## **Policies & Procedures**

### **Getting Started**

To become a member of the Durham Wayfinders program, individuals must have a current email address and be able to access the internet to sign up for shifts. Due to the nature of this volunteer program, email communications are vital to the operation of Durham Wayfinders. Volunteers with undeliverable email addresses and ongoing lack of responsiveness via email are subject to removal from the program at the discretion of Discover Durham.

All volunteers are required to attend an orientation at Discover Durham about the Durham Wayfinders program and the use of the scheduling platform, Shiftboard. Additional orientations and training sessions may also be required by individual venues and events.

Discover Durham administers the online scheduling system that allows volunteers to easily register and search for Durham volunteer opportunities. It also provides training to cultural facilities and events on setting up their own teams in the Wayfinders network, as well as instructions on recruiting volunteers. Discover Durham does not establish specific rules or protocols for a volunteer; that is handled by each venue and facility, most of whom have their own volunteer handbook or policies.

## **Dress Code**

The general dress code is business casual; however, several teams enforce their own dress code. Required attire for specific teams will be reviewed during their respective orientations (if applicable) and/or included in the details of specific shifts posted to Shiftboard. *Please limit the amount of jewelry and other “adornments” to your outfit.*

## **No Shows**

Discover Durham strives to maintain a network of active and reliable volunteers through the Durham Wayfinders program. Out of respect for participating organizations and the other volunteers on the network, if a volunteer fails to show up for his/her confirmed shift three (3) times without notifying the respective coordinator prior to the shift, the volunteer will be automatically dropped from the Durham Wayfinders program.

## **Arrival & Dismissal**

Please arrive 10 minutes before the start of your shift. You must sign-in when you arrive for your shift and sign-out at the end of your shift. If you find you're unable to make your volunteer shift, please unconfirm your shift in Shiftboard. If it's within the window of time that you can no longer unconfirm your shift online, you *must* message/email the shift coordinator for it to not count as a no show.

## **Team/Program Dismissal & Poor Performance**

Service as a volunteer is at the discretion of the various Durham Wayfinders Teams. A team manager may, at any time and for any reason, decide to terminate a volunteer's relationship with the respective team. It is not the role of Discover Durham to intervene in these matters. Similarly, volunteers may, at any time and for any reason, decide to terminate their membership with specific teams in the Wayfinders network.

Discover Durham will be notified by the team manager in writing if s/he dismisses a volunteer due to poor performance or behavior that is not conducive to creating positive interactions with the public, the venue, and other volunteers. A notation will be made in that individual's record, but in most cases the volunteer will still be allowed to participate on other teams.

If a volunteer is dismissed from a second team for poor performance or behavior that is not conducive to creating positive interactions with the public, the venue, and other volunteers, then that individual will be placed on probation until s/he has worked a minimum of five (5) additional shifts.

While a volunteer is on probation, Discover Durham will check in with applicable team managers to ensure the volunteer's performance is acceptable. If no incidents are reported during the five probationary shifts, the volunteer will be removed from probationary status. This does not mean the volunteer will be accepted back onto any specific team. That is done at the discretion of the venue or event.

If there are further performance or behavior issues during the probationary period, the volunteer will be removed from the Wayfinders program.

Following the probation, if the volunteer is once again reported for poor performance or behavior, then the volunteer will be removed from the Wayfinders program.

Depending on the nature of the infraction, particularly if the infraction was egregious or violent, Discover Durham may, at its sole discretion, dismiss the volunteer from the entire program.