

## **CTWAC Youth Ambassadors:**

### **Frequently Asked Questions (FAQs)**

#### **1. What kind of volunteer opportunities will be available? When and where will the volunteer opportunities take place?**

The scheduling and coordination of Council programs are taking place in an ongoing manner, and so we will begin to extend opportunity announcements and volunteer requests throughout the academic year, beginning in September and through June.

Volunteer roles will vary depending on the event and may include hosting registration tables, aiding in discussion sessions (such as microphone duty to receive audience questions), supporting program set-up and take-down, welcoming high-level visitors to CTWAC, etc.

The World Affairs Council is actively developing our volunteer opportunities, and anticipate opportunities to take place primarily in the Greater Hartford Region. If appropriate to the volunteer, there will be a small number of events taking place in Fairfield County that may be selected.

#### **2. What should I expect from the Youth Ambassadors application process?**

Applications will take place from **July 1 – August 7**. You will be able to complete this application here:

It should take approximately 20 minutes to complete and will be reviewed by the Council team. If approved to participate as a Youth Ambassador, you will receive a virtual workbook with training materials and receive the invitation to a virtual training taking place over Zoom in late August (DATE TBA).

Youth Ambassadors who are not 18 years old upon completion of the training will be required to submit their workbook permission and acknowledgement forms with a parent/guardian signature before they can begin signing up for volunteer opportunities.

Following the training and submission of the workbook signed by both yourself and your parent/guardian to the Council, Youth Ambassadors will be informed of upcoming opportunities throughout the academic calendar - primarily September through June – and will be able to select which events they will volunteer for as they are announced!

Be sure to check back frequently for new opportunities.

#### **3. Is there a dress code for Youth Ambassadors?**

There will be a few specific attire expectations that will be indicated clearly in the volunteer sign up process for each opportunity. Youth Ambassadors will receive branded Youth Ambassador / CTWAC shirts to wear during volunteer activities. Youth Ambassadors may also be asked to arrive in all-black attire (no jeans, sneakers or open-toed shoes, tank tops, etc.) or full business dress depending on the opportunity or role the individual will be taking. You should always wear close-toed shoes comfortable for walking or standing for longer periods of time.

#### **4. How many hours of volunteering am I expected to complete?**

Youth Ambassadors will be required to attend the virtual training session and successfully complete at least 4 volunteer shifts (estimated around four hours each) in order to receive a certificate of completion. Students who need to demonstrate community service hours for graduation will be able to receive certification from the World Affairs Council of Connecticut indicating the number of hours committed to volunteering through this program.

#### **5. What is expected of me as a Youth Ambassador?**

All Youth Ambassadors are expected to follow our Volunteer Code of Conduct (outlined below). Students should familiarize themselves with the materials provided in the workbook, be comfortable speaking with and guiding attendees as needed, and share a passion for our global community.

#### **6. Will transportation be provided?**

Youth Ambassadors are expected to take full responsibility for their ability to attend the events they have selected.

Depending on the number of times you volunteer and the locations, a limited number of CTtransit passes may be provided to Youth Ambassadors for transportation to/from volunteer activities.

#### **7. Who will be supervising the Youth Ambassadors?**

Supervision of Youth Ambassadors will be done through a combination of World Affairs' staff and partners where appropriate/necessary. The World Affairs Council of Connecticut will make every effort to provide all essential information needed for volunteer activities in advance of the date, so Youth Ambassadors will have time to prepare as needed and ask questions.

**8. Are there opportunities to request the support of CTWAC Youth Ambassadors for your program? Are there sponsorship opportunities available so I can help support the Youth Ambassadors program at CTWAC?**

Yes! Sponsorship opportunities are available. Please contact Daibhidh Stewart at [dstewart@ctwac.org](mailto:dstewart@ctwac.org) to inquire about sponsorship or future partnership opportunities.

**World Affairs Council of Connecticut: Volunteer Standards of Conduct & Safety**

This Code of Conduct is designed to provide all volunteers with a set of principles and expectations for appropriate conduct and behavior at Council programs. This policy outlines behavioral, safety, and participation standards REQUIRED of all CTWAC Youth Ambassadors and/or volunteers. Participation in the program constitutes acknowledgement of and agreement to comply with these standards.

**All volunteers shall abide by and conform to these professional standards:**

1. Volunteers will act honestly and ethically while in the performance of their volunteer duties.
2. Volunteers will treat all employees, volunteers, and community members with respect, courtesy, and dignity.
3. Volunteers will not discriminate and be respectful of ethnic, national, and cultural differences.
4. Volunteers will not harass, bully, or mistreat staff or other volunteers.
5. Volunteers will obey all applicable local, state, and federal laws while acting on behalf of the organization, including all laws and regulations that govern appropriate conduct in the workplace.
6. Volunteers will report and concerns or violations of the Council Volunteers Code of Conduct to the volunteer coordinator on site and/or by emailing Daibhidh Stewart at [dstewart@ctwac.org](mailto:dstewart@ctwac.org).
7. Volunteers will seek assistance if they have any questions about volunteer guidelines, including this code of conduct. If a volunteer has any questions or concerns, please contact [dstewart@ctwac.org](mailto:dstewart@ctwac.org).

Volunteers are expected to comply with policies including those described in this document. Failure to comply may be grounds for disqualification and/or removal from the World Affairs Council of Connecticut Youth Ambassadors.

**Attendance & Punctuality**

Volunteers should be reliable and punctual in reporting for scheduled volunteer activities. While we will attempt to be flexible in all cases, volunteers are expected to notify a CTWAC staff member if they will be absent or late so arrangements can be made for handling their responsibilities.

### **Bullying**

Bullying may rise to the level of harassment and it therefore prohibited. Bullying is defined as unwelcome or unreasonable behavior that demeans, intimidates, or humiliates people, either as individuals or a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. Some examples of bullying behavior include but are not limited to: abusive and offensive language, insults, teasing, and spreading rumors. It can also include a manipulation of the work environment or psychological manipulation.

### **Compliance**

There are a range of volunteer positions and roles represented for different programs, and Youth Ambassadors may be asked to complete paperwork and/or provide updated information (including sign/acknowledge Volunteer waivers, acknowledge other Volunteers Code of Conduct, wear clothing associated with the organization, etc.) Failure to complete these requirements may disqualify a volunteer from serving in a particular role. Multiple instances of compliance issues may be grounds for disqualification and/or removal from the CTWAC Youth Ambassador program.

### **Drug, Alcohol, and Tobacco Use**

Business-related activities must be conducted free from the influence of alcohol and illegal drugs. In addition, these substances may not be possessed or distributed on any premises. During events where alcohol is served, volunteers are not permitted to consume alcohol. The use of tobacco or e-cigarettes while volunteering is similarly prohibited. The workplace consists of all facilities utilized by the World Affairs Council of Connecticut partner organizations including grounds, buildings, vehicles, and any other equipment, in addition to any site where a volunteer participates.

### **Youth Safety, Abuse Prevention & Reporting**

The World Affairs Council of Connecticut is committed to providing a safe environment for all Youth Ambassadors. Any form of abuse, exploitation, sexual misconduct, inappropriate physical contact, intimidation, or unsafe conduct by or toward a Youth Ambassador is strictly prohibited.

Any Youth Ambassador who experiences or observes behavior that may place themselves or others at risk is strongly encouraged to report the concern immediately to a program

staff member or by emailing [dstewart@ctwac.org](mailto:dstewart@ctwac.org). Reports may be made without fear of retaliation. CTWAC reserved the right to report suspected abuse or misconduct to appropriate authorities as required by law.

### **Digital Communication & Social Media Conduct**

Youth Ambassadors are expected to engage in appropriate and respectful conduct in all digital communications related to the program. This includes email, texting, social media platforms, and any online tools used in connection with program activities.

Youth Ambassadors may not post images, videos, or identify information about other participants without permission.

### **Good Stewardship**

Serving in a volunteer position requires good judgement and management of reasonable risks. All volunteers (or their parent/guardian in the case of a volunteer being under the age of 18) will be required to sign/acknowledge the World Affairs Council of Connecticut Youth Ambassadors workbook and CTWAC Code of Conduct. Volunteers will be required to comply with organization policy and to conduct business in the direction of and within the scope of their duties as volunteers.

The World Affairs Council of Connecticut reserves the right to disqualify a volunteer from any specific role based on program needs, safety considerations, or compliance concerns.