



Radio Station Staff and Volunteer Handbook

Hualapai Tribe Community Radio

100.9 FM

Peach Springs, Arizona

www.kwlpradio.com

www.epchradio.com

The Hualapai Nation's Local Radio Station

All Kinds of Music for All of Peach Springs



revised august 10, 2015

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Purpose of this handbook

The purpose of this handbook is to provide a basic orientation to KWLP and to outline the federal regulations and station policies that define the rights and responsibilities you have as a KWLP staff member or volunteer; especially as a broadcaster. The handbook outlines the station's operating policy and procedure and includes sample forms for your information. Thorough understanding and compliance with this Handbook is required of all staff and volunteers; especially broadcasters, at KWLP. **Failure to comply with the directives, requirements, prohibitions and limitations set out in this handbook may result in discipline of staff and loss of on-air privileges for volunteers.**

What does it mean to be a KWLP Broadcaster? In the simplest sense, you are someone who broadcasts at KWLP. In the more important sense, you are KWLP. It's your personality, creativity, preparedness and professionalism that will define the station's on-air sound and representation within the community. KWLP broadcasters represent a broad range of ages, backgrounds, points of view and musical tastes. In the hours that you spend at the sound board and microphone; you are on the front line for the station. It is a both a great privilege and a great responsibility. As KWLP Broadcasters, we must all treat this opportunity with care and respect.

The operating policies of KWLP are based on the principles of:

- Treating each other with respect, fairness, and dignity;
- Encouraging creativity and personal development;
- Complying with and implementing the station's and its department's mission statements;
- Complying with and implementing the rules and regulations of the licensing agency - the F.C.C.;
- Complying with advertising and programming contracts and other promotional and broadcast commitments.

This handbook briefly outlines staff and volunteer rights and responsibilities. The procedures and practices outlined in this handbook may change from time to time as necessary. The policy and procedures set out in this handbook are in addition to those set out in the Hualapai Tribe employee procedure and policy manual in relation to staff. In the event there is any conflict between this handbook and the Tribal employee policy and procedure handbook, the latter will govern as to employees. Each staff and volunteer is responsible for knowing and understanding his/her rights and responsibilities. Staff and volunteers needing clarification or additional information about any material in this handbook should contact the program manager.

Handbook, regulations and policy updates

Any changes in Federal Communications Commission (FCC) or KWLP policies will be posted on our notice/bulletin board in the KWLP office, the studio green room, and/or placed in the individual show/D.J. boxes, as applicable. Staff and Volunteers are expected to read and initial these updates on a regular basis. Staff and volunteers are expected to know and comply with these changes and to contact the station manager if they have any questions. Staff and Volunteers are responsible to ensure that new information is transferred to their copy of the Handbook. Copies of the current handbook will be available on the Volunteer page of the station website and in the DJ assistance drawer in the office.

KWLP: Mission

KWLP is a program of the Hualapai Tribe Health, Education and Wellness Department, which is a Department of the Hualapai Tribe. The Mission statement of the radio station program is:

The mission of the Hualapai Tribe radio station will be to:

- ***Be a mechanism in the community that will encourage and assist in preserving the Hualapai community and its' traditions, culture and language;***
- ***Provide a variety of educational, entertaining, informative and cultural programming, both local and national, that will serve all age groups, interests and related needs on the Hualapai Reservation;***
- ***Promote and enhance timely and accurate communication about local news, events, and emergencies on the Hualapai reservation.***

The goal of the Hualapai Tribe Health Education and Wellness Department is to “maintain sobriety, honor our culture, and to live like our ancestors did in modern times.” The Mission Statement of the Hualapai Tribe Health, Education and Wellness Department is:

To provide health, education, prevention services, living assistance and cultural and spiritual gatherings to community members. These endeavors are accomplished through health programs, workshops, community events, publications, and outreach provided by well-informed staff, elders and consultants.

Station programming decisions and the content of the station’s music library will be consistent with these Mission Statements, in addition to applicable F.C.C. rules and regulations. *Staff and volunteer DJs need to be mindful of these Mission Statements and rules in designing, planning and performing their shows.*

KWLP: Background and Introduction

History- The Hualapai Tribe has been operating an internet radio station, EPCH, since 2010, with programming and operations consistent with a non-commercial, educational, community station. EPCH internet radio began as part of a Native American Research Center for Health (NARCH) project of the Hualapai Tribe Health Department. This was a federally grant funded research project, conducted in collaboration with the University of Arizona School of Public Health. The goal of the research was to determine whether community youth could, through radio programming; namely a social influence radio drama, positively influence other community members to improve their diet, lifestyle choices and overall health, and increase their physical activity; in order to reduce diabetes, heart disease and alcohol abuse in the community.

In order to facilitate broadcast of the drama; the project began operating the internet radio station. Initially, this was done through a national, non-profit organization called KIDSTAR. Due to community input regarding expanding the programming and role of the station within the community; the program began operating independently of KIDSTAR with the support of 977 Media and Shout Automation. It later expanded further utilizing the cellular phone application Tune-In Radio. As the NARCH grant decreased and then ended, the Tribe continued to expand the operation and role of the program to include developing, building and operating a community FM radio station. Development and planning of expansion to an FM station was initially grant funded. The effort was eventually completely financially supported by the Hualapai Tribe.

In October 2012, the Hualapai Tribe filed a petition and application with the Federal Communications Commission (FCC) to allot a commercial, class A FM frequency to the Tribe which would broadcast from Peach Springs. The FCC awarded the Tribal priority allotment of FM channel 100.9 to operate a commercial station to the Hualapai Tribe in February 2013. The FCC issued construction permits during the summer of 2013. **The Hualapai Tribe is the first Tribe in the nation to be granted a permit for a Tribal priority commercial license.** The Tribe has been allotted the call letters KWLP and the FM broadcast frequency of 100.9 from Peach Springs, Arizona.

Because the station license is commercial, the station will be able to sell advertising to offset operation costs. The station will continue to operate as a community station, however, in programming and utilization of volunteers. The FM station will allow the programming to reach more of the Hualapai community than does the internet station alone. It will also provide the community with an emergency alert system.

Programming - KWLP/EPCH currently provides a variety of radio programming 24-7. The programming is consistent with the program and department mission statements. Collaborative relationships have been established with the national media groups, Native Voice One and Native Public Media. National native programming content is provided to the station by these groups. The station rebroadcasts national native programming daily, including national native news. The station's programming includes culture and language and local and national public service announcements. The programming also includes a variety of music and talk based upon periodic community survey input, the interests of participating volunteers. The station regularly broadcasts public event and activity information, as well. Program staff work in

collaboration with numerous other Health Department programs, Tribe departments and agencies to provide public service announcements of local import to the community; with an emphasis on health information. This has included the Health Dept., Fire and Rescue, Tribal Police, Probation, Healthy Heart, Indian Health Services (IHS,) Youth Services, Youth Alcohol Coalition, the Boys and Girls Club, Cultural and the Peach Springs School. This will continue.

Volunteers - Stipends are presently available to compensate community members who contribute language and cultural programming. Volunteers are provided incentives regularly to acknowledge their participation. These incentives vary depending upon advertiser contributions and the volunteers' respective participation. Opportunities are available for community volunteers to make a positive contribution to the station and have fun, in many ways, in addition to being DJs/broadcasters. A list of volunteer opportunities and station needs are available at the station and on the volunteer page of the station website.

The call letters – KWLP – were chosen in part by the Peach Springs community, through a “name your radio station” competition held at the outset of the NARCH project. The top 10 community selections were then submitted to the F.C.C. to determine availability. KWLP derives from utilizing the consonants in the traditional spelling of Hualapai: *Walapai*.

On-Air Identity – KWLP's on-air identity is: “The Peach.” The station's slogans are: “All kinds of music for all of Peach Springs” and “The local radio station of the Hualapai Nation.” The station has become branded with these slogans and the “Peach Dude” logos.



KWLP Management Structure

KWLP is owned and operated by the Hualapai Tribe. The station is currently a program of the Hualapai Tribe Health, Education and Wellness Department. The Director of the Hualapai Tribe Health Department is Sandra Irwin. The Assistant Director is Dave Brehmeyer. The Assistant Director is currently delegated primary oversight of the radio station program. The Department is overseen by the Tribe's Health Board. The station has an informal, volunteer, advisory committee-discussed further below. There are presently three full time staff positions in the radio station program: Station Manager/Program Director, Technical Assistant/Sales Associate and Administrative Assistant. There is also one part- time Field Engineer position. Currently station staff are:

- Station Manager/Program Director: Terri Hutchens
- Technical Assistant and Sales Associate: Dan Ondredjka
- Administrative Assistant: Cherise Jackson
- Field Operator: Matt Krick

The Hualapai Tribal Council Vice Chairman, Philbert Watahomigie, is currently the Council appointed Tribal Council liaison to the radio station program.

Any staff or volunteer questions or concerns should follow the chain of command. Questions and concerns should first be brought to the program manager, then to the Department Assistant Director, then to the Department Director; and then, only if unresolved, and only if appropriate according to the Tribe's applicable policy and procedure, to the Tribe's Human Resources Department and/or the Tribal Council. The Hualapai Tribe's Employee Policy and Procedure Manual provides additional guidance in these areas.

Management - The program manager, under the supervision of the Hualapai Tribe Health Department Director, and reporting to the Hualapai Tribal Council, manages all aspects of the station operation. The program manager is responsible for: supervising other staff and volunteers; programming; oversight of advertising sales and traffic; oversight of technical tasks, including out-sourced content management; music library; broadcast software operations, including, clocks and scripts; creating official documents for KWLP that guide station operations, in accordance with applicable Tribe policy and procedure and applicable F.C.C. regulations, and facilitates and confers with the advisory committee. The program manager is responsible for maintaining the station's license with the FCC, station compliance with all applicable FCC rules and regulations, and coordination with professional contract consultants for this and other relevant purposes. The job description of the program manager is available for review at the Tribe's Human Resources Department, the Health Department and at the station.

Other Staff and volunteers – The job descriptions of other staff members are also available for review at the Tribe's Human Resources Department, the Health Department and at the station. As a community radio station, KWLP relies heavily upon volunteers. Local KWLP programs are the product of the knowledge, hard work and creativity of staff and volunteers working together to present programming that is consistent with the program and department mission statements, and compliant with applicable F.C.C. guidelines and regulations, as well as reflecting the interests of the volunteers. Volunteers may contribute and participate in various capacities including on-air broadcasting. Opportunities and station needs for volunteers are posted on the volunteer page of the station website.

Advisory Committee – The radio station program operates an informal, voluntary advisory committee. The advisory committee was initially established as a requirement of a related grant, but has continued as a mechanism to provide support and input to the program. The roles and responsibilities of the Committee are:

- Give input into the mission and goals of the station
- Give input into the selection of the general manager and other staff
- Promote and enhance public status of station as ambassadors to the community
- Monitor programming in relation to FCC regulations, the program and department mission statements, and secure programming
- Support the general manager and other staff
- Encourage, solicit and support volunteers and listeners
- Encourage, solicit and support language and cultural programming contributions

Because the station has a commercial license and is funded primarily by the Tribe, traditional roles such as oversight of fiscal matters and fundraising are not applicable. The committee's roles and responsibilities are advisory and policy oriented. The committee has no management authority and is not involved in oversight of the day to day operations of the station.

Committee members are volunteers. Station management seeks to have committee members represent key components of the community and participants in programming of the station which will be reflective of the station's mission statement. The preferred membership number is 9, with no more than two members also volunteering as station broadcasters, and including representatives from the following:

- Tribal leadership
- Cultural Department
- Elder Center
- Emergency Services
- Education
- Other Health Department Programs
- Community Youth Programs
- Community at Large
- Marketing, Advertising and Promotions Professional

Currently the volunteer committee members do not have any specified term limits. Advisory committee meetings are held approximately 10 times annually on the last Thursday of the month. Meetings take place at noon at the radio station conference room. Station management facilitates the meetings. Agendas and Minutes are promptly posted and archived on the station website.

FCC Matters

The Public File

KWLP management is responsible for setting up and maintaining a "public file" as required by the FCC. This file must be kept in an accessible location in the station office or studio. All staff and volunteers should know the location and how to access the file in case of an FCC inspection or in the event a member of the public requests information to which they are entitled. The "public file" contains the station's License, FCC correspondence, various period reports and other required items.

At this time the primary public file is maintained offsite by the contracted engineering and F.C.C. legal consultant, Fred Hannel, F.W. Hannel and Associates, 10733 East Butherus Drive, Scottsdale, Arizona. It is accessible at the station on a computer located in the station conference room. This computer is maintained and operated solely for this purpose.

The public is entitled to view the public file during normal business hours. They may also request that copies of any of the documents be provided to them at reasonable cost. At this time this will be done at the cost of 25 cents per page.

FCC Inspections

The FCC is allowed to enter and inspect the station premises without notice during regular business hours. Any KWLP staff and volunteer should be prepared to greet an unannounced FCC visitor with complete respect, honesty and hospitality. They should be able to direct them to the supervising KWLP employee as well as identify the location of the "public file."

FCC Record-Keeping and Equipment Maintenance

Station staff shall maintain all logs required by the F.C.C. The station manager shall be the designated chief operator and review, maintain and report as required by the F.C.C. The radio station technical assistant and the Field operator shall make the on-going mandated entries in requisite logs, including but not limited to telemetry reading logs and transmission failure and maintenance logs. (see attachments 1,2,3)

The station manager shall be responsible for maintaining the records and including them timely and appropriately in the public file.

Emergency Alert System (EAS)

The station shall implement an audio emergency alert system as required by the FCC. The station shall also implement and comply with the related emergency alert system operational plan of the State of Arizona and the Mohave and La Paz County, Arizona Area Plans. Station technical staff will implement all mandated periodic testing of the system and make all on-going mandated entries in requisite logs and/or regularly initiate print outs of electronically generated reports of the same. The station manager shall be responsible for maintaining the records and including them timely and appropriately in the public file.

The station will participate in any local emergency alert system planning. The station will implement, provide training for and facilitate lawful and appropriate access to local emergency services and other appropriate local agencies, so they may initiate local emergency alerts on the station's frequency.

Staff and Volunteer Conduct and Studio Rules

Under the direction and supervision of the program manager, *all* staff and volunteers will play specific KWLP programming at specified times, as instructed. This includes: proper and timely station identifications; public service announcements (PSAs); event, show and station promotions; advertisements, if any; and music and entertainment content. Staff and volunteer hosted shows are proposed to management in a show proposal form. If show proposals are accepted and approved, they will follow a general show plan that incorporates all applicable components of program direction, such as station ids, promotions advertising, PSAs, etc.. (See Addendum forms 4, 5) These general show plans may be modified to reflect the approved show proposal and to allow for some DJ independence and creativity in music selection and talk content, so long as they ensure compliance with applicable regulations and station programming guidelines and commitments. The general modified show plans must be approved by station management. (See sample attachment 6) The show plans should be used as a tool for show preparation and as record keeping tool. Staff and volunteer DJs should turn in completed show plans in their designated cubbies for periodic review by station staff for use for training purposes and verification of station continuity.

Staff, volunteers and guests and visitors to the broadcast studio must sign in and out of the studio on the designated log, comply with posted rules of the station. (See addendum 7)

Staff and volunteer broadcasters will be expected to refer to the station by the call letters, nickname and slogans regularly and frequently at particular times during each hour and each talk segment. Volunteer broadcasters will receive training regarding the F.C.C. requirements regarding station identification and the standard practices regarding branding the station and individual shows.

Training, Preparation and Miscellaneous

Management will provide all staff and volunteers with initial and on-going training. All on-air staff and volunteers must demonstrate that they fully understand the station rules and broadcast equipment operations procedures before being allowed to go on the air. Initially, and until otherwise approved by the program manager, volunteers will be monitored in the studio by station staff or a designated qualified volunteer at all times while on the air. Staff and volunteers are expected to be fully familiar with, and abide by, the contents of this Handbook. **Staff and volunteers are required to completely read and sign the attached Radio Staff and Volunteer Statement located on the last page of this handbook before they will be allowed on-air privileges.**

Staff and volunteers are encouraged to learn and practice basic radio skills, such as those involved in writing, producing, and transmitting radio programming. Staff and volunteers should ask for help and support from staff, and other volunteers at KWLP who have the appropriate skills. *Everyone* can always improve their on-air presentation! Initial and on-going practice sessions on the equipment and software may be scheduled with staff.

On-line training for all staff and volunteers has been, and will continue to be, set up through the Arizona Broadcasters Association- P1 learning. (See addendum 8) Staff and volunteers are expected to utilize this free training resource. The program manager receives directly reports of access and completion of curriculum components. Most components take 5 to 15 minutes to complete and may be done at any time from any location. Access information will be provided to each staff member and volunteer. Participation in

the P1 learning training will be considered in staff evaluations and in distribution of incentives to volunteers.

All broadcasters are expected to participate in regular voice checks. (Voice check criterion are set out in the voice check form addendum 9.) These will sometimes be completed individually with staff and sometimes in groups with peers. Participation, as well as implementation of feedback, will be considered in staff evaluations and in distribution of incentives to volunteers. Failure or refusal to participate or to implement feedback for an extended period of time may result in discipline for staff and loss of on-air privileges for volunteers.

All music and pre-recorded materials staff and volunteers desire to broadcast on the air must be preapproved by the program manager in advance. Proposed music programming must be submitted for review and approval, together with complete written lyric for songs, *not less than 48 business hours* prior to the time initial play is desired. **Music and pre-recorded materials may only be loaded into the broadcast system by the program manager and the technical assistant.** Although submitting requests for music or other content not less than 48 hours prior to show time is mandatory, doing so does not guarantee this content will be approved, obtained, screened, processed and loaded into the broadcast system by show time. Broadcast staff and volunteers should submit material for review as far in advance as possible and check with station management on the status of the request prior to planning on the availability of new material for a given show. Many factors affect the approval, acquisition and availability of content. *Loading of unapproved and unauthorized materials into the broadcast system, or removing or altering any materials from the broadcast system is prohibited.* This includes playing unauthorized material from personal electronic devices over the microphones or over the call in phone system.

Proposed “live” on- air programming, such as interviewing guests, must be planned in advance if possible. An outline of the content to be covered should be presented to and approved by the program manager in writing prior to going on the air with the guest. For staff, this should be presented to the program manager at or before the weekly staff meeting. For volunteers, it is recommended this be done not less than 48 hours prior to the scheduled show time. Appearances may be approved on shorter notice for special and unexpected guests.

Attendance, Tardiness, Preparedness

Staff and volunteers are expected to be on time for scheduled shows, be prepared for their shows (with staff assistance) and follow programming guidelines and directives. The automation system *is* programmed so we won't have “dead air” in case a staff or volunteer shows up late for a live show; however, to promote continuity and credibility of the station, it is very important that shows begin and end on time. This also impacts compliance with F.C.C. regulations regarding mandated and timely station identifications, advertising contracts and programming commitments of the station. If a show runs over its allotted time it may adversely impact programming during the next hour or later in the schedule.

In the event a staff or volunteer cannot attend and do a show as scheduled, it is expected the *program manager* will be notified far enough in advance that the show may be adequately covered. If possible, staff and volunteers should pre-record shows to play during their absence, either in production or by voice tracking; should provide show plans for the shows which they will miss and/or arrange for staff or other appropriate and trained volunteers to cover the show for them.

Staff and volunteers should prepare for shows. Preparing for shows includes selecting music to be played in advance and planning the subject matter, content, timing and duration of talk segments. This can be done in various ways that work best for the individual DJs. Staff are available to help with show preparation. Volunteers should let staff know if they need or want any research, information or production for their shows!

Routine tardiness, absences, failure to be prepared or failure to comply with programming guidelines and directives will be considered cause for discipline for staff members and may result in loss of air time, discontinuation or shortening of the applicable show, or substitution of the host, for volunteers. For volunteers, it will also impact incentive distribution.

Studio Rules are posted in the Studio and attached. (addendum 10) Staff and Volunteers are expected to comply with the studio rules..

Communication and Public Relations

Clear and regular communication is essential to the successful operation of the station. Staff and volunteers are expected to regularly check their email from station management, show boxes and the announcement board in the “green” room. Volunteer announcements may also be posted on the station’s Facebook page.

Any requested production for shows should be made in the Production Request form (addendum 11) . Specific instructions regarding this process are provided. (addendum 12) These may be placed in the designated location near the production room door.

Staff and volunteers must sign in and out of the studio on the log sheet hanging by the front of the studio door. This is an F.C.C. requirement.

Staff will be required to attend and participate in regular program and department meetings and scheduled Tribe, department and program training.

Personal Information

Each staff and volunteer must keep their address, telephone numbers and e-mail information on file with the station. The station will maintain a file for each DJ and each show on site. This file will include show proposals, show plans and promotional materials. Photos of DJs, brief bios and brief show descriptions will be posted on the station website. No personal contact information will be released to persons other than station staff without the written permission of the staff member or volunteer.

Answering Questions from listeners and contact with news media

Listeners may call the station asking for information about something that has been announced on the air or that is happening in the community. If the information is not readily available and the on-air staff and volunteer who made the announcement is not available, KWLP’s policy is to take a message and provide that message to the program manager. Other staff and volunteers should not answer questions about KWLP or the Hualapai Tribe, but should refer questions to the station manager, Department Assistant Director, Department Director or appropriate Tribe staff.

Under no circumstances are any staff and volunteers to respond to questions or comments by the media. All media requests are to be forwarded to the program manager, who may then contact Department staff and get input and approval from Council, as necessary and appropriate. Any appearance on air, comments made to the media or comments made to the public about the station or the Tribe must be approved in advance and in writing by the program, Department or the Tribe.

Public Relations

Off the air, staff and volunteers must make a clear distinction in public expression- written or oral, between an individual point of view and that of the station. In such circumstances, staff and volunteers must state that a given opinion is their own personal opinion, being made as an individual community member, and is not made as a staff or volunteer of the station or on behalf of the station.

Staff and volunteers must obtain permission from the program manager before writing any letter or article for publication or making any public address in which they in any way may be deemed to represent KWLP or in which they mention their staff or volunteer status with the station. Upon completion, such an article or address must be approved by the program manager prior to publication or delivery and be kept on file at the station.

Staff and volunteers may not use KWLP letterhead, equipment or services, including internet and telephone, for personal use or correspondence to express a personal opinion or point of view. Staff and volunteer whose unapproved public comments or behavior results in expenses, legal charges or fines may be held responsible.

Public Events and Political Activities

While at public events or during political activity, staff and volunteers must make clear to others that they represent only themselves and not KWLP. This includes performing as a DJ at an event, club, party or on stage when KWLP has not been contracted to provide such services. By policy, the station's stance is always non-partisan.

Cultural and Language Contributions

In the event community members or others make recorded culture and language content contributions which are not already released for public and commercial distribution, and which the station will broadcast, the staff and volunteer working with the contributor must have the contributor complete and sign a permission to broadcast and release. (see attached form 13) This form will allow the contributor to give instructions upon when the content may be broadcast. Common instructions include: when winter stories may be played and whether the content may be broadcast after the contributor's death. The station will maintain these completed forms on file at the station and comply with the broadcast instructions of the contributor. If the station will be unable to comply with the instructions for any reason, the contributor will be notified by the station manager; the content will not be broadcast and the content will be disposed of as requested by the contributor.

In the event community members making culture and language content contributions wish to receive a stipend, if available, they must complete a W-9 form and the Tribe's short form contract and must invoice the station. Payment will be made by check according to the Tribe's standard receivable processing

practice. Staff will assist community members in completing the necessary forms and maintain copies on file at the station.

On-air conduct and rules

Staff and volunteers are expected to be generally knowledgeable about, and to comply with, FCC rules and regulations that apply to their station activities. When on the air, staff and volunteers must comply with all FCC rules and regulations and KWLP policies described in this handbook, including all updates.

FCC Rules

The FCC is an independent federal agency created to regulate broadcast and non-broadcast spectrum use. The FCC is responsible for the regulation of licensing, technical operations, legal activities, and the program content of all stations. **It is imperative that staff and volunteers comply with FCC rules at all times to ensure KWLP may remain on the air. Failure to comply with FCC rules and regulations may subject the station to FCC fines, license suspension or loss of license.** *More detailed FCC Regulations for FM, LPFM and general broadcast stations can be found at the FCC website – www.fcc.gov.*

Station Identification

The FCC requires all radio stations to identify themselves at the following times:

- At the beginning and ending of each time of operation (sign-on and sign-off)
- Hourly, as close to the hour as possible, at a natural break in program offerings

A legal station identification consists of a station's call sign followed directly by its city of license. Our only legal ID is: KWLP, Peach Springs, Arizona. Items may be added before or after the ID, but it may not be divide it up.

The automated broadcast system is programmed to automatically play a legal Top of the Hour station identification within 5 minutes before or after the top of every hour. It is critical that on air staff and volunteers not interfere with this programming. If the Que is utilized to schedule preselected programming and music, be sure that the items loaded in the que will end prior to the top of the next hour, so the automated system TOH station ID may play or be sure that you load a OH identification in the que at the appropriate time!

KWLP Broadcasters are expected to say or play a pre-recorded "Legal ID" *at least* every two to three songs and at approximately the quarter hour every hour at the beginning and ending of commercial break segments in the station programming. These are identified as KWLP Imaging and Peach drops in the automated system, if you choose to utilize pre-recorded options. Some of the regular shows also have pre recorded liners which identify the show and the station and may be used for this purpose also.

The stations slogans are "The local radio station of the Hualapai Nation" and "All kinds of music for all of Peach Springs." Broadcaster should include this phrase regularly when identifying the station during a program to "brand" the station

Obscenity, Profanity and Indecency and Content Limitations

KWLP *must* comply with the F.C.C. regulations regarding content.

The FCC bans the broadcast of *obscene* material at all times. Material is defined as obscene if it “appeals to the prurient interest, depicts or describes sexual conduct in terms that are obviously offensive and, taken as a whole, lacks serious literary, artistic, political, or scientific value.”

The FCC bans the broadcast of *indecent or explicit* material between 6 a.m. and 10 p.m. Material is indecent or explicit if it contains language or material that, in context, depicts or graphically describes sexual activities in an offensive manner or excretory activities or organs.

The FCC bans the broadcast of profane language between 6 a.m. and 10p.m.. Profane language generally includes language that might be deemed “blasphemous” by religious persons (swear words that aren’t otherwise obscene or indecent and used “in vain”) and extends to language that amounts to racial slurs and gender biased/derogatory.

In addition to complying with the F.C.C. prohibitions against playing obscene content at any time and not playing indecent or profane content between the hours of 6:00 a.m. and 10:00 p.m, KWLP will not air obscene, indecent or profane language at anytime.

KWLP will not air any content at any time which:

- **promotes or glorifies alcohol or drug use;**
- **promotes or glorifies violence of any form, including domestic violence, suicide or other self harm or gang activity;**
- **demeans or degrades any sex, race or religious affiliation; or**
- **depicts sexual activity or expresses sexually suggestive innuendo in terms that might be offensive to listeners, including children and elders.**

All “live” on-air appearances are to be pre- recorded via production or voice tracking, so there is no possibility that prohibited language may accidentally be aired. If such language is used during any recording, the recording will be discarded and redone. If such language is used by a caller or a guest, broadcasters should remind them to refrain and advise them the recording will not be used and will have to be redone.

Pre-recorded occurrences of potentially offensive language or materials (including music CD’s) which may not comply with the FCC or station language and content guidelines must be reviewed in advance by KWLP management and may be aired, or edited and then aired at the discretion of program management. The program manager may submit questionable material to the advisory committee for input.

All complaints received regarding controversial or offensive language or material should be reported to the program manager to address. The public may also make complaints of any such concerns directly to the F.C.C.

Personal Attacks, Defamation and Criticism

Personal attacks of any kind whatsoever against individuals, the Tribe, the community, the station or the station management on the air are strictly prohibited and *will not be tolerated*.

The FCC's personal attack rule is:

if a broadcaster attacks the "honesty, character, or integrity" of an identified person or group while discussing a controversial issue of public importance, then the broadcaster must contact that person or group within a week, provide a script, tape, or accurate summary of the attack, and offer a reasonable opportunity to respond over the same station without charge.

Do not put the station in the position of having to comply with this rule!

There will be no individual discussion of local politics, community gossip, personal conflict or personal agendas by broadcasters allowed on the air!

KWLP will hold any staff and volunteer who defames any "private" individual personally liable. Defamation is defined as an injury to the reputation or character of someone resulting from the false statements or actions of another. Liability includes, but is not limited to, any related expenses, charges, or fines. KWLP and the Hualapai Tribe may pursue any available legal or equitable remedies. Accordingly, the staff and volunteer agreement at the end of this handbook contains an indemnity and hold harmless provision. Although the law allows some latitude when speaking about "public figures;" it is the policy of this station not to engage in such activity, in order to avoid being drawn into any public controversy.

Every staff and volunteer has the right to discuss or criticize perceived problems with the station *within* the station and through the chain of command or in personal interactions with friends and family. This **may not**, however, be done on the air, either directly or by innuendo. Within the station, any complaints or criticism must be limited to appropriate and civil discussion during staff and volunteer meetings or in scheduled meetings with the program manager. **Criticizing station policy, airing complaints or making negative comments about the station's programming, equipment or facilities on the air is prohibited.**

All station staff should endeavor to keep public interactions and interactions with volunteers respectful, positive and supportive, so as to encourage continued volunteer participation. The exceptions are constructive criticism during voice checks and other training and addressing non-compliance with FCC and station rules and programming directives.

Only those staff and volunteers specifically designated by the program manager to do so are empowered to speak on behalf of the station. Speaking on record for or about the station or the Hualapai Tribe without permission of the program manager, the Department of the Tribe is prohibited.

Political Editorials and Programming

It is the policy of KWLP not to endorse candidates for political office or specific legislation or to comment on affairs of the Hualapai Tribal government or its officials. Broadcasters must refrain from any form of endorsement or promotion of political agendas (local, regional, national or international) on the air or on any social media that is associated with their shows or status with the station.

The FCC's rule on political editorializing is:

if a broadcaster runs an editorial or commentary supporting or opposing a candidate for public office, within 24 hours of the editorial or commentary, the station must contact all candidates for that office. If a station opposes a candidate, that candidate must be given a reasonable opportunity to respond. If the station supports a candidate in a race, then all legally qualified opposing candidates must be notified and given reasonable opportunity to respond. Stations may tell candidates that they must select a spokesperson to present their response in order to avoid an "equal opportunities" problem.

Do not put the station in the position of having to do this!

Political Guests

When dealing with sensitive or controversial topics, it is the on-air staff's and volunteer's responsibility to make clear to the listeners that opinions expressed are those of the individual and are not necessarily those of KWLP, its staff, volunteers or management, the Health Department or the Tribe. An example statement is:

"The views and opinions expressed during (name of show) are solely those of the participants and do not necessarily reflect that of this radio station program or the Hualapai Tribe."

This scenario should present itself very infrequently and be pre approved in writing by station management, the Department and Tribe, as necessary.

Political representatives, candidates or anyone providing a viewpoint on a political issue may only be provided air-time by scheduling such in advance with the management.

It is the policy of this station that:

- all candidates appearing on the air will do so with the presence and guidance of a staff moderator;
- the staff moderator will at all times "be in control of the microphone;"
- all candidates will appear by answering questions only and not allowed to deliver opinions in an open microphone, narrative form;
- all candidates will be asked the same questions by the staff moderator;
- all such questions will be made available to the candidates by the management or designated moderator in advance.

Also, in the event staff or volunteers hosts such programming, a statement must be read at the end of the program inviting rebuttal viewpoints or representatives of the other political parties or opposing candidates to respond. An example statement is:

“KWLP invites rebuttal viewpoints of the opinions expressed during (name of show). Political figures and others wishing to make a rebuttal are invited to contact KWLP to arrange a time for an equal opportunity to present their opinions.”

Equal opportunity will be provided for opposing candidates or viewpoints *only* by providing the same opportunity to schedule air-time. Equal opportunity does not guarantee precisely equal time. Candidates may choose not to use all time allotted and may take a different amount of time to answer a given question. That will be deemed their choice and not a failure of the station to offer equal time.

Broadcast of Telephone Conversations

Staff and Volunteers must disclose if they are “live” or recording calls and must obtain the permission of those being recorded before airing any such recording. This is an FCC requirement. Prior notification and consent must occur before any portion of the conversation is broadcast. Prior notification is not required by law when someone obviously wants to take part in a call-in show, but it is the station’s policy to obtain it anyway to avoid possible controversy.

Broadcasting and Copyright Laws

Staff and volunteers may not re-broadcast the broadcast of another radio or TV station, either simultaneously or delayed, without express, written permission to do so from the originating station. This law applies to the on-air reading aloud of printed material, also. While broadcasters are permitted to make “fair use” of copyrighted material in reading or quoting from it on the air, they are not permitted to read or quote it at length without the express, written permission of the copyright holder. Because this rule is not specific, staff or volunteers planning to use excerpts of copyrighted material in their shows should first provide a copy of it to the program manager for review and approval. This should be done not less than 48 business hours prior to the desired broadcast time. In any event the author and source of the material should always be given full credit.

Staff and volunteers are prohibited from broadcasting bootleg or pirated recordings or other non-commercial recordings without the permission of the artist. *Note: non-commercial recordings include those purchased from iTunes and similar sources, which indicate they are released for personal use only in the terms and agreements of the purchase.* If a broadcaster has questions about copyright, he/she should consult the program manager.

Staff and volunteers may not offer promotional items given to the station for sale, as premiums, or as gifts unless the person making the offer owns the copyright(s) or has written permission from those who own the copyright(s).

No on-air staff or volunteer owns or may seek copyright for any material or content produced at KWLP unless he/she has a written, signed contract with the Hualapai Tribe providing otherwise in advance. This includes any voice recordings made by the staff or volunteer while for the station for any purpose.

Internet and Social Media Guidelines

Internet

Internet access is provided by KWLP and the Hualapai Tribe to assist staff and volunteers in obtaining work and show-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for station-related activities, incidental and occasional brief personal use is permitted *within reasonable limits, but never on the broadcast computer!*

Although the broadcast computer has internet access, it should not be used for internet research, even related to station and show operations. It is to be used for broadcast transmission only. Utilizing it for any other purpose may interfere with the broadcast transmission.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of KWLP and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, staff and volunteers should always ensure that the information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Tribe, assigned to KWLP. As such, the Tribe and KWLP reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through the station's online connections and stored in KWLP computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. "Fair Use" rules are ambiguous. Do not test them. As a general rule, if you did not create material, do not own the rights to it, or have not obtained and placed on file with KWLP written authorization for its use, it should not be put on the Internet by you.

The following internet related behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action to staff or loss of privileges to volunteers:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Copying, pirating, or downloading software and electronic files without permission, including music and other audio materials, and You-Tube and other video materials
- Violating copyright law
- Failing to observe licensing agreements
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials

- Sending or posting messages that defame or slander other individuals
- Sending or posting messages that disparage another organization's products or services
- Engaging in any other illegal activities

Social Media

KWLP recognizes the value of social media sites, such as, but not limited to Facebook, Twitter, and LinkedIn as networking and information gathering tools. Information posted on these sites, even if intended to be personal, can be easily accessed and circulated beyond its intended audience, however. As such, there can be no expectation of individual privacy rights to anything posted on Social Media. Staff and volunteers are expected to observe the highest ethical standards in utilizing social media. Staff and volunteers should do nothing to undermine KWLP's or the Hualapai Tribe's credibility with the public or to damage the station or the Tribe's standing in the community. Remember, when participating in social networking, you are representing not only yourself, but by extension, KWLP and the Hualapai Tribe, as well.

As KWLP staff and volunteers, be aware that you are responsible for the content you post and that information remains in cyberspace forever. Use privacy settings when appropriate. Remember, the internet is immediate and nothing posted is ever truly private nor does it ever expire.

If you see unfavorable opinions, negative comments or criticism about yourself, KWLP or the Hualapai Tribe, do not try to have the post removed or send any written reply that might escalate the situation. Report the situation to the Program manager promptly.

If you are posting to personal networking sites and are speaking about KWLP, identify yourself as a KWLP staff and volunteer and use a disclaimer making it clear that these views are not reflective of the views of KWLP or the Hualapai Tribe. Example: "The opinions expressed on this site are my own and do not necessarily represent the views of KWLP or the Hualapai Tribe."

Be respectful of others. Think of what you say online in the same way as statements you might make to the media, or emails you might send to people you don't know. Stick to the facts, try to give accurate information and correct mistakes right away. Do not infringe on copyrights or trademarks. Do not use images without permission and remember to cite where you saw information if the thoughts are not your own. Do not post obscenities, slurs or personal attacks that can damage both your reputation as well as KWLP's or the Tribe's.

When posting to social media sites, be knowledgeable, interesting, and honest. KWLP's reputation and brand is a direct result of our employees and volunteers and their commitment to uphold our community values.

If staff or volunteers are contacted by the media regarding the station they should always refer them to the Program manager.

KWLP may monitor content on the web and reserves the right to remove posts that violate this policy. If a staff member establishes a social internet show page, it must be linked to the station show page and the station manager must be given alternative administrative access so it may monitor the site and remove inappropriate posts if deemed necessary. If you have any questions about this policy or a specific posting out on the web, contact the Program manager.

Property

All staff and volunteers are expected to exercise care in the use of station property (building, supplies, and equipment) and to use such property only for authorized purposes. If staff or volunteers notice that equipment is not working properly or seems to be missing they should notify the program manager or technical staff immediately. Negligence in the care and use of such property may result in discipline for staff and loss of privileges for volunteers. Unauthorized removal of KWLP property from the premises, or its conversion to personal use, may result in discipline for staff and loss of privileges for volunteers. In such instances the appropriate law enforcement authorities may also be notified.

All programming materials produced by KWLP staff and volunteers using KWLP equipment or supplies or used regularly in the course of programming on KWLP is the exclusive property of the Hualapai Tribe via KWLP. It remains such after the departure of any given staff member or volunteer, unless special arrangement is made in writing, in advance, for special exemption; or unless a contract is negotiated with the Hualapai Tribe in which these rights are assigned otherwise or released. This includes any and all created content or material and any and all voice recordings.

Music Library and Audio Production Equipment and Materials

No recorded material owned by the Hualapai Tribe via KWLP may be taken from the station. No recorded material loaded into the automation system may be downloaded from the system and uploaded onto any device for personal use of any kind. Such actions may violate federal copyright laws and do violate the station's music library contract.

Staff and volunteers working on KWLP material scheduled for broadcast have precedence based upon the scheduled time for broadcast. Staff and volunteers using the office or studio audio and production facilities for station use take precedence over those using it for authorized personal projects. All staff and volunteers are expected to promptly re-file any materials used from the music library.

Handle CDs and other materials with care, and do not remove them from the station. All personal items should be clearly marked with the owner's name to avoid related issues.

Music, Property Acquisition, Archives and Promotional Give Aways

KWLP does purchase recorded music. KWLP accepts donations of purchased music items. KWLP also contracts to play digital music for commercial purposes. KWLP does not utilize any pirated or otherwise illegally downloaded music or content.

The program manager is solely responsible for establishing systems to purchase, utilize and catalogue any purchased or donated items for the station's music library; to be given away on-air; or to be distributed to volunteers as incentives.

Individual staff and volunteers may be authorized by the program manager to correspond with – or otherwise contact – music companies, agents, or artists in order to acquire music for the station that is appropriate for their shows. Staff and volunteers who originate such contacts are expected to keep the program manager informed of their activities, including providing the program manager with copies of any

correspondence, including e-mails, etc.,. In making these contacts, staff and volunteers may not misrepresent their role at the station or make negative or derogatory statements about the station, the Tribe, or other staff and volunteers..

If any benefits, such as concert ticket, free CDs, gift certificates or passes to activities become available, the staff and volunteer and the program manager will reach an agreement on the disposition of these complimentary items before any distribution is made. The program manager will have the final decision making authority.

Recording companies sometimes offer individuals who host programs opportunities to purchase additional copies of particular recordings for their own collections. As a general rule, on-air staff and volunteers are encouraged to request that such purchased recordings be sent to their homes. If, however, the record companies will only send orders to the station, the on-air staff and volunteer must provide the program manager with a written record of any purchases expected to arrive at the station. The program manager will then review all packages arriving that contain recorded music and will set aside and deliver the items that belong to the individual on-air staff and staff and volunteers.

No original recorded material may be taken from the studio or the archives. Staff and volunteers who wish to have copies of recorded materials must get the permission of the program manager.

Personal property

Station staff and volunteers may keep personal property items related to their shows at the station. Cubbies are provided for each show in the hallway and drawers are available in the back office. Volunteers may use the refrigerator, also. All persons are solely responsible for their own personal property while at the station. KWLP will not be responsible for any damage to or loss of personal materials while on KWLP premises.

Contests and Give A-Ways

The station may implement promotional contests and give-aways for the station or for advertisers. The station, staff and volunteers will comply with FCC regulations regarding such activities as follows:

- Winners must be 18 years of age or older
- Winners may not have one another contest or give-away within the last 30 days
- Winners may not be directly related to station staff or the volunteers hosting the contest or give away

Additionally, broadcasters will get the permission of any winner to announce their name as a winner on air or in any station promotions or contests announcements. Winners will be required to pick up their prize at the station within 30 days or it will be forfeited. The station will not be required to mail or deliver prizes. Winners will be required to sign for receipt of prizes on a log/inventory that will be maintained at the station. Staff and Volunteers setting up or hosting a contest or give away will follow the station guidelines and utilize and complete the contest/give-away checklist for each contest and winner. (see attached forms 14, 15 and 16)

Station management and administrative staff will oversee contests and give- ways and maintain applicable records.

Birthday Shout Outs: The Tribe is requiring that the station obtain permission before announcing private information such as birthdates on the air. The station distributes and maintains permission slips and sign up

sheets for this purpose. (See forms 17) If the information has been otherwise publically disclosed, such as through social media or it pertains to a public figure it may be announced without additional documentation. A chart summarizing those persons who have given permission for birthday shout outs is kept in the studio.

Advertising and Events

Because KWLP has been granted a Tribal priority commercial license, it may sell advertising or charge for services, such as MCing or DJing events, to generate income to offset operation expenses. The Radio Station Technical Assistant and Sales Associate will be primarily responsible for advertising sales, production of advertisements, traffic and appearances at promotional events. The station manager will assist with sales, events and traffic. The Administrative Assistant will generate invoices and billing and assist with events and traffic.

The type of advertising sales and event related services for which KWLP may charge; the policy concerning charges and rates, the baseline rate schedules, related sales promotional materials, and the forms to secure advertising are compiled in the radio station's Media Kit. The media kit is available under separate cover at the radio station and on the station's website.

KWLP may provide many of these services to other Department programs and other Departments or the Tribe as a whole at no cost, as a public community service; provided the events occur during staff's regularly scheduled work hours; staffing is available; and performing the services does not interfere with priority tasks related to operating the radio station. Requirements for requesting, scheduling and securing such services are contained in the media kit.

KWLP also operates an online shop for the sale of promotional products to generate income to offset operation expenses. This shop is currently managed by the station's contractor, 977 Media/Shout Automation as part of the station's website management.

The KWLP Media Kit (advertising and event sales related documentation) is not attached as it does not pertain to most volunteers or staff. It is, however, available on the website and at the station.

Miscellaneous

Logs

Although detailed On-Air Logs are no longer required to be maintained by the FCC; the station's broadcast system maintains them automatically. The history the system keeps includes the hourly and other station IDs, public service announcements, station promotional announcements, advertisements, voice track recording or broadcast of pre recorded material and EAS tests. It accurately records what actually took place on the air; not what was scheduled to take place. The history may be printed and used for various purposes including training and review of programming compliance; documentation of ad and spot runs to advertisers; and compiling related logs and reports which are required by the FCC, such as EAS logs and quarterly public file reports. The station manager and assigned staff will be responsible for printing, distributing and maintaining these records.

Equipment Malfunction

Should equipment malfunction, the on-air staff and volunteers are expected to maintain normal program continuity and content as far as possible, immediately seek staff assistance and notify the program manager at the earliest possible break in programming.

Program Schedule

Station management shall periodically review the program schedule, consider proposals for new programs, and make changes in the schedule, based on the station's mission statement, community survey and advisory committee input and other programming priorities and considerations.

Public Service Announcements

As an expression of KWLP's commitment to public service, the station airs numerous public service announcements (PSAs). To be considered a PSA, the information event(s) must be sponsored by a non-profit, tax-exempt organization or a Tribe Department or Program. Announcements should be submitted to KWLP in writing with a designated run time. KWLP will also include events in the audio community calendar if submitted in a timely fashion (by Friday noon the week before the event is to be placed in the community calendar.) There are a number of national and local PSAs in the automated broadcast system. Broadcasters are expected to play PSAs at least twice each hour and designated places in the show plan.

Other Announcements

KWLP broadcasters may also read announcements – but not endorsements – for concerts and events that may not be in the community calendar. Broadcasters are encouraged to do so. The program manager will provide flyers from local events in a file kept on the console for broadcasters to utilize.

KWLP Promotional Announcements

Broadcasters will also air promotional announcements for station activities and shows, approximately twice each hour. Show cross-promotion is encouraged. Staff and volunteers are encouraged to produce promotional announcements for upcoming shows and specials in coordination with KWLP staff and other volunteers.

Hualapai Word and Phrase of the Day

KWLP has produced extensive language program identified as Hualapai Word and Phrase of the Day (HWPDP.) Much of this programming was adapted from the language books published by the Hualapai Tribe Cultural Department. A chart is kept on the studio desk of the daily designated HWPDP. Staff and volunteers should review this daily and play the designated HWPDP once each hour at approximately the half hour, following the community calendar; if it is played during the given show. The present automation system is unable to select the same word repeatedly throughout the day, so this must be done manually by staff and volunteers. (See attachment 18)

Special Events

Staff and volunteers are encouraged to assist with KWLP special events throughout the year. Special events can include fundraisers, promotional events, participation in local fairs, meetings, or other public gatherings and events. Some of these events will be done by the station as a community public service; others will be done to generate income to offset station operating expenses.

Food and Drink

Because accidents could damage station equipment, **food and open container drinks are NOT allowed in the broadcast studio! No exceptions!** This includes staff. This includes any and all food and any and all open beverages. Broadcasters may keep ONLY a *closed* beverage container on the floor of the studio. No food or drink should be placed anywhere on any table, desk or console which contains any broadcast equipment. Please encourage guests to leave beverages in the green room before appearing on-air. If equipment is damaged as a result of failure to comply with the rule the staff or volunteer may have to replace the equipment.

Smoking

Smoking is not permitted in or around the KWLP buildings.

Alcohol and Drugs

KWLP strictly forbids the possession and/or use of alcohol or any illegal substance on the premises of KWLP or in the vicinity of the building. KWLP strictly prohibits the presence of empty alcohol containers at KWLP. KWLP strictly prohibits consumption of alcoholic beverages by the on-air staff and volunteers prior to their shift at KWLP. **No one may be at the radio station while under the influence of drugs or alcohol.** Persons who violate any part of this policy will be subject to discipline or dismissal for staff according to the applicable provisions of the Hualapai Tribe employee policy and procedure manual and loss of volunteer status and privileges for volunteers. Additionally, staff and volunteers may not consume or be under the influence of alcohol or any illegal substance while at any event in which they are representing the radio station, including but not limited to live broadcasts, remotes and promotional activities.

Housekeeping

Staff and volunteers must keep the station studio and office neat and orderly. Staff and volunteers are expected to clean up after themselves, including, but not limited to: the microwave, the refrigerator and the bathroom areas; to place litter and recycling in the proper bins; and to return equipment and materials to where they belong and in good condition. Staff and volunteers must leave the broadcast studio neat and orderly for the next broadcaster, upon completion of their designated on air time. All broadcasters-staff and volunteers- should take away or throw away notes and papers used during broadcast which are not clearly designated for use by subsequent broadcasters. Flyers and schedules that are used by broadcasters should be returned neatly to the designated area/folder. Staff and volunteers may store personal items related to their shows in the station in assigned and designated cubbies in the station hallway and drawers in the back office only. The station and the Tribe are not responsible for any lost or stolen personal items left at the station by any broadcaster-staff or volunteer.

Telephone Etiquette

Staff and volunteers are expected to behave courteously toward everyone they encounter at the station, including phone callers. When answering the telephone, identify the station call letters and give your name. Transfer the call if appropriate. Take a complete message if the call is for someone who is not available. Staff and volunteers all have boxes in which messages can be placed. Do not give out detailed information about why a staff or volunteer may not be available, except to disclose they are “on the air.”

Parking

Limited parking is provided adjacent to the KWLP studios. If all spaces adjacent to the studios are taken, please use public spaces in front of the Tribal Administration Building, the public parking area west of the Health Education and Wellness building or across the street at the multi-purpose building (if no event is on-going). All driveways surrounding the station building and leading into the parking lot are fire lanes and no parking is allowed. Please do not park in the spaces designated for clients, staff or government vehicles located at the Healthy Heart or the Health, Education and Wellness buildings.

Building and Studio Access

Generally, KWLP volunteers and visitors are only allowed in the KWLP office and studios when an KWLP employee is present, unless otherwise authorized by the program manager or Department Assistant Director or Director in writing.

KWLP volunteers are only allowed to operate station broadcast equipment under the direct supervision of KWLP staff, unless otherwise authorized by the program manager or Department Assistant Director or Director in writing.

If the front door to the radio station is locked or if no station staff is present contact the Health Education and Wellness front office. They will contact the program manager if appropriate. If it is an emergency, please contact Tribe emergency staff at (928) 769-1024.

Security and Emergencies

KWLP staff and volunteers are responsible for taking reasonable steps to ensure the safety and security of the station facilities and equipment. Staff and volunteers have the right and responsibility to question any stranger on the premises. Staff and volunteers have the right to ask anyone to leave immediately if they are obviously under the influence of drugs or alcohol, disruptive, threatening, or behaving suspiciously. If any situation threatens the building, staff or volunteers or interferes with station control of the broadcast signal, staff and volunteers should immediately request assistance from the Hualapai Tribal Police at 769-1024.

Staff and volunteers are not allowed to bring visitors into the KWLP office and studios without checking first with the program manager. All volunteers and visitors should sign in and out on the designated sign in sheet at the administrative assistant’s station and for the studio as discussed above.

The interior and exterior of the station are monitored by security cameras.

Action to be Taken in Emergency

KWLP expects all staff and volunteers to be safety-conscious. If an accident or injury occurs, staff and volunteers must respond immediately by notifying the supervising KWLP employee, the Hualapai Tribe Fire Department or the Hualapai Tribe Police, as needed

Fire - In case of fire, the following procedure must be followed:

- Use extinguisher, which is located by the front door, if possible
- Call Hualapai Fire Department at (928) 769-2205
- Close interior doors to prevent the fire from spreading
- Evacuate in a calm and orderly manner according to the evacuation plan posted by the front door
- Contact the program manager
- Contact the Health Department Assistant Director or Director
- Do not return to the building until authorized to do so by the Hualapai Tribe Fire Department

Bomb Threat - All bomb threats should be taken seriously and acted upon. If the station receives a bomb threat, the following procedure must be followed:

- Call the Hualapai Tribe Fire Department (928) 769-2205 **and** the Hualapai Tribe Police at (928) 769-1024
- Evacuate the building and clear the area
- Contact the program manager
- Contact the Health Department Assistant Director or Director
- Do not re-enter the building until the police or fire department have declared it safe to do so.

CONCLUSION

This Staff and volunteer Handbook provides vital information that forms the legal and operational framework for KWLP staff and volunteers. Adherence to FCC regulations and station policies and procedures is essential to the station's continued operation.

Failure to abide by any of the provisions contained in the handbook may result in discipline of staff and loss of on-air privileges to volunteers. It may also result in fines or suspension or loss of the station's license. Following the rules and guidelines set out in the handbook, will allow KWLP to comply with FCC regulations, while serving the community with relevant, quality programming consistent with its mission statement.

As staff and volunteers, you are an essential part of the unique voice and mission of KWLP. Welcome to this exciting adventure, and thanks for giving your time to KWLP Radio!

Contact Information

KWLP Address:

P.O. Box 397
480B Hualapai Way
Peach Springs, AZ 86409

KWLP Studio Line
KWLP Office
KWLP Fax

(928) 769-1090
(928) 769-1110
(928) 769-2884

On the web:

www.kwlpradio.com
www.epchradio.com

KWLP is located in the small trailer house attached to the old IHS clinic, southwest of the Health, Education and Wellness building, and just east of, and across the parking lot from, the Healthy Heart building.

Staff email and telephone:

Station Manager:

terri.kwlp@gmail.com
(928) 525-4157

Radio Station technical Assistant/Sales Associate

dan.kwlp@gmail.com
(928) 769-6280

Administrative Assistant:

micah.kwlp@gmail.com

Field Operator:

dcflux@gmail.com

Staff and Volunteer Information and Indemnity Form

Staff / Volunteer Name: _____

Home Phone _____ Work Phone _____ Cell Phone _____

Mailing Address _____

Email Address _____

In case of emergency contact _____ Phone _____

I acknowledge and agree that I have read and understand all the provisions of this handbook.

I understand new staff and volunteers must submit and have approved, a Program Proposal before a program time slot will be issued and must submit, and have approved, a Show Plan before air time will be allowed.

I understand that I must complete all designated training, demonstrate full understanding of this handbook in order to be allowed on-air time.

I understand that failure to comply with any of the provisions of this handbook may result in discipline to me if I am a staff member and loss of on-air privileges if I am a volunteer.

I understand that if my employment or volunteer status ends for any reason any shows I was involved in may continue and any content I contributed may continue to be broadcast.

In consideration of being allowed to act as a broadcaster for KWLP, I hereby expressly agree and covenant to hold harmless and indemnify KWLP and the Hualapai Tribe from and against any and all claims, legal actions, orders, warrants, judgments, demands, liabilities, losses, depositions, summonses, lawsuits, costs, fines, liens, levies, penalties, damages, interests, and expenses, whatsoever, both absolute and contingent, that arise from or that may arise from my failure to comply with the KWLP Staff and Volunteer Handbook

Signature: _____ Date _____

Program Proposal Received on: _____ (date)

Program manager Approval: _____ Date _____

Added to "KWLP Staff and staff and volunteers and Staff" email distribution list: _____ (date)

Notified via email from program manager (approval or denial): _____ (date)

Added program to schedule and website: _____(date)