



MetroEast

Member Handbook

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MetroEast Community Media**

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**The contents of this publication supersedes all other
MetroEast Community Media Handbooks**

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MetroEast provides public, educational and government access for the residents of East Multnomah County. Our mission states: **MetroEast uses media to invigorate civic engagement, inspire diverse voices and strengthen community life.**

MetroEast Community Media gives you the opportunity to step behind the TV screen, to explore media production with us and to share your ideas, interests and stories with your community. We hope that you'll learn and develop skills here at MetroEast to turn your creative energy into compelling television programs. From the novice holding a camera for the first time to retired network producers, MetroEast invites you to discover and delve into the excitement and challenges of community media.

On MetroEast channels you'll find programming reflecting the unique character and wide diversity of our East Metro community. Our commitment to the Constitution's First Amendment guarantee of free speech means that within our doors and channel space you will find an unmatched range of programming — religions, public affairs, arts, education, sports, political and social activism, entertainment, community events and affairs, and more.

Whatever inspires you, we encourage you to come in and explore your interests and then share them with the community on our channels. From dedicated producers to crew setting up lights to camera operators to script writers to on-screen talent, our volunteers are the heart and soul of community media and what makes MetroEast unique.

To make the best use of our limited resources, we have developed policies and operating procedures designed to benefit everyone. Reading this handbook will inform you about our policies and help you use MetroEast to your best advantage. If you have any questions about this handbook or using MetroEast's resources, just ask. We are happy to assist you in any way we can.

We invite you to learn, grow, and help produce great media with the MetroEast family. Media for and by the people.

Public Access

A good deal of MetroEast’s resources go to providing Public Access. These services include state-of-the-art digital field, studio and multi-camera mobile production equipment; digital editing facilities; audio facilities and software to accommodate different forms of media frequent training workshops, special workshops and staff assistance.

We also offer project-based Media Cohorts that focus on underserved communities, internships, volunteer experiences, and a paid BIPOC Contractor Program. We are committed to digital inclusion; we focus on ensuring that all have access to digital content, training, and tools. We provide welcoming spaces, online and in person, where our community can celebrate the media arts and the diverse stories of those we serve. MetroEast does not produce programming for community producers but enables them to do it themselves.

Educational Access

MetroEast provides schools with assistance, including training and production, on special video projects including promoting the school and school events, informing the community about upcoming bond measures and informational videos about school services.

MetroEast provides media literacy information, training materials and curriculum outlines to educators within the service area. MetroEast also hosts media literacy training sessions and lectures and serves as a resource for educators seeking information, curriculum and materials.

We also embrace and forward the goal of digital inclusion—providing internet access, technology and training—to help individuals without these skills or resources access our modern digital world. MetroEast resolves to build tech-enabled communities with plans and goals driven by BIPOC, underserved, and silenced communities.

For more information, contact MetroEast at 503-667-8848, education@metroeast.org

Government Access

MetroEast produces gavel-to-gavel coverage of local government meetings. MetroEast production services assist local governments in promoting city services and city-sponsored events. MetroEast also produces informational election programming in cooperation with the League of Women Voters and the Gresham Chamber of Commerce.

Community Hotline

MetroEast produces a weekly, studio program for non-profit organizations, local schools & government agencies to connect with the viewing public, to inform the community about the services they provide and to promote future events. Organizations appearing on this show are also given a link to their individual interview segments to share on their websites & via social media. *Community Hotline* has been a free service of MetroEast for over 20 years.

For more information or to schedule an appearance on *Community Hotline*, contact emily@metroeast.org

(Community Programming)

MetroEast staff, with volunteer help, produce a wide range of programs that showcase the organizations, people, and events that shape and unify our community.

COMMUNITY HOTLINE - a weekly program to assist non-profit organizations in connecting with the communities they serve.

HOLIDAY SHOWCASE - an annual event celebrating the winter holiday season. Choirs and instrumental groups from schools and churches perform holiday music, while representatives from local non-profits record short messages to the community.

SPECIAL EVENTS - such as the Troutdale Summerfest, the Gresham Teddy Bear Parade, Gresham Arts Festival, I Heart Rockwood Celebration,, and the Festival of Nations.

FEE FOR SERVICE PRODUCTION: MetroEast's Award winning team creates videos with souls that inspire diverse voices, strengthen community life and support organizations to make a positive impact. These include non-profit videos, documentary and educational/instructional videos.

MetroEast is able to offer reasonable rates to non-profits, educational institutions and government agencies. By choosing to work with us, you help support our non-profit mission. For more information please contact: John Lugton at 971 277 6716, john@metroeast.org

Viewing MetroEast Programs 3.3

Viewing Programs On-Line

Many MetroEast-produced programs are available for viewing at no cost on the Internet.

YOUTUBE - many staff-produced programs can be seen at <https://www.youtube.com/user/MetroEastCommunity>

VIMEO - many staff-produced programs can be seen at <https://vimeo.com/metroeastmedia>

CLOUDCAST - many of the programs that appear on MetroEast cable television channels, including shows produced by community members and MetroEast staff, as well as Government and School Board meetings, are available for viewing on MetroEast's Website metroeast.org, click on the "Watch" Button. If you prefer to stream MetroEast's programming or don't have access to cable, you can access that via the watch button as well.

*Note: MetroEast's YouTube programming does not include programs produced by our community producers. Many of them have video collections on their own YouTube and Vimeo channels.

Workshops

MetroEast offers monthly workshops teaching the basics of media production as well as periodic advanced workshops. MetroEast charges minimal fees for its workshops. Workshop descriptions and schedules are listed on MetroEast's Website.

Certification

Successful completion of the appropriate workshop is required before an individual will be certified to use the equipment; Individuals may operate only equipment on which they are certified. We do occasionally allow a class to be challenged if an individual is skilled in the gear being taught, this is up to the discretion of our workshops instructors and equipment room staff.

Volunteering

Opportunities to learn how to produce video come in the form of hands-on training. Volunteers work on various MetroEast-produced programs to gain experience in a comfortable and supportive environment. Volunteering makes most MetroEast programs possible.

Individuals are also encouraged to work on the programs of other community producers. Volunteering on other people's programs is a good way to gain experience and to build connections which help in recruiting a crew.

See Sections 6.1–6.2 for more information about volunteering at MetroEast.

Additional Resources

MetroEast has a large selection of handouts and videos designed to give additional information and tips about good production techniques. You can download and watch them on our website:

<https://metroeast.org/training-videos-manuals/>

Workshop Catalogue

4.2

You can find our workshop catalogue and sign up for classes on our website.

Registration

Workshop sizes are limited, so it is advisable to register in advance to ensure your space in a workshop. You may sign-up for classes by telephone, or on-line. Classes are scheduled on a quarterly basis, so you may register for any of the classes listed for the current quarter.

CALL: 503-667-8848 Ext. 350 EMAIL: info@metroeast.org

ON-LINE: metroeast.org/events/calendar

Canceling a Registration

MetroEast requires 24-hour notice if you are not going to attend a workshop. This notice allows MetroEast to fill vacant class positions with individuals on the waiting list. Fewer than 24-hour notice or failure to attend class will result in a workshop discrepancy. If an individual receives three discrepancies, the client may be restricted from scheduling classes for three months.

Workshop Fees

MetroEast charges minimal membership fees for workshops and use of equipment. These fees help to offset the cost of training materials and curriculum development. You may take as many classes as you wish for one year from the date of payment. This includes basic and advanced classes, as well as re-taking any classes.

Fees may be paid on-line on our website, via mail (please do not mail cash), or in person at MetroEast. Fees should be paid in advance of the class, and can be by cash, check, or credit/debit card.

Free Training Opportunities

MetroEast occasionally offers workshops for no cost. These are often one time virtual workshops on special topics or via our Producer's Corner in person and virtual gatherings.

Producer's Corner

These are educational and networking opportunities offered periodically. Producer's corner is an opportunity to learn about new technology, techniques and software, as well as network with new and current MetroEast Members. You can find out more about Producer's corner on our website:

<https://metroeast.org/resources-benefits/>

Membership Fees

MetroEast charges an annual membership fee of \$100 (or \$25 for Students, People with Disabilities, Seniors, and Veterans). This fee permits users to reserve and check-out equipment for which they have completed the required workshops and to take workshops. The fee is valid for one year from the date of payment. We also have equipment only memberships (\$75), classes only memberships (\$35).

Special Group Training

Workshops can be arranged for groups with special needs such as physical challenges or particular language needs that require altering regular workshops.

Special workshops may also be arranged for non-profits, educational and government groups who wish to do studio or mobile productions which require larger crews. Our starting rate for these custom workshops is \$625, please inquire with our education team (education@metroeast.org) for more information. Groups which do not fulfill these requirements may still benefit from discussing their project with a staff person.

Group Memberships

Non-profit groups will be charged a \$200 annual activity fee, which includes fees for basic classes for up to 4 individuals from the group to participate in projects and productions using MetroEast equipment and services.

Group members may work on any project sponsored by the group. If a group member wishes to work on his or her own project, they must pay the individual activity fee. The group fee may be waived or reduced at the discretion of the Director of Education or Executive Director.

During hours when MetroEast is open to the public, a staff member will be available to assist you with your production needs. Staff will answer questions, troubleshoot, and provide basic assistance for the use of MetroEast equipment. Assistance with equipment reservations and equipment check-out/check-in is available only during Equipment Room hours (See Section 7.3)

You may request extra assistance in planning a production or in becoming more familiar with equipment or the production process. Extra assistance is provided only if you have already taken the workshop in the area in which you have requested help. For example, to receive extra editing assistance, you must have taken the editing class.

Appointments for extra assistance may be submitted to the Equipment Room during Equipment Room hours. Requests will be filled on a first-come, first served basis, and as MetroEast staff and volunteer resources allow. You must note the scope of the project and the assistance you need when you schedule.

MetroEast needs at least 21 days notice for any request for special assistance. No more than two hours of staff assistance will be scheduled at any one time and no more than eight hours of extra assistance may be scheduled during any quarter (three-month period).

MetroEast Community Media is a non-profit organization whose mission is to invigorate civic engagement, inspire diverse voices and strengthen community life,

MetroEast does not exist to enable community producers to make a profit.

However, when you produce through the facilities of MetroEast, you may be compensated for your work by another party. The following guidelines apply to this situation:

- All productions done by independent producers for another party are subject to all existing MetroEast policies and procedures.
- Community producers who are compensated for their work while using MetroEast facilities are required to inform their clients in writing that they are using MetroEast facilities and that MetroEast facilities, equipment and television production training are available to the public at little or no cost. Community producers are required to submit a copy of this letter to MetroEast's Director of Education & Volunteers..
- Community producers are responsible for informing their clients of MetroEast policies and procedures, particularly those policies pertaining to restrictions on program use.
- Community producers may charge only for their time and are expressly prohibited from charging clients for the use of MetroEast facilities or equipment.
- MetroEast reserves the right to contact the clients of community producers who are using MetroEast facilities or equipment to inform them of MetroEast's policies and procedures.
- All programs involving compensation must be approved in writing by MetroEast's Director of Education & Volunteers.

If a program is used for commercial purposes, MetroEast reserves the right to recover appropriate compensation.

Sponsorship

Sponsorship is funding donated directly from a business, organization or individual to pay for the costs of producing a particular program. MetroEast welcomes the opportunity to work with the public in securing program underwriting. MetroEast underwriting guidelines are:

- ***Credit for sponsorship is limited to a discreet announcement before and after the underwritten program. The announcement may contain a business logo, name, telephone number, and Web and street address as well as a brief description of the nature of the business. This announcement is regarded as a thank-you for underwriting and may not include price information or language, written or oral, or any call to action.***

Community producers and crew may be contracted by MetroEast to work on underwritten programs. The pay rate for contracted personnel will be set by the Leadership Team and will approximate the rate of pay for MetroEast staff performing similar duties.

MetroEast may accept programs produced outside the MetroEast facility that contain underwriting credit.

Underwriting

Underwriting is the donation of goods or services to a production. Community producers may credit individuals, businesses or other organizations that have contributed goods or services used in a program's production. Credit should appear at the end of the program. Credit is limited to a 20-second character-generated message which may include only the name, Web and street address and phone number of the contributor and the item or service contributed. Credit may not contain advertising information such as a call to action

If you have questions about getting paid for production, underwriting, grants or sponsorship, please contact Director of Education & Volunteers: education@metroeast.org

Grants

Grants provide funding for specific types of programming. The grantee is responsible for fulfilling the requirements of the grant. When applying for a grant, you need to be aware of all the requirements you need to fulfill. MetroEast is not responsible for grant requirements not met by a community producer. MetroEast grant policy has the same guidelines as underwriting.

Fundraising for Non-profit Groups

5.3

IRS 501(c)(3) tax-exempt organizations may use MetroEast channels for fundraising such as the solicitation of funds, goods or services. To do so, organizations should submit their request at least three months in advance. Requests must be in writing, addressed to the Director of Education & Volunteers, and contain the following information.

- The purpose of the organization.
- How the funds will be used.
- Evidence of 501(c)(3) status.
- A brief description of the television program to be produced.
- The desired date of cablecast.
- A resolution approving the fundraising request from the organization's Board of Directors. If the organization doesn't have a Board of Directors, a letter from the chief executive or officer may be substituted
- The name, address and phone number of a contact person for the organization.
- Organizational financial information, including percentage of funds spent on fundraising, administration and programs.

Production crews for fundraising programs must be trained in accordance with MetroEast policies. It is the responsibility of the fundraising organization to have enough trained volunteer crew to properly staff the production.

Organizations are limited to one fundraising television program per year. The program may not exceed a total of 10 hours of studio time, including five hours of cablecast time.

Organizations may request a specific date for a fundraising

program but MetroEast cannot guarantee a particular time and date. MetroEast will try to accommodate organizations but all program scheduling decisions are made by MetroEast. Approved fundraising programs will be televised on an MetroEast channel and will not be cablecast on Channel 11/331 (CAN).

Volunteer Services

6.1

MetroEast works with volunteers and members to fulfill its mission. Volunteers support MetroEast's mission by:

- Providing programming which reflects the natural diversity of East Metro communities.
- Playing an active role in administering and using our communities' electronic greenspace.
- Assisting staff to meet or exceed expectations of East Metro communities to cover local events.
- Assisting staff in its efforts to support local governmental agencies and nonprofits through educational/informational and service oriented programming.
- Providing valuable support services to MetroEast

An Orientation class is conducted twice each month and is a prerequisite for all volunteer activity. The class is designed to inform and guide individuals as they determine the nature of their involvement at MetroEast. We welcome new people of all ages – as individuals, families and groups. The only requirement is a desire to learn and try something different.

Individuals interested in production may volunteer in many ways:

- working on MetroEast staff productions,
- volunteering for production projects created by community producers
- producing their own program.
- assisting with office or clerical duties
- assisting with educational efforts and workshops
- assisting at events (i.e. walking in parades, passing out flyers, etc.)

Everyone is encouraged to work on projects other than their own so they may hone their own skills and build a network for their own future projects. Community media relies on people who help each other.

To Get Involved

MetroEast participants interested in getting involved and volunteering should check out our resources page:

(<https://metroeast.org/resources-benefits/>) and connect using the resources listed. If they are interested in volunteering, they can inquire with staff about our Volunteer Index, which helps volunteers connect and network more directly.

Volunteering on MetroEast Producers' Programs

Volunteering on independent producers' programs is a great way for a new member to gain experience with the equipment and people at MetroEast. To get involved with independent productions at MetroEast:

- Be sure you have filled out the Volunteer Information form so your relevant information is listed in the directory. When a producer calls you, do not hesitate to ask him/her about the content of their show and what crew position you will be filling. You have the right to feel comfortable in the setting in which you are volunteering.
- Watch for postings of requests for crew on the bulletin board outside the Equipment Room
- Spend some time at MetroEast getting to know people and attend special events and meetings.
- Talk to the Director of Volunteer Services who may be able to give you additional information about programs in need of crew.
- Take as many workshops as possible so you have versatile skills. Versatility increases the likelihood that you will receive calls or emails and gives you a better chance to work on a variety of productions.

Volunteering as a Community Producer

Now that you have your training and production well planned, you need a crew. One of your roles as a community producer is to be a volunteer coordinator. This isn't difficult. Just remember how you like to be treated when you help someone out and then apply that knowledge. Steps to finding and keeping crew members are:

- Provide feedback, especially encouragement if you have a new

person.

- As a way of saying “thanks”, provide refreshments for the crew. If it’s a long shoot, make more substantial food and drinks available.
- Be respectful of the time volunteers are donating to your project. Avoid having volunteers stand around for long periods with nothing to do.
- Say “thanks” and do it often—verbally, with a note, a candy bar, etc. Community producers are responsible for ensuring that working conditions and job duties are safe and do not endanger any individual. Under no circumstances should minors be allowed to perform duties which may be dangerous or for which the minor has not been adequately trained. (See Section 10.)
- Parental or guardian consent is absolutely required before minors may work on programs. (See Section 8.9.)
- Parental or guardian consent is absolutely required before minors may work on programs with potentially objectionable content. (See Section 8.9.)

Volunteering for MetroEast Productions

If you wish to volunteer on MetroEast productions, contact the Director of Education & Volunteers (education@metroeast.org). MetroEast requires professional behavior from volunteers who serve on staff productions. There may be some clothing requirements (e.g., black shirt and pants) so one does not detract from the performance being taped. Volunteers may be reimbursed for some expenses, such as parking fees. Food and drink will be provided during long productions.

Other Volunteering Opportunities

Volunteers also assist MetroEast by serving on the board of directors, helping with special events and promotions, mentoring new volunteers, assisting with office support, computer services, and the Alliance for Community Media projects.

MetroEast Equipment Room staff help community producers with their programs by giving advice, answering questions and scheduling equipment. Equipment Room staff are there to help community producers succeed.

MetroEast equipment is provided to enable community producers to create programming for MetroEast channels and other distribution networks like YouTube and social media. Using MetroEast equipment for purposes other than producing programming for MetroEast channels may lead to restriction from using MetroEast facilities and equipment.

Equipment Available at MetroEast

7.2

MetroEast Community Media has invested in state-of-the-art digital equipment to give community producers the best tools available. You can view our equipment online under Membership>Equipment Library. Call the Equipment Room at (503) 667-8848 ext. 307 for more information.

Field Equipment

MetroEast provides field equipment to assist you in making the best possible video. This includes camcorders, DSLR cameras, and GoPros. Other equipment includes lights, microphones, audio mixers, portable video monitors and much more.

The Micro-Mobile is a compact three-camera unit with a Blackmagic ATEM video switcher, monitors and that records to an external SSD drive. The Micro-Mobile is in individual carrying cases so it may be transported by a community producer without the need for a van or truck.

Portable Studio

The Portable Studio is a full size, four-camera unit with a video switcher, audio mixer, monitors and digital recorder. The Portable Studio provides capabilities not available with the Micro-Mobile, but is much

larger, requiring the producer to provide a van or truck for transporting the equipment.

Studio

MetroEast has two multi-camera production studios for live or taped productions. Some MetroEast set pieces are available for use by community producers. MetroEast has very limited storage so producers are responsible for transporting set pieces to and from the studio for each shoot. Set pieces or anything else left in the studio for 30 days after a production will be disposed of by MetroEast.

Editing

MetroEast has 3 digital edit suites available to the public during MetroEast's regular hours of operation. Reservations to use the edit suites are made through the Equipment Room.

MetroEast is responsible for making equipment available to as many community producers as possible. To fulfill this goal, MetroEast has developed a set of reservation and usage guidelines which are designed to keep equipment in good operating order, to make equipment available to as many people as possible and to make it easy and efficient for people to check out equipment.

Making Reservations

Equipment is reserved through the Equipment Room during Equipment Room hours only. Reservations for equipment may not be made outside of Equipment Room Hours:

Fri. - 10:00 pm to 6:00 pm Sat. - 10:00 am to 6:00 pm

Reservations may be made via email (equipmentroom@metroeast.org) or over the phone 503 667 8848 x 307.

Reservations are first-come, first-served and depend on equipment availability. You must reserve the equipment you need by talking directly (over phone or email) with Equipment Room staff. Equipment will not be reserved by leaving messages with other MetroEast staff or voice mail.

MetroEast requires everyone checking out equipment to provide a government-issued photo identification card such as a driver's license or DMV-issued ID, passport, or military ID before equipment (whether it's the studio, an edit room, or field equipment) may be checked out.

You are responsible for the equipment you check out.

Read the usage agreement carefully. (See below.)

Program Numbers

Producers need a new program number for every program produced at MetroEast. Program numbers are necessary for MetroEast staff to track programs and to ensure playback takes place as scheduled. Program numbers are generated in the Equipment Room prior to your equipment reservation.

Checking Out Equipment

Before equipment can be checked out, you must pay your membership fee, have a member account created in Neon and Cheqroom and provide government-issued photo identification.

Equipment will be checked out during Equipment Room hours only. You are responsible for being on time for your appointment. If you come at a time different from your appointment, you may have to wait to check out equipment or you may not be able to check out the equipment at all.

There is a 30-minute grace period from the time of your appointment. If you are more than 30 minutes late, the equipment you reserved may be checked out to someone else. If you are repeatedly tardy you may be restricted from using MetroEast facilities. (See Section 7.5)

Returning Equipment

It is important to return equipment on time. Others may be waiting for the equipment you have checked out. ***If you expect to be late returning equipment, you must notify the Equipment Room.*** You will receive a discrepancy if you fail to notify the Equipment Room of a late return or if you are late returning equipment more than once. Repeated discrepancies may lead to your restriction from using MetroEast facilities. (See Section 7.5)

Equipment must be checked out and checked in by the certified community producer who made the reservation. Equipment may be checked out to a minor only if a parent or legal guardian takes responsibility, in writing, for the equipment. Please see the Equipment Room for more information.

When checking out field or studio equipment, you are required to sign a usage agreement. When you do so, you agree that the equipment has been checked out to you and that it is all in good working condition. Since you are responsible for returning all the equipment you check out in good working order, you should double-check the equipment list for accuracy before you sign the agreement.

When you check equipment out, you are responsible for treating it properly. When you sign the usage agreement, the equipment you check out is your responsibility, even if someone else damages it. You may be held responsible for any damage to the equipment while it is checked out to you. This responsibility includes damage to any equipment, including the studio. You may be required to reimburse MetroEast for all costs associated with repairing or replacing equipment damaged or stolen while checked out to you.

All crew members must be certified by MetroEast. No one other than individuals who have taken MetroEast's classes and been certified by MetroEast may touch or operate MetroEast equipment. When you check out MetroEast equipment, you are responsible for making certain that every member of your crew has been certified by MetroEast to use that equipment.

Community producers are responsible for ensuring that working conditions and job duties are safe and do not endanger any individual. Under no circumstances should minors be allowed to perform duties which may be dangerous or for which the minor has not been adequately trained. Minors will not be scheduled at any time which interferes with their school schedule. Violation of these policies by a community producer may lead to immediate and permanent restriction from using the facilities of MetroEast. (See Section 10.)

When you return field equipment to MetroEast you may be asked to demonstrate that it is all in good working order. Please allow 20 minutes for checking in equipment.

When you are using MetroEast facilities, whether the studio, an edit suite or another part of the building, you are responsible for cleaning up when you're done. Wash any dishes and glasses you used. Sweep the studio floor; clean up any stray papers you've left in the edit suite and clean up anything you or your crew left in the lobby. Brooms, a vacuum and cleaning supplies are available.

Field Equipment

Single Camera and Micro-Mobile

You may have up to one week of field equipment reservations at any one time. Each reservation is limited to one camera or to the Micro Mobile. You may not have the Micro-Mobile and a camera or more than one camera reserved for the same check out period.

Editing Reservations

You may book up to 8 hours per week on editing. You may book up to four hours a day but may not exceed the 16 hour per week limit. You may not book more than one edit room at a time.

Studio Reservations

The MetroEast studios may be reserved for live cablecast or for taped productions. Live programs must be coordinated with the Playback Department. Programs are allotted a minimum of 3.5 hours, with a half hour period after the shoot for cleanup. Time adjustments may be made upon request for programs that involve very little or very elaborate set up.

All studio volunteers must be certified to use MetroEast equipment. If volunteers are found operating MetroEast equipment without proper certification, the producer will receive a discrepancy. You can recruit volunteers via our Producer's Corner Facebook page and meetups or using our Switchboard site in conjunction with Open Signal. You can also recruit volunteers via the volunteer index.

The producer is responsible for cleaning the studio, including mopping the floor if necessary.

Cancellations

Reservations may be cancelled only by the person who scheduled the reservation. The Equipment Room must be notified of an equipment cancellation no fewer than three days in advance of the reservation. The Equipment Room must be notified of an editing cancellation no fewer than two days in advance of the reservation. This allows MetroEast enough time to fill the empty reservation. Lack of adequate advance notice of cancellation will result in a discrepancy. (See section 7.5.)

It is the responsibility of the client to inform Playback 72 hours in advance if you are not, for whatever reason, able to make your live show. We do understand that emergencies happen such as medical or family crises. Technical issues involving MetroEast equipment is also an acceptable reason to cancel your live programming, provided the issues make it impossible for your program to be broadcast.

Please note: a lack of crew is NOT considered an emergency. You should contact your crew before the 72-hour mark to make sure there are no problems. Any cancellation will also need to be documented and emailed to Playback, including the reason for the cancellation. Failure to comply with any of these guidelines may include refusal of a live slot in a future series, reduction of episodes in the next series, or cancellation of a series.

Equipment Discrepancy Policies

7.5

MetroEast equipment use policies are designed to ensure the maximum use of its equipment. This goal can be met only with your cooperation. If you fail to follow the equipment use guidelines, every other person who uses MetroEast equipment feels the impact.

General Policy

If you don't follow MetroEast equipment use policies, you will receive notice of a discrepancy. Discrepancies are used to track policy violations by individuals who fail to follow MetroEast's equipment use guidelines. Depending on the nature of the discrepancy or discrepancies and their frequency, you may be restricted from using MetroEast facilities and equipment.

If you receive three discrepancies within a single season or five discrepancies within any twelve-month period, you will receive a

warning letter. If you continue to violate the equipment use policies, you may be restricted from using MetroEast facilities and equipment for up to three months. If you receive five discrepancies within any 12-month period you may also be restricted from using MetroEast facilities and equipment for up to three months.

Following a three-month restriction, community producers will be on probation for one year. If you receive another discrepancy during this probation, you may be restricted from using MetroEast facilities and equipment for up to one year. Following a one-year restriction, community producers will be on probation for two years. If you receive a discrepancy during this probation, you may be permanently restricted from using MetroEast facilities and equipment.

Late Return of Equipment

The late return of equipment keeps MetroEast from making the best possible use of its equipment and may keep other volunteers from completing their projects. ***If you expect to be late returning equipment, you must notify the Equipment Room.*** You will receive a discrepancy if you fail to notify the Equipment Room of a late return. Repeated discrepancies or tardiness in returning equipment may lead to your restriction from using MetroEast facilities. The first time you are late returning equipment without notifying the Equipment Room, you will receive a discrepancy. The second time you are late returning equipment, you will be restricted from using MetroEast facilities for three months.

Flagrant Violations of Policy

Gross negligence with MetroEast equipment, intentional disregard for MetroEast equipment use policies, or program material violating applicable laws may result in immediate and permanent restriction from using MetroEast equipment and facilities. (See Section 13.)

The Programming Department

8.1

The Programming Department (or Playback or Master Control) tries to accommodate requests for program scheduling as best as possible. Please call or email the Programming Department at (971) 277-6719, or loren@metroeast.org if you have questions that are not addressed in this handbook.

People submitting programs for cablecast on MetroEast channels must have attended MetroEast's free Orientation class to acquaint themselves with MetroEast and its policies. Anyone who has attended the Orientation class may submit programs at MetroEast.

Before submitting a program for cablecast, you need to read the Producer Liability Agreement on the single and series cablecast request forms. If you have questions about the Agreement, please ask staff in the Programming Department.

When submitting a program for cablecast, you must sign the Producer Liability Agreement or your program will not be scheduled or cablecast. In signing the Agreement, you recognize that the program's content is your responsibility. Anyone submitting a program is responsible for obtaining talent releases from the people who appear on their program. Talent releases for minors (anyone under age 18) must be signed by the minor's parent or guardian.

Anyone submitting a program is responsible for obtaining proper clearances for any copyrighted material appearing in the program.

MetroEast reserves the right to use segments of programs submitted for cablecast for MetroEast promotional purposes.

Since cablecast time is limited, MetroEast does not accept resubmissions of series programs that have aired previously on MetroEast channels.

Single programs may be resubmitted for cablecast.

Each resubmission will result in a discrepancy unless noted as a resubmission on the cablecast request form. You will forfeit your series schedule if you fail to produce original programs for each scheduled time. (See Section 8.4.)

Definitions of Scheduling Categories

8.2

Programs submitted for playback are assigned to a category:

- **Access:** Any program produced through the facilities of MetroEast Community Media.
- **Local:** Any program not produced through the facilities of MetroEast but produced within the Community Access Network (Channel 11) service area, which includes most of the Portland metropolitan area.
- **Foreign:** Any program produced outside of the Community Access Network service area.

Single Program Submission Guidelines

8.3

A single program is one program that is scheduled on a case-by-case, first-come first-serve basis. Single programs may be submitted to the Playback Department at any time. To submit a single program, complete a single program cablecast request form found on Metroeast's website under "Submit Your Show". There is a form for programs under 15 minutes and over 15 minutes.

Single programs are scheduled according to the following guidelines:

- Access programs receive three plays on channel 21 and one play on channel 11.
- Local programs receive two plays on channel 21 and one play on channel 11 unless the program has been previously aired in the Portland metropolitan area. Programs that have previously aired in the Portland metropolitan area receive two plays on channel 21 and do not play on channel 11.
- Foreign programs receive one play on channel 21.

Program media must be in the Programming Department no later than 5:00 PM three days before the program is scheduled for cablecast. All scheduled playback times will be cancelled for any program not submitted by that time and a discrepancy will be recorded. (See Section 8.11.)

Series Program Submission Guidelines

8.4

A series is a group of programs scheduled in advance to play weekly, bi-weekly or monthly. A series allows you to develop a regular viewing audience by maintaining a regular cablecast time. A series is assured of having the same time slot for two seasons unless a change is requested. The appropriate cablecast request must be submitted; series are not automatically renewed. Series that have run for more than two seasons on MetroEast channels are not assured of the same time slot.

Producing a series is a time-consuming responsibility. Failing to meet those responsibilities will lead to a denial of the opportunity

to schedule a series. If a series producer fails to submit more than three episodes of a weekly series within a single season or two episodes of a bi-weekly series or one episode of a monthly series, the right to pre-schedule programming at MetroEast is forfeited for one year. Programs may still be submitted but must be completed and submitted before it will be scheduled.

Because of the heavy demand for equipment, MetroEast cannot guarantee access to the equipment you may need for your series. Equipment is allocated to community producers on a first-come, first-served basis.

There are four 13-week seasons each year. Series cablecast requests are taken once each season for the following season. You must submit a signed cablecast request before your program will be scheduled. Series requests made outside of the announced scheduling window cannot be accepted. The series scheduling window is announced on MetroEast's website (metroeast.org) or you may call MetroEast to find out when series applications will be taken. Series requests will not be accepted after the deadline. It is the responsibility of the person submitting the program to meet the deadline. Anyone who misses the deadline may submit a series request the following season. **All series schedules are final.** Series programs will be scheduled according to the following guidelines:

- **Access programs** receive two plays on channel 21 and one play on channel 11.
- **Local programs** receive two plays on channel 21 and one play on channel 11 unless the program has been previously aired in the Portland metropolitan area. Programs that have previously aired in the Portland metropolitan area receive two plays on channel 21 and do not play on channel 11.
- **Foreign programs** receive one play on channel 21.

Program media must be in the Programming Department no later than 5:00 PM three days before the program is scheduled for cablecast. All scheduled playback times will be cancelled for any program not submitted by that time and a discrepancy will be recorded. (See Section 13.)

Locally Sponsored & Foreign Programs

8.5

Foreign programs must have a local sponsor. A local sponsor is someone who lives in the MetroEast service area who is willing to take responsibility for the program and to submit it. MetroEast requires all local sponsors to attend its Orientation workshop before they may submit a program for scheduling. This workshop acquaints people with MetroEast's facility, policies and procedures and allows them to make the fullest use of the facility and its resources. There is no charge for this class. We can waive these requirements on a case by case basis at the discretion of Playback management.

Program Submissions and Limitations

8.6

- Each series submitter is limited to a total of three episodes per season.
- Each series submitter is limited to a total of three hours of premiere programming per week.
- The three-hour limit includes single programs.

Program Submission to Playback

8.7

MetroEast can loan USB drives for submission of program files. These drives remain the property of MetroEast. Producers may also arrange to submit programs via the Internet using services such as DropBox or Google Drive. Please contact Playback for more information.

If a program is submitted on producer-owned media, the media is retained in Playback for 90 days, and may then be recycled or disposed of without notice. Producers are strongly encouraged to make copies of finished programs before submitting a program into Playback.

Fillers

8.8

Fillers are single programs not associated with a series production that are used to fill gaps between other programs in the playback

schedule. Fillers may be submitted for playback at any time and may be any length. Fillers longer than 15 minutes are subject to single program submission policies. (See Section 8.3). Fillers shorter than 15 minutes will not be scheduled but will be used as needed to fill gaps between other programs. At MetroEast’s discretion, fillers shorter than 15 minutes may be scheduled by special request.

If you want a copy of your filler program, you must copy it before submitting to playback. MetroEast will continue to cablecast your program but it will not be possible to make copies of that program.

New producers are encouraged to begin at MetroEast by producing a filler or two. These programs give the producer valuable experience using the equipment and provide new programming for MetroEast channels.

Potentially Objectionable Programming 8.9

MetroEast Community Media provides the means for the protection and practice of free speech. MetroEast protects the right of all members of the community to speak and for all sides of a story to be heard.

Some materials that may be protected by the First Amendment free speech guarantee may not be appropriate for all age groups. MetroEast attempts to give parents and guardians a means of controlling what their children view on MetroEast’s public access channels.

Potentially objectionable programming is defined as containing any of the following:

- Repeated vulgar language
- Nudity
- Extreme violence or degradation
- Graphic depiction of medical procedures

All potentially objectionable programming is cablecast between the hours of 10:00 PM and 5:00 AM. MetroEast precedes all potentially objectionable programming and promotions for potentially

objectionable programming with the following message in video and audio:

The following program contains material which may be offensive to some viewers or may be inappropriate for viewing by children.

MetroEast expects program submitters to indicate if their program contains potentially objectionable material by providing the appropriate information on the playback request form. The final determination of potentially objectionable programming will be made by MetroEast Community Media.

Program Prohibitions

8.10

To encourage diverse expression which reflects the diversity of our community, MetroEast has very few limitations on programming. However, MetroEast facilities and channel time are not available for programs containing:

- Any solicitation of funds or advertising material designed to promote the sale of products or services;
- Obscene material as defined by all relevant laws;
- Invasion of privacy;
- Lottery information, gift enterprise or similar schemes;
- Any material requiring union residual, or other payment including but not limited to talent and crew unless those payments have been executed or waived;
- Any material that is slanderous, libelous, or made unlawful by any law instituted by a governmental body;
- Any material that is copyrighted or subject to ownership or royalty rights, union residuals, or other payment unless the submitter has obtained all necessary permissions, releases, licenses and made all necessary payments to authorize cablecasting of any such material. MetroEast may require the producer to provide evidence of such payment or permission.
- Solicitation of funds, goods or services not in accordance with MetroEast fundraising policies. (See Section 5.3.)

Programming Department Discrepancy Policy 8.11

MetroEast Community Media policies are designed to make MetroEast channel time available to the largest number of producers possible. We need your help if we're to make the most efficient use of MetroEast resources.

Repeated violations of these policies lead to lost channel time and even greater demands on an already scarce resource. To ensure the most efficient use of channel time, MetroEast uses discrepancies to track producers and submitters who have repeated trouble following program policy and guidelines. A discrepancy is noted whenever a producer or submitter fails to follow a programming policy.

If a producer or submitter receives three discrepancies within any three-month period, they will receive a warning letter. A meeting with MetroEast's Technical Manager, Executive Director or assigned staff may be required to help resolve the problem.

If a producer or submitter receives another discrepancy following the warning letter, they may be restricted from using MetroEast facilities and channel time for up to three months.

Following a three-month restriction, community producers will be on probation for one year. If you receive another discrepancy during this probation, you may be restricted from using MetroEast facilities and equipment for up to one year.

Following a one-year restriction, community producers will be on probation for two years. If you receive a discrepancy during this probation, you will be permanently restricted from using MetroEast facilities and equipment.

Gross negligence with MetroEast equipment, intentional disregard for MetroEast equipment use policies, or program material violating applicable laws may result in immediate and permanent restriction.

Viewer Notification of Program Content 8.12

Programs that accept live calls will be preceded by the following disclaimer, run by MetroEast prior to live and taped cablecast:

“The advice, counseling, or opinions expressed in the following

program represent the views of the program participants and do not necessarily represent the opinions of MetroEast Community Media”

Minors Using MetroEast Facilities

10

MetroEast facilities are available to community members of all ages. To fulfill legal requirements and to protect minors, certain rules and regulations apply. A minor is anyone under the age of 18. A minor working on a production with a community producer is not volunteering under MetroEast staff supervision. ***Staff supervision occurs only on staff productions.***

Permission of a parent or guardian is required before a minor may reserve or checkout MetroEast equipment. Parents or guardians may sign an agreement that allows minors to check out field equipment without the parent or guardian being present at each checkout. This agreement is valid for six months from the date it is signed. The parent or guardian must sign the agreement in the presence of a MetroEast staff person and must provide government-issued photo identification. If a parent or guardian chooses not to sign the extended user agreement, the parent or guardian will be required to co-sign equipment checkout forms each time the minor wishes to use MetroEast field equipment. Minors who do not have parental or guardian permission to check out equipment may use MetroEast equipment on MetroEast premises, within the guidelines for minors using facility and equipment.

Community producers are responsible for ensuring that working conditions and job duties are safe and do not endanger any individual. Under no circumstances should minors be allowed to perform duties which may be dangerous or for which the minor has not been adequately trained. Parental or guardian consent is absolutely required before minors may work on programs with potentially objectionable content. (See Section 8.9.) ***Violation of the above policies by a community producer may lead to immediate and permanent restriction from using the facilities of MetroEast.***

Minors may not use power tools at MetroEast. Minors under the age of 16 are prohibited from setting or operating studio lighting

equipment or using the studio lighting ladder. No minor will be asked to lift excessive weights. Minors under the age of 14 are required to have a parent or guardian present when attending MetroEast classes. Minors may volunteer during the following hours only unless given specific consent in writing by a parent or guardian:

- Ages 6-8 7:00 AM to 7:30 PM
- Ages 9-10 7:00 AM to 9:00 PM
- Ages 11-14 7:00 AM to 9:30 PM
- Ages 15-17 5:30 AM to 10:00 PM
(evenings preceding a school day)
- Ages 15-17 5:30 AM to 12:30AM
(evenings **not** preceding a school day)

Minors will not be scheduled at any time which interferes with their school schedule.

For more information regarding minors volunteering at MetroEast please email info@metroeast.org

Volunteer Information Disclosure

II

Employees of MetroEast Community Media may not express personal or professional opinions about MetroEast volunteers as to their work habits, quality of work, personality or any qualification, personal or otherwise, to anyone other than the volunteer. This policy is not meant to deter constructive feedback provided by appropriate MetroEast personnel to public access producers, their talent or crew as part of MetroEast’s continuing commitment to training and development.

MetroEast employees may not serve as personal or professional references on behalf of a volunteer without the express permission of MetroEast’s Executive Leadership Team.

All inquiries regarding MetroEast volunteers will be referred to the Director of Education & Volunteers. MetroEast will not release information unless requested in writing to do so by the volunteer or in cases where Oregon Public Law, ORS 192.410 to 192.500 or MetroEast policies regarding public records require release of the information.

MetroEast routinely releases the following information:

- ***The title, program description and scheduling information of any program in production or submitted for cablecast.***

- ***Information about current equipment reservations.***
- ***Information contained in the Volunteer Directory. (See Sec. 6.)***
- ***Confirmation that an individual uses the facilities of MetroEast Community Media.***

MetroEast Community Media will restrict individuals who have shown an inability to follow MetroEast policy and procedures demonstrated by repeated policy violations. To ensure the efficient use of its resources and to provide a safe and productive work environment for community producers and others, MetroEast has instituted a progressive restriction policy.

Any individual will receive a warning in writing identifying the behavior that violates MetroEast policies and what needs to happen to correct the behavior. Following the written warning, anyone violating MetroEast policy will be restricted from using MetroEast facilities for up to three months. Following a three-month restriction, a user will be placed on probation for one year. If MetroEast policies are violated during the probation, the user will be restricted for up to one year.

Following a one-year restriction, the probationary period is two years. If MetroEast policies are violated during this time, a user will be permanently restricted from using MetroEast facilities and equipment.

- Violation of the following policies will lead to immediate and permanent restriction from using MetroEast facilities and equipment:
- Theft
- Unauthorized use of equipment
- Cablecasting unauthorized material
- Assault
- Consumption of or being under the influence of alcohol or illegal drugs on MetroEast premises, in MetroEast vehicles or while operating MetroEast equipment
- Performance of an unlawful act while on the MetroEast premises or when using MetroEast equipment
- Grossly negligent or intentional endangerment of facilities, equipment or people
- Bringing firearms on MetroEast premises (including parking) without written permission of the Executive Director, unless a sworn law enforcement officer

- Operating equipment under the influence of drugs or intoxicants
- Failure to pay for damaged, stolen or lost equipment
- Using the MetroEast name or logo on business cards, letterhead or promotional materials or in the title of a program
- Identifying or representing oneself as a MetroEast employee
- Abusive behavior
- Harassment (See Section 14.)

An individual may submit an appeal in writing to the MetroEast Board of Directors. It is the intent of the Board to attempt to have a written decision on the appeal within 60 days.

Harassment Policy

14

MetroEast is committed to fostering an inclusive environment that values diverse perspectives and respectful dialogue. We require all staff and members to uphold mutual respect in shared spaces to ensure everyone feels welcome and empowered to contribute. Studios are designated Free Speech zones, while common areas are shared community spaces, maintained to ensure a welcoming and inclusive atmosphere for all. By honoring our differences, we strengthen our community and advance civic engagement.

MetroEast Community Media (MetroEast) prohibits unlawful discrimination and harassment. This policy defines these terms and provides a complaint procedure for volunteers or employees who believe they have been the victims of prohibited conduct. This policy applies to all matters related to hiring, firing, transfer, promotion, benefits, compensation, and other terms and conditions of employment or volunteering.

Discrimination and Workplace Harassment

It is MetroEast's policy to provide an environment free from unlawful discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, national origin, marital status, age, expunged juvenile record, performance of duty in a uniformed service or physical or mental disability, or any other characteristic protected by local law, regulation, or ordinance.

It is our policy that all employees, customers, clients, contractors,

and visitors to the work site are entitled to a respectful and productive work environment free from behavior, action, or language that constitutes workplace harassment or discrimination. The “workplace” includes when employees are on company premises, at a company-sponsored off-site event, traveling on behalf of the company, or conducting company business, regardless of location.

The policy prohibits any conduct at work that a reasonable person in the individual’s circumstances would consider unwelcome, intimidating, hostile, threatening, violent, abusive, or offensive. It also prohibits employment actions, including hiring, promotion, termination, and compensation decisions, to be taken based on a protected characteristic. This policy also prohibits any form of retaliatory action toward an employee for filing a complaint of discrimination or harassment, or for participation in an investigation of a complaint.

Workplace harassment can be based on national origin, age, sex, race, disability, religion, sexual orientation, gender identity, or gender expression. It may also encompass other forms of unwelcome, hostile, intimidating, threatening, humiliating, or violent behavior that is not necessarily illegal, but still prohibited by this policy.

Sexual harassment is a form of workplace harassment and includes, but is not limited to, the following types of conduct:

- Unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature when such conduct is directed toward an individual because of that individual's sex and submission to such conduct is made either explicitly or implicitly a term or condition of employment; or submission to or rejection of such conduct is used as the basis for employment decisions affecting that individual.
- Unwelcome verbal or physical conduct that is sufficiently severe or pervasive to have the purpose or effect of unreasonably interfering with work performance or creating a hostile, intimidating or offensive working environment.

Sexual Assault

Unwanted conduct of a sexual nature that is inflicted upon a person or compelled through the use of physical force, manipulation, threat, or intimidation.

Prohibited Conduct

This policy prohibits conduct based on an individual's protected class status. Although by no means all-inclusive, the following examples represent prohibited behavior:

- Physical harassment, including but not limited to unwelcome physical contact such as touching, impeding or blocking movement, or any physical interference with work;
- Verbal harassment, including but not limited to disparaging or disrespectful comments, jokes, slurs, innuendoes, teasing, and other sexual talk such as jokes, personal inquiries, persistent unwanted courting and derogatory insults;
- Nonverbal harassment, including but not limited to suggestive or insulting sounds, obscene gestures, leering or whistling;
- Visual harassment, including but not limited to displays of explicit or offensive calendars, circulation of derogatory content, posters, pictures, drawings or cartoons that reflect disparagingly upon a class of persons or a particular person; or
- Sexual harassment, as described above, including but not limited to unwelcome sexual advances, requests for favors in exchange for conduct of a sexual nature, submission to unwelcome conduct of a sexual nature in exchange for a term of employment, or other conduct of a sexual nature.

Penalties

We will not tolerate discriminatory conduct, harassment, or sexual assault. Any individual found to have engaged in such conduct may face disciplinary action up to, and including, permanent ban from MetroEast facilities and activities. The company may also subject managers and supervisors who fail to report known harassment – or fail to take prompt, appropriate corrective action — to disciplinary action, including potential dismissal.

Retaliation Protections

MetroEast prohibits retaliation against any employee or volunteer for filing a complaint regarding conduct in violation of this policy. MetroEast

will not tolerate retaliation against any employee for raising a good faith concern, for providing information related to a concern, or for otherwise cooperating in an investigation of a reported violation of this policy. Any employee or volunteers who retaliates against anyone involved in an investigation is subject to disciplinary action, up to and including dismissal and ban from MetroEast Facilities and Activities.

Reporting Procedure

Any employee or volunteer aware of or experiencing discrimination, harassment or sexual assault in the workplace should report that information immediately to a company designee. Specifically, an employee or volunteer may make the report verbally or in writing to the employee's immediate supervisor or higher management, if the employee prefers. Employees or volunteers may report to any of the persons listed above, regardless of any particular chain of command. All employees and volunteers are encouraged to document any incidents involving discrimination, harassment, and sexual assault as soon as possible.

All complaints will be investigated within a reasonable amount of time, typically within five days of receiving the complaint. Any individuals named in the complaint will be notified in writing that an investigation is taking place.

The Executive Leadership Team will respond to the complaint in writing within 30 days of receiving the complaint. All responses will include the information that if the complainant is not satisfied with the Executive Leadership Team response, they may appeal to the President of the Board of Directors. The President will review the complaint with the full Board at its next regularly scheduled meeting following receipt of the appeal. The complainant will receive a response within 30 days.

Nondisclosure or Non-Disparagement Agreements

Under this policy, a nondisclosure agreement is any agreement by which one or more parties agree not to discuss or disclose information regarding any complaint of work-related harassment, discrimination, or sexual assault.

A non-disparagement agreement is any agreement by which one or more parties agree not to discredit or make negative or disparaging written or oral statements about any other party or the company.

A no-rehire provision is an agreement that prohibits an employee

from seeking reemployment with the company and allows a company to not rehire that individual in the future.

The company will not require an employee to enter into any agreement if the purpose or effect of the agreement prevents the employee from disclosing or discussing conduct constituting discrimination, harassment, or sexual assault.

An employee claiming to be aggrieved by discrimination, harassment, or sexual assault may, however, voluntarily request to enter into a settlement, separation, or severance agreement which contains a nondisclosure, non-disparagement, or no-rehire provision and will have at least seven days to revoke any such agreement.

Time Limitations

Nothing in this policy precludes any person from filing a formal grievance in accordance with a collective bargaining agreement [if applicable], the Bureau of Labor and Industries' Civil Rights Division or the Equal Employment Opportunity Commission. Note that Oregon state law requires that any legal action taken on alleged discriminatory conduct (specifically that prohibited by ORS 659A.030, 659A.082 or 659A.112) commence no later than five years after the occurrence of the violation. Other applicable laws may have a shorter time limitation on filing.

A person who feels denied fair access to the resource of MetroEast Community Media should send written notification to:

Executive Leadership Team

leadership@metroeast.org
MetroEast Community Media
829 NE 8th Street
Gresham, OR 97030

Appeals may be referred to:

President, Board of Directors

board@metroeast.org
MetroEast Community Media
829 NE 8th Street
Gresham OR 97030