

Java Jolt Guidelines
Developed: October 2018
Last updated: September 2020

Managed by proud members of the Whitby Chamber of Commerce (WCC), the Java Jolts are a staple program. It is run by members for members but owned by the WCC. Originally developed in 2018 by the WCC and Java Jolt moderators, these guidelines have now been updated to reflect operations.

Attendance:

Members and non-members (or former members) are welcome to attend these events, but after a non-member attends 3-5 times, the Engagement & Outreach Manager will approach the individual and encourage them to join the membership. Although it is up to the discretion of the Engagement & Outreach Manager to manage non-member attendance, non-members may not continue to attend indefinitely as this is a program paid for by the membership.

If a former member was asked to leave the membership as a result of not meeting the membership Code of Conduct, they are not able to attend Java Jolts.

Moderators:

The moderators are members in good standing selected by the WCC staff to lead and organize the Java Jolt events. Their posts in the Whitby Chamber Java Jolt Facebook group are their own and only WCC staff are permitted to post on behalf of the Chamber.

Marketing:

WCC staff are responsible for the marketing of the Java Jolt program. When possible, the event moderators and their businesses will be included in event marketing.

Facebook Group:

The Whitby Chamber Java Jolt Facebook group is managed and monitored by WCC staff. This group is open to non-members joining, however only members are permitted to advertise their business in this forum. As this group was created to foster dialogue and engagement, members are asked to limit posts directly marketing their business to only once a week. This allows space for organic

conversations and referrals. The Marketing & Communications Manager monitors the Whitby Chamber Java Jolt Facebook group and will remove advertising of non-members.

Location:

Typically, the Java Jolt meetings are held at restaurants within the membership. These partnerships are arranged by the WCC, not the moderators or attendees of Java Jolt. The partner restaurants then donate drip coffee, tea and tap water to the event. Attendees are encouraged to support the host business by ordering additional items from the menu but at a minimum limit the consumption of free beverages.

For health and safety reasons, no outside food or drink are permitted at Java Jolts. The moderators are asked to remind participants of this fact.

It is the accountability of the WCC to engage with the host locations, confirm their participation in the program annually and address any questions or concerns.

Java Jolts may also be hosted online when necessary. This is to be determined by WCC staff and organized in partnership with the moderators. Attendees are asked to be respectful of participants and mute their microphones when not speaking, as well as remain in-camera so participants can acknowledge your full engagement and participation.

Engagement & Outreach Manager:

In addition to providing members with a safe space to share business challenges and solutions, Java Jolts are an engagement and recruitment tool for the Chamber, and therefore the Engagement & Outreach Manager is encouraged to attend.

Content, presenters and alternative moderators:

On occasion, alternative hosts or presenters are invited to Java Jolts, however the WCC should be made aware of these changes/invites in advance. Once approved, this information can be posted by the moderator on the Facebook page.

Presenters, speakers and alternative moderators must always be current members of the Chamber. If moderators are unsure if someone is a member, they must reach out to the WCC staff or check the online Buyer's Guide.

Although presentations are welcomed occasionally (if timely or requested by the Java Jolt group), the purpose of the Java Jolt is to provide members with a safe space to share business challenges and solutions. An alternative to consider is another free networking opportunity hosted by the WCC, like mMornings, where member speakers are leveraged for this monthly event series.

This is a business-focussed event and any sensitive subjects or presentations brought forward by the moderators or participants must be pre-approved by Chamber staff and a suitable moderator identified. Once approved, they should be advertised on the Whitby Chamber Java Jolt Facebook page in advance, to ensure participants feel prepared/have an awareness of the topic of conversation.