



PACIFIC
CREST

Support Staff and Volunteer Handbook

Revised 3/18/2018

Section 1: Message from Executive Director – Stuart Pompel

On behalf of the entire staff, I would like to welcome you to Pacific Crest Youth Arts Organization!

Volunteers are the lifeblood of Pacific Crest's behind-the-scenes summer operation. From the first breakfast servings; to the almost-immediate transition of lunch for nearly 200 people; to sewing a jacket that opened a seam the night before; to running an errand to the local pharmacy for an important item; to the placement of a concert bass drum and a side podium before a performance; to counting T-shirts, patches and caps before and after the set up of Pacific Crest souvenir stand at a contest site...all these things would not happen without the unheralded service of our steady, incredibly dedicated volunteers. Pacific Crest Drum and Bugle Corps could not take the field each summer evening without your effort and commitment.

The hours can be long and the work sometimes tedious, but the rewards of hearing and seeing your favorite corps practice, perform and improve daily fills our volunteers with fond memories that keep them going all the way through the off-season. Soon enough, you too will begin to anticipate the summer when the sun gets brighter, the days get warmer and the "Doctor Beat" starts to chirp. You might be surprised to learn that Pacific Crest (and all drum corps, for that matter) are always on the lookout for new summer helpers. We even have opportunities to volunteer for just a day, or while the corps is in your town. No volunteer gets turned away, no matter how brief the time commitment.

As implied throughout this handbook, experience is not a prerequisite for volunteering for any of the duties noted. We will fit the task with your individual talents; flexibility is the key to enjoying this activity. Volunteering can be a very rewarding experience. Let's be honest too: volunteering can be just like work and sometimes it can bring more challenges than your normal 9-to-5! However, it can also be an interesting, memorable and rewarding experience when working with the young men and women of Pacific Crest.

This handbook contains some guidelines and necessary paperwork or each volunteer to read, understand and complete. It also contains information that you need to know while on the road. If you still have questions after reading it, do not hesitate to contact me.

The best part of volunteering is meeting the corps members who turn out to be some of the finest young women and men in America. They're engaging, they laugh, they always appreciate your efforts (and they'll let you know that), and they all have a different story to tell. Truly, you will find volunteering with Pacific Crest an interesting way to spend your summer.

Thank you for your willingness to donate your valuable time and resources to an incredible rewarding experience.

Stuart Pompel
Executive Director

SECTION 2: BACKGROUND INFORMATION

2.1: Mission Statement

The mission of Pacific Crest Youth Arts Organization is to provide superior educational and competitive performing arts programs that change the lives of young people in the greater Southern California region and prepare them for leadership in a fast-moving world.

2.2: History

Started in 1993 with 33 students, today Pacific Crest is one of North America's most respected performing arts programs, reaching more than 3,000 students each year.

Our 150-member Drum and Bugle Corps travels performs throughout the US each summer in front of 100,000 spectators. Pacific Crest has also appeared in cinema broadcasts, on television shows and commercials, and in world-class venues, including the Orange County Performing Arts Center and the Rose Bowl.

Pacific Crest's highly skilled faculty, arrangers, and choreographers – many are credentialed music teachers and/or professional performers — share a love for music and dance, as well as the desire to help talented and motivated students strive for personal excellence. They were once student performers, themselves, and are now giving back to the community that gave so much to them.

As a member of Drum Corps International (DCI), a nonprofit organization serving drum and bugle corps, Pacific Crest competes in World Class, the highest competitive division in DCI. They represent the City of Diamond Bar and the Southern California Region as one of 24 teams in the Marching Music's Major Leagues

2.3: Volunteering Attitude

Especially on a drum corps tour – is hard work, fun, challenging, rewarding and, at times, brings out either the best or the worst in all of us. We ask our volunteers to be team players, to be flexible and dedicated, and to take responsibility and be accountable, as well as to bring enthusiasm and generosity to the job. Just as the corps members do, you also represent Pacific Crest. That said, there may be times when relationships can become strained. Our approach should be to deal with these issues immediately, honestly and openly. At times this approach can seem hard: if you need help, your best resource is the tour management: they will always make time for you. Remember that our members can sense how well our volunteers are working together and it's important for us to give our best, so their efforts succeed as well.

SECTION 3: JOB TITLES AND DESCRIPTIONS

3.1: Food Service

The mission is to provide the best quality services and healthy well-balanced meals to all members and staff of Pacific Crest, either at the monthly camps or while on the summer tours. Continue to provide a positive work environment for everyone to enjoy on a daily basis. A minimum of five people are needed for food services to run smoothly and efficiently. Please be aware that the job can involve heavy lifting and working in a heated environment. The lead cook is responsible for coordinating the tour menus with the Operation Manager, grocery inventory, providing staff direction and overseeing the preparation and serving of the meals. If you volunteer to work in the kitchen for the California Tour and/or National Tour, we ask you to help out during the winter and spring so you become familiar with the requirements of working in the kitchen.

We prefer and strongly recommend that you take A FREE Food Handler Course online so you're aware of the basic rules about handling, prepping and cooking food. Here's an online program available to you: <http://www.cafoodhandlers.com/> It will be up to you whether or not to pay the fee and get the "Food Handler's Card."

The primary responsibility of the food services staff is to provide three (3) meals and a snack for approximately 200 people daily, including, but not limited to these additional tasks:

- Set up trailer on arrival and clean and pack up the trailer on departure
- Assist drivers with setting up kitchen and food line upon arrival at show stadiums
- Outside setup of tables for additional food service – they are put away member teams
- Keep the trailer clean and orderly inside and out (including refrigerator, stove, etc.)
- Basic food preparation such as slicing, chopping, simple baking
- Prepare beverages for meals. Refill 5 or 10 gallon water coolers for members/staff and keep them clean at all times with periodic sanitation.
- Prepare water jug cleaning station for members to sanitize their water jugs each day
- Turn on gas, water heater, circuit box. Hook up drainage and water.
- Laundry – towels / aprons
- EVERYONE on staff helps wash dishes, pots and pans, etc.
- Accept and store food shipments from food vendor. EVERYONE helps with load-in.
- Bring meals to PC souvenir workers at show sites
- Work closely and in cooperation with tour management and the lead cook

Sample Daily Meal Service Tasks include and is not limited to the following:

- Weekend and In-Town Camps
 - 9:30 am Report to Kitchen trailer
 - Unload and set up food line and beverage station
 - Load groceries
 - 10:00 begin lunch prep
 - Prep salad and salad dressing
 - Prep PB&J
 - Follow the menu posted by the white board
 - While prepping, start washing, dry and putting dishes away
 - Outside setup: restock plates, bowls, napkins, utensils etc,
 - Set out meal 15 mins prior to first seating
 - **Dishes need to be done before continuing to prep dinner**
- After lunch service going into dinner service
 - Restock plates, bowls, and utensils as needed.
 - Condense all food and store as needed
 - Fill dressings and salad condiments for next meal service.
 - Refill PB&J table as needed.
 - **Dishes need to be done before continuing to prep dinner**
 - Begin prep for next meal: Dinner
 - Follow meal recipe posted by white board

- After dinner service going into snack service
 - Restock plates, bowls, and utensils as needed.
 - Repeat tasks from after lunch service.
 - Begin prep for snack service.
 - Follow meal recipe posted on white board.
 - Wash, dry and store dishes.
 - Refill PB&J box.
 - Clean and wipe tables, store plates, utensils, etc. and store underneath trailer.
 - Shut trailer door and bin doors and turn off lights.

- Breakfast service going into lunch service
 - Begin breakfast prep 2 hours before meal time,
 - Setup cereal station with dispenser, spoons, milk, soy milk.
 - Restock plates, bowls, and utensils as needed.
 - Follow meal recipe posted on white board.
 - Repeat task from above going into prepping for lunch.

- After lunch service going into end of camp.
 - Repeat task from previous day's lunch service.

- End of Camp
 - Wash dishes while lunch is being served.
 - Store and secure pots, pans, and utensil box.
 - Clean griddle as needed.
 - Wipe and sanitize tables and stack for loading.
 - Dump leftover drinks, rinse jugs and sanitize before loading.
 - Take inventory of canned goods in pantry.
 - Clear, clean and sanitize refrigerator.
 - Place leftover dressings, jelly, jam, and other perishables in ice chest to be stored until next camp.
 - Wash, sanitize and dry floor mats.
 - Scrub and mop kitchen floor.
 - Place mats back into kitchen trailer.
 - Load back end with tables and drink station, jugs and close rollup door.
 - Store unused plates, bowls, utensils, cereal dispensers, and other items underneath the trailer and close bin doors.

Some jobs are assigned to individuals, some for the entire tour and some as needed. There are also some jobs that will have a designated person assigned them due to the complexity of the task. Most of the jobs above are all team-related. The idea is to help out where help is needed and step up at any time to assist team members. There will be times during the tour when there is only a limited amount of volunteers at a given time, so ability to multi-task is key to joining the food services team.

3.2: Uniforms and Costumes

Uniform volunteers have the responsibility for the maintenance, upkeep and cleanliness of the corps' uniforms, color guard costumes, flags and other miscellaneous items. Representative duties include:

- Measuring members for accurate sizing
- Alteration of uniforms
- Maintain uniforms
- Launder uniforms / costumes / flags
- Handle sewing emergencies
- Label uniforms / uniforms bags / shako boxes

Although sewing skills are primary in this department, assistance is needed with a variety of projects, including and especially laundry. The corps provides all equipment and supplies. Laundry for a performing unit of 150 is a unique experience! While on tour, cleaning the performance uniforms and costumes is done at local Laundromats after approximately wearing five times. Volunteers are needed in each designated uniform laundry city to offer 3-6 hours of time. Tasks include: washing, drying, folding and hanging the uniforms and costumes. Additional assistance needed is locating laundromat nearest to the housing site and assembling a local team to assist with laundry/gathering of supplies. Laundry is a great way to get involved if you are only able to give a few hours to the Corps.

3.3: Transportation Crew

The transportation crew maintains strict adherence to Federal and State regulations. Our members travel an average of 12,000 miles every year. We strive to provide safe, reliable and efficient transportation utilizing a combination of Pacific Crest owned vehicles and vehicles that we rent. This would include charter bus companies and other transportation providers such as Ryder, Penske or Pac-Lease.

Our fleet is driven by a combination of paid drivers and volunteers who have the responsibility of transporting the corps members, staff and volunteers, when and to where they need to be. These drivers follow the direction given by tour management and a designated lead driver. They are also responsible for general maintenance of the vehicle while on the road (i.e. oil and other lubricant changes, tire pressure maintenance, vehicle washing, waste water dump, etc.). All of our commercial drivers are required by the Department of Transportation to maintain accurate, daily drive logs and vehicle inspection forms and to abide by all the DOT rules and regulations in regards to on and off-duty time limits. Strict adherence to federal regulations regarding drive time, sleep time and vehicle and personal documentation is expected. For Pacific Crest Corps, the caravan may consist of four buses, two tractors each pulling one trailer, two auxiliary vehicles and one Souvie Van that supplies the merchandise at the booths. The corps travels as a convoy and all vehicles are equipped with FM band radios, company or personal cell phones for communication. We primarily travel between 10:00 p.m. and 6:00 a.m.

Drivers are responsible for setting up the kitchen trailer upon arrival at the housing and show sites, which includes and not limited to the following:

- Hooking up water and electrical supply.
- Unloading tables, drink station and jugs.
- Unloading and setting up the stairs.

- Unloading trash cans, ice chests, utility wagon, etc. from center of the aisle.

License Requirements

Tractor-trailers require a CDL – Commercial Drivers License (physical and drug tests are required and drivers must be at least 25 years of age).

The souvenir van, and auxiliary SUV's, require regular class "C" driver's license.

Each driver is asked to provide Pacific Crest with a copy of their Driver Record which is available online from the California DMV. Go to <http://www.ca.gov>; then click on "Online Services;" then click "Driver Record." There is a \$2.00 fee.

The organization can assist you in acquiring the appropriate license if you are interested in driving a tractor and do not have a CDL. Although our greatest need for drivers is during summer tour, we also need drivers for local camp weekends and pre-tour, as well as moving the vehicles locally around town for service, repairs and fuel requirements.

3.4: Equipment Trailer Maintenance

To maintain a safe, clean and organized equipment trailer for our members. Responsibilities include but are not limited to:

- Keeping the inside of the truck clean and orderly
- Opening and closing the truck
- Assisting with pit instrument removal and storage
- Assist with moving equipment to the show
- Maintain pit cart
- General maintenance and repairs

3.5: Merchandising ("Souvies")

Selling merchandise is one way that the organization generates revenue to support all of its programs. We generate added revenue by promoting the sale of souvenir merchandise (apparel, audio/visual products and specialty items). The Merchandising Team is responsible for presenting Pacific Crest organization in a friendly and positive manner. PC merchandise sales provide the major source of summer operating funds. Personnel are needed to help drive Pacific Crest Souvie Van and assist in activities which include the set up/tear down of the booth; staging, stocking and tracking inventory, and the actual selling and presentation of merchandise in the Souvenir trailer. Souvies personnel are very much a marketing arm of Pacific Crest and can be priceless in communicating our multiple messages when it comes to recruiting, alumni, PC-sponsored show information. You might be surprised how many folks come to the Souvie booth with questions and comments, rather than an interest in buying a T-shirt. The personnel selling collect all monies received, record ending inventory and forward to Pacific Crest at end of the event. Pacific Crest Souvies needs dedicated volunteers who can travel with the corps for at least five days or more. Pacific Crest Souvies personnel leave the housing site several hours earlier than the corps to arrive at the show site for timely set up.

3.6: Health and Wellness Team

To ensure the physical well-being of the members, staff and volunteers during camps, pre-tour and tour. Types of medical personnel needed, each with current and active license in their respective state(s), any certifications (CPR/AED is mandatory) and liability insurance.

- Registered Nurse Licensed
- Practical Nurse
- Physician's Assistant
- Physician
- Physical Therapist
- Athletic Trainers

Responsibilities include, but are not limited to:

- Assessing injuries, illness and administering the appropriate care
- Active involvement in decision making regarding calling one of our physicians for consultation, hospital visits, making hospital runs and implementing.

Sample Daily Tasks at Weekend and In-Town Camps

- On Rehearsal and Show Days:
 - Take weekly inventory of Med Bay Supplies (Done on first rehearsal day).
 - Type up Treatment Reports and Medication Administration Log. Upload to Google Drive at end of day.
 - If needed, make Wal-Mart runs for more supplies/pick up prescriptions
- During Mealtimes:
 - Ensure that Gatorade and water jugs are made and full.
 - Open Med Bay
 - Treat members as needed
 - Take note of over-the-counter medication administered to members. Prepare end-of-day medication list for inventory control. Upload list to Google Drive.
- When Transporting to an Urgent Care/ER:
 - Inform Admin on duty of need for transport.
 - Inform Jim Olea of situation by phone and complete incident report on Drop Box.
 - Bring the hard copy of Medical Record Form of member(s) being transported
 - Ensure that copy of insurance card and photo I.D. or driver's license is carried by member.
 - If a prescription is needed, contact Jim Olea with member's date of birth and full name. Jim will contact Dr. Cantrell with prescription details. Have name and phone number of the Pharmacy ready to give to Dr. Cantrell
 - While en route, have student call and update parents if possible
- If EMS is needed:
 - Call 911
 - Have hard copy of Medical Record Form of Member for EMT/EMS personnel.
 - Ensure that copy of insurance card and photo I.D. or driver's license is carried by member or Health Team member accompanying student to hospital.
 - Inform Admin on duty, Jim Olea, and Stuart Pompel of member status.
 - Stuart should call parents with member status.

- If possible, Med Staff should accompany member in ambulance or follow along with PC SUV
- Be sure to get name of hospital member is being transported to.
- Update Stuart, Jim and Admin of final status update of member.
- Call parents with final status update.

Once a member has been provided orders from a Physician to restrict activity for a period of time, the member will be restricted from such activity regardless of their personal ambition. Medical volunteers help manage the following:

- Monitoring marching members, staff and volunteers with specific health conditions.
- Inventorying and stocking first aid supplies and kits
- Participating in decisions relating to the nutritional needs of the marching members.
- Supervise and participate in the process to keep Corps members properly hydrated.
- Monitoring general sanitation of food products, equipment and surfaces
- Medical record keeping (daily logs), insurance forms, and accurate documentation
- Assisting other areas and volunteers with their responsibilities, as time permits

Code of Ethics:

Licensed medical providers will conduct themselves in the same professional manner as they would within a traditional health care environment and adhere to their state laws. The Health and Wellness volunteers should be conscious of the fine line between professional and social behavior when interacting with members, staff, management, and other volunteers.

SECTION 4: GENERAL POLICIES

Any questions regarding the policies listed below should be directed to the Executive Director using the contact information listed below.

4.1: Volunteer Minimum Age

Volunteers spending more than one day with the corps must be 21 years old or above. Volunteers are not allowed to bring dependents under the age of 21 on tour.

4.2: Accommodations and What to Bring

As a staff member/volunteer you are provided with meals, group transportation and all the necessary materials to complete your volunteer duties.

The following items are important to pack to make your stay with the corps more comfortable:

- Air Mattress /Sleeping Bag / Sheet / Pillow / Ear Plugs / Eye Shades
- Toiletries
- Towels (bath and washcloth or Scrubby)
- Shower Shoes
- Sunglasses
- Hat
- Sunscreen
- Comfortable Shoes (two pairs that can get beat up)
- Something to do in your spare time (books, magazines)

Space is very limited so please insure that you only bring the minimum amount of items you need and keep your packing to one small carry on suitcase that can go under the bus and a small overnight bag that can go onto the bus. The Corps usually stays at a school in the area of the show site. The Corps camps out in the gym while staff and volunteers sleep in surrounding classrooms. Air conditioning is not guaranteed, and for this reason, you may wish to include a sheet for sleeping rather than have only a sleeping bag.

4.3: Expectations for Conduct

Pacific Crest Drum & Bugle Corps (PC) is a non-profit youth organization whose mission is to provide superior educational and competitive performing arts programs that change the lives of young people in the greater Southern California region and prepare them for leadership in a fast-moving world. Volunteers are expected to conduct themselves in an appropriate manner and treat all others with respect. Excessive fraternization with Corps members by staff or volunteers is not considered appropriate.

The discipline and management of the Corps members is the sole responsibility of management. Volunteers are not to reprimand Corps members. If you have a concern, please see a member of the management team.

4.4: Sexual Harassment Policy

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other visual, verbal or physical conduct of a sexual nature. Pacific Crest Drum & Bugle Corps strives to provide an environment free of sexual harassment, intimidation or exploitation. It is expected that volunteers and staff will treat one another with respect. All volunteers and staff are subject to this policy. Individuals who violate this policy are subject to immediate suspension and possible dismissal of their obligations and responsibilities to Pacific Crest organization. Reports of sexual harassment are taken seriously and will be dealt with promptly. The specific action taken in any particular case depends on the nature and gravity of the conduct reported, and may include intervention, investigation and the initiation of disciplinary processes. Where sexual harassment is found to have occurred, Pacific Crest will act to stop the harassment, act to prevent its recurrence and discipline those responsible.

4.5: Alcohol Possession and Use

Alcohol cannot be stored or transported on any of the member buses or in commercial vehicles that require a Class A commercial license to operate. Volunteer staff, who are not driving vehicles, may consume alcohol on the staff bus and RV, only. No alcohol may be consumed at any site where alcohol use is prohibited, e.g. public schools. If the police or the state's Department of Transportation discover alcohol on member buses or commercial vehicles, our insurance status, as well as the nonprofit status of the organization, will be placed in jeopardy by the State and Federal regulatory agencies, which can result in significant financial and licensing penalties in the future.

Drivers must refrain from consuming alcohol before or while transporting the Corps and its equipment. Federal Department of Transportation regulations consider drivers intoxicated at .01 percent. That is equivalent to a teaspoon full of beer. Alcohol is not allowed on the property of any of the Corps' housing sites. No driver will be allowed to drive if the Corps' management believes the driver would be a hazard to the membership, volunteers, equipment or him/herself.

4.6: Smoking & Tobacco Products

Pacific Crest maintains a zero tolerance smoking and tobacco policy while on all school property. Smoking is never permitted at any school facility or property, including housing and show facilities. Smoking is not allowed on or near any of the Corps' leased or owned buses or vans.

4.7: Drugs

Pacific Crest maintains a zero tolerance drug policy. Anyone found using, selling, distributing or holding illegal substances will be turned over to a local authorities. At that time, the Corps will be released from its responsibility to the individual and transportation home will be at his/her own expense.

4.8: Health and Wellness

If you are involved with assisting anyone who is injured or ill:

- Obtain the individual's personnel file. It contains all necessary insurance information.
- Obtain a copy of PACIFIC CREST insurance form – located in the front of the personnel file box – and fill it out as soon as possible. This must be completed by the person transporting the marching member to the clinic or hospital.
- Make sure that all paperwork (insurance form and all receipts) are given to tour management for processing.

If the injury/illness is a result from an accident, the Corps' insurance will reimburse the member's insurance company. Volunteers and staff are not expected to talk to the parents of an injured member and they should refer any questions to the tour management.

4.9: Medical Insurance

The PC's insurance only covers injuries as a result of an accident while with the corps. All adults traveling with the Corps are responsible for their own well-being and are strongly encouraged to have health insurance, as Pacific Crest does not provide this.

4.10: Vehicle Accident

If you are involved in an accident while driving a Corps vehicle a Police report **MUST** be obtained. Every vehicle is equipped with an Accident Package. This package is in the Vehicle binder that is placed in each vehicle. Appropriate forms and materials (i.e.: disposable camera) are in the package to assist the filing and recording of the incident. Once the incident is reported the police report is to be given to tour management to process necessary reports for insurance reasons.

4.11 General Liability

Personal items brought with you during your time with the Corps are your responsibility. Please note Pacific Crest is **NOT** liable for any lost, stolen or damaged personal property. The Corps makes every effort to secure housing sites and all of the Corps' vehicles. Please use common sense when bringing expensive items with you. If any Corps property is stolen, a police report must be obtained. Give police report to Tour Management for processing. Also, please inform management of any damage to Corps property, i.e. tuba smashed during performance or rehearsal.

4.12: Tour Expenditures

Necessary acquisitions for the organization can only be authorized by the Operations Manager and Executive Director. Vouchers must be obtained from Tour Management before an authorized purchase can occur. Receipts and change must be returned to tour management, once the purchase has been completed.

4.13: Transportation

For your personal safety, the corps requests that you do not use your own vehicle if you intend to travel with the corps for an extended period of time. At no time are marching members permitted to travel in a private vehicle.

4.14: Summer Tour Travel Arrangements

The chair of each volunteer department and the PC Operations Manager will oversee travel time (Departure and Arrival) and location of arrangements for all personnel who will travel while volunteering with the Corps during the season. These two administrators will be the only contacts for information pertaining to travel times and places of arrival.

For drum corps staff (paid or volunteer) who require travel arrangements to and from the Corps, please refer to the PCYAO's Travel Policy. Note: Volunteer staff who are on tour for less than two weeks will cover 50% of their travel expenses.

4.15: Facility Usage

Only tour management is allowed to obtain permission to use a school's facilities. This includes but is not limited to:

1. The use of school wireless network
2. The request for additional space within school property
3. The use of additional but not authorized facilities such as laundry rooms, home economics rooms, cafeterias, auditoriums, school athletic equipment, ice machines, etc.
4. All volunteers should be mindful of wearing appropriate clothing while the corps uses a school's facilities. Everyone should always be covering their upper body while in a school facility and be mindful of each school's "Hat Regulations." Clothing that promotes or implies alcohol and drug use or relates inappropriate verbiage or situations should be left at home.
5. The management team should always be consulted for special requests. We should never be using a school's kitchen area, phones, computers or printers without permission.

SECTION 5: DRUM CORPS INTERNATIONAL POLICIES

5.1: DCI Staff Badges for Contest Entry

Volunteers may not always have the opportunity to see the actual performance on any given night. You may be needed at times to watch equipment and vehicles, prepare a meal, as well as provide assistance in hauling equipment to and from the competition field, etc. Of course, whenever possible, the Corps will try to ensure that volunteers are able to watch the Corps' performance. Badges must be worn to get into corps shows. Pacific Crest is allotted a certain number of badges to be distributed to staff and volunteers. The badges are the property of Pacific Crest and must be returned to the Tour Manager, department head or caption head before leaving the corps. To be eligible for a DCI staff badge you must be a current member of the instructional team or a "scheduled" volunteer for the current season. Department (Caption) Heads will be responsible for issuing and retrieving of all

badges within the department/caption. Badges must be returned to department heads when leaving the tour so they are available for the replacement person.

There are a limited number of badges available. If your department has more staff than badges available, Tour Management will make alternate means of contest entry. Personnel other than instructional staff or scheduled volunteers, including friends, family and significant others must be prepared to purchase full-priced tickets through DCI. Staff badges are not valid for contest entry during the week of the DCI Championships. Instead, a limited number of wristbands in conjunction with badges will be available to current members of the instructional team and scheduled volunteers for the Championship week. Badges and/or wristbands do not necessarily entitle holder to a seat inside the stadium.

5.2: Recording

Due to music licensing and copyright laws, along with agreements with Drum Corps International, Pacific Crest Board of Director's have issued the following statement regarding taping or recording Pacific Crest Drum and Bugle Corps: "NO staff member, volunteer or marching member of Pacific Crest may make or give permission for any type of recording to be made or broadcast".

5.3: Photography

No person is allowed to post, sell or distribute still, digital or video photographs of Pacific Crest in uniform or behind the scenes to any public internet site, publication or individual without the express written permission of Pacific Crest.

5.4: Public Relations

The Executive Director is the ONLY person to authorize public relations activity. This includes any media; i.e. newspaper, internet, television, radio, etc. Staff and volunteers are not authorized to represent the organization without the consent of Stuart Pompel. Requests of this type, and any questions or concerns about this policy are to be directed to him.

5.5: DCI Code of Conduct:

DCI and its Tour Event Partners have made arrangements on the corps behalf to utilize facilities on behalf of the activity. As a condition of participation, the Corps staff, support and membership are "ambassadors of DCI" when participating in SUMMER MUSIC GAMES Events and therefore agree to the following codes of conduct:

1. Housing Site:

- Making all housing arrangements prior to leaving on tour, at the absolute latest. The Corps should communicate with the DCI Tour Event Partner early in the spring, supplying any necessary information explaining needs and desires regarding facility, as well as arrival and departure times. The Corps is responsible for any additional facility costs passed on that are outside of the DCI Event Contract.
- Abiding by applicable laws, rules and regulations including the prohibition of alcohol, tobacco and drug use on the grounds of any facility contracted by DCI or the DCI Tour Event Partner. This includes the discarding of empty containers, ashtrays, etc. on facility property, which could be construed as having violated the law.
- Abiding by the wishes of the facility administration including respecting those areas which are marked "off limits", either expressed or by basic common sense.

- Using sensitivity and common sense in dress codes while inside of schools, especially if summer sessions are occurring. Shirts and shoes that would be deemed appropriate in a school setting should be worn and clothing changes should occur in an appropriate place.
- Being sensitive to public audiences, including utilizing language that is appropriate for professional and student populations.
- Leaving the facility better than found has always been a drum corps goal. The handling and disposing of waste products, especially garbage and sewage from food preparation, should be in accordance with health codes and facility administration standards.
- Using the DCI Housing inspection Form is required. Check-in with a facility administrator before allowing corps entrance into the facility to pre-check for any problems and to discuss areas of use and “off limits.” Final checkout should occur before the corps leaves the facility and a copy of the DCI Housing Inspection Form should be kept on file should a challenge later occur. Should there be any damage, it is the Corps’ responsibility to make arrangements for reconciliation before leaving.

2. Show Site:

- Codes of conduct as expressed above.
- Parking lot sensitivity, including trash clean up, members dressing out of direct view of public, and health code issues if utilizing food service.
- Staff and support are to help tour Event Partner in the protection of the gate by asking family and friends not directly working with the corps to utilize public ticketed entrance gates.
- Staff and support should be aware of the paying audiences’ enjoyment of the Corps’ performance. Those using DCI staff passes for entrance are asked to sit outside of the reserved seating areas, and if choosing to sit in a staff viewing area, to be sensitive to voice levels and movement once the Corps’ performance begins.
- Staff demeanor and language should be professional and non-aggressive in critique situations and when dealing with challenging situations with event staff.
- Dress should be clean and in keeping with the image of the activity.
- For the sake of sensitivity toward area residents and potential local noise ordinances, there are to be no post show performances of any kind, including parking lot stand stills, cadences, sectionals or individuals (for instance, I & E soloist rehearsals).

3. Field Care:

- Fields at rehearsal facility should be agreed upon with contract and/or facility administrator before utilizing.
- Non-permanent marking or other substance that will not kill or bum the grass should be used when marking the field.
- Care should be taken when moving on pit equipment and props to not cause damage to the field. A minimum of 8” wheels should be utilized on any carts or props pulled onto the field.
- Tarps or covers of any kind that will hinder the oxygen flow to the grass surface or create high levels of heat that can “bum” the surface are not allowed. Any field damage must be taken care of by the Corps prior to leaving the show site.

SECTION 6: PHONE LISTING AND EMERGENCY NUMBERS

Mailing Address

Pacific Crest Youth Arts Organization
PO Box 5409
Diamond Bar, CA 91765

Contact Information

Phone: 909-287-1310
Email: info@pacific-crest.org

Contacts

Stuart Pompel
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Chris Henderson
Drum Corps Manager
chenderson@pacific-crest.org
(562) 896-0790



Volunteer Handbook Acknowledgement

By signing below, I acknowledge that I have read Pacific Crest Volunteer Handbook and agree to abide by the policies therein.

Print Name: _____

Signature: _____ Date: _____

Email Address: _____

Phone: _____

Pacific Crest Volunteer Handbook

Attachments – Forms must be completed each year. The following documents must be completed and accompany this signed document for entry into file.

1. **Volunteer Hold Harmless and Indemnity Agreement:** This form is required if you will be helping with the corps at any time.
2. **Volunteer Background Authorization:** Used for understanding the background history of all volunteers who work with Pacific Crest.
3. **Medical History Form:** These forms are only required if you will be staying overnight with the corps.

Please return all forms to:

Pacific Crest Youth Arts Organization
PO Box 5409
Diamond Bar, CA 91765
Email: info@pacific-crest.org



PACIFIC CREST VOLUNTEER HOLD HARMLESS AND INDEMNITY AGREEMENT

I, the undersigned volunteer, understand that I am not an employee of Pacific Crest Drum and Bugle corps, and that I am acting in the capacity of an independent contractor and I am therefore not covered under Worker’s Compensation. Pacific Crest Youth Arts Organization shall not be obligated to any person, firm, or corporation for any acts arising from the performance of my volunteer duties.

I agree that I will be solely responsible for all of my own actions and for any injuries I may receive while serving as a volunteer for Pacific Crest. Accordingly, I hereby agree to indemnify and hold Pacific Crest harmless of and from all damages to property, medical expenses or personal injuries I may incur or sustain while volunteering for Pacific Crest. I do further agree to indemnify and hold Pacific Crest harmless of and from any and all claims, demand, suits, damages, costs, losses, expenses, actions, or proceedings of any kind of nature whatsoever arising during my volunteer activities.

Volunteer Name (please print): _____

Address: _____

City/State/Zip: _____

Date: _____

Signature: _____

Witness (please print): _____

Signature: _____

**Pacific Crest Youth Arts Organization
Authorization for Criminal History Record Check**

I, _____ (print your name), hereby authorize Pacific Crest Youth Arts Organization (“Pacific Crest”) to obtain information pertaining to any criminal charges currently pending and/or convictions I have had for violation of municipal, county, state or federal laws. This information will include, but not be limited to, allegations regarding, and convictions for crimes committed upon minors. I understand that this information will be gathered from any law enforcement agency of this state or any state or federal government, or from third-party providers of information originally obtained from law enforcement or court records. I

The consumer and/or investigative consumer report(s) will be obtained from IntelliCorp Records, Inc., 3000 Auburn Dr, Suite 410; Beachwood, OH 44122; 1-888-946-8355. Intellicorp’s information and privacy policy can be found at www.intellicorp.net.

I have been given a separate notice of my rights (see final page of this document) under the California Investigative Consumer Reporting Agencies Act. I understand that I will be entitled to copies of the record and be given an opportunity to challenge the accuracy of any information received that appears to implicate me in criminal activities. To facilitate this challenge, I will be told the nature of the information and the agency from which it was obtained. It will be my responsibility to contact that agency to correct any inaccurate record. I further understand that until [insert name of nonprofit] receives notification from that agency correcting any inaccuracies any employment or volunteer assignment will be deferred.

As an applicant for a staff/volunteer position, I hereby attest to the truthfulness of the representations I have made regarding my criminal history, if any. Except as I have disclosed, I have not been found guilty of, or entered a plea of nolo contendere or guilty to any criminal misdemeanor or felony. I understand that I do not have to disclose any sealed or expunged conviction records.

I understand that I must be truthful and, if any statement I have made is found to be false, I will be denied the position for which I am making application or, if already accepted, terminated from my position. I understand that conviction records are not an automatic bar to employment and will be reviewed based on their number, nature and recentness to determine suitability for the position.

SIGNATURE OF APPLICANT _____ DATE _____

Applicant – Note that there is a second section for you to complete on the next page.

A Summary of Your Rights Under the Provisions of California Civil Code Section 1786.22

The Investigative Consumer Reporting Agencies Act (ICRA) is designed to promote accuracy, fairness, and privacy of information in the files of every "consumer reporting agency" (CRA). You can find the complete text of the ICRA, at the California Privacy Protection web site (<http://www.privacy.ca.gov/icraa.htm>). The ICRA gives you specific rights, as outlined below. You may have additional rights under federal law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

Civil Code Section 1786.22.

- a) An investigative consumer reporting agency shall supply files and information required under Section 1786.10 during normal business hours and on reasonable notice.
- b) Files maintained on a consumer shall be made available for the consumer's visual inspection, as follows:
 - 1) In person, if he appears in person and furnishes proper identification. A copy of his file shall also be available to the consumer for a fee not to exceed the actual costs of duplication services provided.
 - 2) By certified mail, if he makes a written request, with proper identification, for copies to be sent to a specified addressee. Investigative consumer reporting agencies complying with requests for certified mailings under this section shall not be liable for disclosures to third parties caused by mishandling of mail after such mailings leave the investigative consumer reporting agencies.
 - 3) A summary of all information contained in files on a consumer and required to be provided by Section 1786.10 shall be provided by telephone, if the consumer has made a written request, with proper identification for telephone disclosure, and the toll charge, if any, for the telephone call is prepaid by or charged directly to the consumer.
- c) The term "proper identification" as used in subdivision (b) shall mean that information generally deemed sufficient to identify a person. Such information includes documents such as a valid driver's license, social security account number, military identification card, and credit cards. Only if the consumer is unable to reasonably identify himself with the information described above, may an investigative consumer reporting agency require additional information concerning the consumer's employment and personal or family history in order to verify his identity.
- d) The investigative consumer reporting agency shall provide trained personnel to explain to the consumer any information furnished him pursuant to Section 1786.10.
- e) The investigative consumer reporting agency shall provide a written explanation of any coded information contained in files maintained on a consumer. This written explanation shall be distributed whenever a file is provided to a consumer for visual inspection as required under Section 1786.22.
- f) The consumer shall be permitted to be accompanied by one other person of his choosing, who shall furnish reasonable identification. An investigative consumer reporting agency may require the consumer to furnish a written statement granting permission to the consumer reporting agency to discuss the consumer's file in such person's presence.



**PACIFIC
CREST**

VOLUNTEER MEDICAL HISTORY AND RELEASE FORM

Please print all information legibly. Thank you!

Date Form Completed: _____

Name: _____ Age: _____ Birth Date: ____/____/____

Street Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: (____) ____-____ Home Phone: (____) ____-____

Primary Email: _____

Volunteer Section: Cooking___ Uniforms___ Staff___ Driver___ Souvies___ Other___

Emergency Contact Information (other than person listed above):

Name: _____ Relationship: _____

Home Phone: (____) ____ - ____ Cell Phone: (____) ____ - ____

Insurance / Physician Information:

Person Carrying Insurance: _____ Relationship: _____

Doctor's Name: _____ Insurance Provider: _____

Doctor's Phone: (____) ____ - ____ Group Number: _____

Name of Hospital or Clinic: _____

City: _____ State: _____ Zip: _____

VOLUNTEER MEDICAL HISTORY AND RELEASE FORM (PAGE 2)

If medical attention were necessary while on tour with Pacific Crest, what information would a medical team need to understand about you and your medical health in the past 12 months or more?

Date of last Tetanus _____

Place an (X) in the box in front of any of these items that you CANNOT USE.

ASPIRIN IBUPROFEN SULFA DRUGS PENICILLIN LATEX

Do you have any allergies to other drugs/ medications (name of drug) List below:

Any other allergies (food, pollen, etc) List below:

List below any over-the-counter or prescription medications and/or herbal supplements which you take:

Medicine: _____ Dose: _____

Medicine: _____ Dose: _____

Medicine: _____ Dose: _____



EMERGENCY MEDICAL AUTHORIZATION

I, the undersigned, do hereby consent and authorize any duly authorized doctor, emergency medical technician, hospital or other medical facility to treat or attempt to treat me for any injuries received by me while I participate in any activity of the Corps. I further authorize any licensed physician to perform any procedure that he or she deems advisable in attempting to relieve or treat any injuries or any related unhealthy condition in me that might be encountered during any necessary procedure or operation.

I further consent to the administration of any anesthesia as deemed advisable by any licensed physician, and do hereby further authorize any x-ray examination, medical or surgical diagnosis or treatment, and hospital care to be rendered to me under the general or special supervision and on the advice of a licensed physician, surgeon, anesthesiologist, dentist or other qualified person acting under their supervision.

I realize and appreciate that there is a possibility of complications and unforeseen consequences in any medical treatment and assume any such risk as stated herein. Any medical or prescription costs not covered by insurance are the sole responsibility of the undersigned. Any medical or prescription costs paid by the Corps will be billed to me to be reimbursed to Pacific Crest Youth Arts Organization at a later date.

The undersigned expressly acknowledges and agrees to the terms of this form. No oral representations, statements or inducements apart from the foregoing written provisions have been made. All personal information provided by the undersigned in this form is said to be true to the best of their knowledge.

I have read, understood, and voluntarily signed this release:

Print Full Name: _____

Signature: _____ Date: _____