



PACIFIC
CREST

Communications Staff 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 taking photographs and helping to promote special events; 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, required experience for various positions and tasks will vary. . Although your assigned role is designed to fit your individual talents, you may occasionally be asked to assist with duties outside your assigned role, if needed. 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, serving more than 2,000 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.

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SECTION 3: JOB TITLES AND DESCRIPTIONS

3.1: Communications Manager

The Communications Manager oversees the organization's communications efforts across a variety of channels, including email, social media, and the Pacific Crest website. The Communications Manager works directly with the Executive Director, Operations Manager, corps staff, and volunteers to create and implement a seamless communications strategy across all channels and audiences.

Time commitment: 2-4 hours per week, with occasional travel to weekend camps and/or special events

Responsibilities:

- Create and manage the organization's editorial calendar
- Produce and publish content on social media and the Pacific Crest website as needed
- Write and schedule email campaigns, including monthly newsletters
- Collect and analyze data to measure the effectiveness of campaigns and make informed decisions related to the organization's communications strategy
- Hire and manage a team of volunteer photographers, writers, and media specialists (the extent of which may vary depending on the season and availability of volunteers)

Requirements:

- 1-2 years experience in a similar role
- Must have own computer/laptop, smartphone, and regular access to Internet
- Professional attitude with the ability to adjust voice to a variety of audiences (corps staff, members, alumni, DCI organizations, etc.)

NOTE: The following positions report directly to the Communications Manager

3.2: Photographer

Photographers provide high-quality visual content to be used by the Communications Team in a variety of ways, from digital ads to printed materials to social media posts.

Time commitment: Flexible depending on schedule

Responsibilities:

- Photograph the corps in performance, rehearsal, and warm-up
- Photograph special events such as fundraisers and the end of season banquet
- Upload photos to organization's official photo archive (SmugMug)
- Share photos to Pacific Crest's Facebook page and other social media channels
- Complete special projects from the Executive Director or Communications Manager as needed

Requirements:

- Must have own equipment (camera, tripod, lighting materials, etc.), as well as computer/laptop and photo editing software.

3.3: Videographer

Videographers will work closely with the Executive Director and Manager of Communications to contribute to website, e-mails, and social media content. Other projects may include media b-roll, presentations, and promotional video.

Videographers should be able to attend rehearsals and local performances. Ideally, we would like to have a videographer on tour with the Drum and Bugle Corps to document the season.

Time commitment: Flexible depending on schedule and season, but should allow 5-20 hours per week for execution and completion of projects

Responsibilities:

- Work with Executive Director and Manager of Communications to implement the organization's digital media and video strategy
- Production: Production includes, but is not limited to: development, pre-production, production, post production, scripting, editing, lighting, filming, etc.
- Video Archiving: Help maintain a video library and digital media presence on Pacific Crest's YouTube and other social media platforms
- Assist with the creation and publishing of daily content to social media channels

Requirements:

- Skills as a storyteller, capable of eliciting emotion and bringing about desired calls to action through video
- Interviewing capabilities; ability to listen and find the hook of a subject's story
- Knowledge of various codecs, compressions, and video formats
- Knowledge of all phases of production: development through post production
- Access to – and experience with – video cameras, microphones, and a personal computer with post-production technology (Pacific Crest does not own video production technology)
- Savvy in digital space: social media, blogs, digital media (YouTube/Facebook)

3.4: Writer

Writers provide high-quality written content to be used by the Communications Team in a variety of ways, from digital ads to printed materials to social media posts.

Time commitment: 1-4 hours per week depending on project schedule

Responsibilities:

- Conduct and transcribe interviews with alumni, volunteers, members, and staff with the intention of documenting and promoting Pacific Crest's legacy
- Write and publish content on the Pacific Crest website
- Write content for press releases as needed
- Assist with writing actionable copy for social media campaigns

Requirements:

- Professional attitude with the ability to adjust voice to a variety of audiences (corps staff, members, alumni, DCI organizations, etc.)
- Impeccable spelling and grammar skills
- Skills as a storyteller, capable of eliciting emotion and bringing about desired calls to action through writing
- Pacific Crest does not provide a computer/laptop or other devices. Writers must have their own tools for completing this work.

3.5: Social Media Manager

The Social Media Manager reports to the Communications Manager and works closely with all members of the Communications Team to publish content across social media channels, including but not limited to: Facebook, Twitter, Instagram (feed and story), and Snapchat. This position is more strategic in nature than the other positions that report to the Communications Manager.

Time commitment: 2-4 hours per week

Responsibilities:

- Coordinate with Communications Team to help develop the organization’s editorial calendar
- Research and identify ways to expand social media reach and audience engagement
- Create, schedule, and publish original content on Pacific Crest’s social media channels in accordance with the editorial calendar
- Actively seek opportunities to create new content and drive audience interaction
- Share, retweet, and amplify content from DCI and sponsors
- Review and reply—when appropriate—to comments and mentions in a timely manner
- Forward comments and mentions to Manager of Communications when needed
- Manage a team of Social Media Ambassadors and/or Digital Media Interns

Requirements:

- Ability to maintain a consistent, enthusiastic voice while knowing when to “amp it up” or “tone it down” based on topic or intended audience
- Impeccable spelling and grammar skills
- Extensive knowledge and experience with a variety of social media channels including Facebook, Twitter, Instagram, and Snapchat
- Ability to manage a small team of volunteers and interns when needed

3.6: Social Media Ambassador

Social Media Ambassadors report to the Social Media Manager (or, in the absence of a Social Media Manager, the Communications Manager) and are responsible for creating and posting daily content to Pacific Crest’s social media channels, including but not limited to: Facebook, Twitter, Instagram (feed and story), and Snapchat.

Ideally, Social Media Ambassadors are members of the Drum & Bugle Corps who handle many of the same tasks as the Social Media Manager, but may have limited availability during the spring or summer season.

Time commitment: 1-4 hours per week based on availability

Responsibilities:

- Create, schedule, and publish daily content on Pacific Crest’s social media channels
- Share, retweet, and amplify content from DCI and sponsors
- Suggest new content and ways to engage audiences on social media (work with the Social Media Manager for approval and implementation)
- When appropriate, take part in day-to-day communication with social media audiences:
 - Review and reply to comments and mentions in a timely manner
 - Maintain friendly relations with DCI organizations and sponsors by engaging in collegial conversations
 - “Flag” and forward comments and mentions to Social Media Manager or Manager of Communications when needed

Requirements:

- Ability to maintain a consistent, enthusiastic voice while knowing when to “amp it up” or “tone it down” based on topic or intended audience
- Impeccable spelling and grammar skills
- Extensive knowledge and experience with a variety of social media channels including Facebook, Twitter, Instagram, and Snapchat

3.7: Digital Media Intern

The Digital Media Intern reports to the Social Media Manager (or, in the absence of a Social Media Manager, the Communications Manager). Internships may be granted for part or all of the summer tour. When on tour with the Drum & Bugle Corps, the Digital Media Intern is considered a member of the staff and will travel and sleep with the rest of the corps staff.

If the Intern requires internship credit for school, he/she will work with the Communications Manager and Executive Director to complete all necessary paperwork. The Communications Manager will complete assessments of the intern’s work as needed.

Time commitment: Varies depending on season and schedule, but generally must be available to travel with the Drum & Bugle Corps for part or all of the summer tour

Responsibilities:

- Implement Pacific Crest’s digital and social media content strategies
- Manage day-to-day communication with social media audiences
- Coordinate with Drum & Bugle Corps staff and members to produce content
- Assist with ad hoc projects

Requirements:

- Bachelor's degree (or current enrollment in an undergraduate program), preferably in music, education, communications, digital media, or a related field
- At least one year of experience performing in a DCI organization (World or Open Class)
- Experience using a wide variety of social media channels including Facebook, Twitter, Instagram, and Snapchat
- Equipment: Must have own equipment, including a smartphone, tablet and/or a laptop
- Data Usage: The organization will provide a wireless network whenever possible, but candidate should be prepared to use their personal data plan. Reimbursement may be possible with prior approval.

3.8: Communications Specialist

This role is designed to be a hybrid of two or more of the following positions: Photographer, Videographer, Writer, or Social Media Manager. Candidates interested in a Specialist role must meet the requirements for all relevant positions.

Time commitment: 2-4 hours per week

General requirements for all positions:

- Enthusiasm for and knowledge of the marching arts, preferably with at least one year of experience performing in a DCI organization
- Ability to provide one's own transportation to and from rehearsals and show sites (interns are the only exception)
- Ability to meet deadlines
- Ability to work as member of a team; good interpersonal skills
- Creative thinking and problem-solving skills
- Sincere commitment to work collaboratively with all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters
- Self-starter, able to work independently, and entrepreneurial; enjoys creating and implementing new initiatives
- If a member of the team will be posting to social media, they must first read and sign the [Pacific Crest Social Media Guidelines](#) before being granted access to social media accounts

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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 traveling 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 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 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: 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.

4.9: 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.

4.10 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.

4.11: 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.

4.12: 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.

4.13: 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 Pacific Crest [Travel Policy](#). Note: Volunteer staff (excluding interns) who are on tour for less than two weeks will cover 50% of their travel expenses.

4.14: Facility Usage

Only tour management is allowed to obtain permission to use a school's facilities. Communications staff are not always guaranteed access to a school's wireless network, although efforts will be made to provide wi-fi login information whenever possible.

Facility usage 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 Directors 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 without permission from the Executive Director."

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

Stuart Pompel, 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
Fax: 909-468-2802
Email: info@pacific-crest.org

Contacts

Stuart Pompel
Executive Director
pompel@pacific-crest.org
714-785-9904

Nikki Collister
Manager of Communications
ncollister@pacific-crest.org
760-224-4917

Edward Martin
Operations Manager
emartin@pacific-crest.org
951-333-5384



**PACIFIC
CREST**

Communications Staff 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.



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: _____



**PACIFIC
CREST**

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: _____