



Volunteer Handbook



San Diego Pride • 3620 30th Street, San Diego, CA 92104
(619) 297-7683 • www.sdpride.org

Welcome to San Diego Pride



Greetings! It's great to have you on the Pride team.

This handbook has been developed to provide you with important information related to your volunteer service with San Diego Pride.

Please know in advance how much we appreciate your time and talents. As a San Diego Pride volunteer, the importance of your contribution cannot be overstated. Pride volunteers support tens-of-thousands of people in our community by helping to produce meaningful celebrations and advance important causes.

I'm glad you've joined us, and I hope you'll find your volunteer service with San Diego Pride to be both meaningful and rewarding.

Sincerely,

A handwritten signature in black ink, appearing to read "Styale" or "Whitburn", written in a cursive style.

Stephen Whitburn
Executive Director

“Keep up the GREAT work, Pride volunteers! We thank you for all that you do.”
– SAN DIEGO PRIDE STAFF

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San Diego Pride is a nonprofit 501(c)(3) education, advocacy and community giving organization.

Our Mission. Fostering pride in and respect for all lesbian, gay, bisexual, and transgender communities, locally and globally.

Our Vision. A world free of prejudice and bias.

Our Values. Diversity, respect, honesty, integrity, and accountability.

Our History. The modern LGBT Pride movement grew out of the aftermath of the 1969 Stonewall Riots in New York City. The following year, the Gay Liberation Front held the first Gay-In at Presidio Park, a precursor to today's festivals. The first march took place a few years later in 1974, beginning a tradition that continues today. In the beginning, "Gay Pride" as it was known then, was planned by ad-hoc committees, and later by a few different organizations. The turning point came in 1989 when Christine Kehoe, Scott Fulkerson, and other community members founded the current organization with the intention of having a Pride that was self-sufficient, and could raise money and give back to the community. Initially a sponsored program of The Center, Pride incorporated into its own in 1994 as a separate 501(c)(3) non-profit. San Diego Pride exists to produce civic, cultural and educational events that support and encourage a sense of pride within San Diego's lesbian, gay, bisexual and transgender community. San Diego Pride's funding comes mainly from Pride Festival fees, beverage and admission charges, corporate sponsorships, and parade entry fees. The organization's giving strategy includes grant funding, direct community support, support of other prides, and community partnerships. San Diego Pride has given more than \$1 million to a wide variety of LGBT organizations.

Volunteering with San Diego Pride



Benefits of Volunteering

Thank you for your interest in volunteering with San Diego Pride! Every year more than 650 dedicated individuals join San Diego Pride's Event Management Committees and volunteer Board of Directors to make the Pride Celebration a reality.

Thanks to you, our job just got easier!

Volunteers can sign up for any length of shift across any number of days, but to be eligible for the benefits listed below, a volunteer must work a minimum of one 5-hour shift.

Benefits of volunteering for a 5-hour shift:

- **Free** souvenir T-shirt
- **Free** two-day admission to the Festival
- An **invitation** to our Annual Volunteer Appreciation Party where volunteers will have the chance to win numerous gifts and prizes
- 1 **free** meal ticket for each shift worked on Saturday and Sunday
- **Free** access to the Volunteer Village rest area at the Festival with private restroom facilities, shaded dining tables, assorted snacks and cold refreshments
- The **opportunity** to meet other community-minded individuals
- The **satisfaction** of helping others
- And you'll have a **great time!**

Pride Volunteer Opportunities

San Diego Pride is pleased to offer a wide range of volunteer opportunities to fit a variety of strengths and skills sets. Please review these job summaries to decide how you would like to help. If you would like further explanation of any department or position, please contact the Volunteer Manager for more detailed information.

Icon Legend: ★ = Youth volunteers accepted (under 18)

☑ = Credentials required - *see details listed*

FESTIVAL

Festival volunteers are needed starting Wednesday prior to the Festival through Monday following the Festival in July:

Crossroads

Tasks ensure smooth preparation for volunteers on the Wednesday, Thursday, and Friday prior to the festival. They include volunteer check-ins; T-shirt distribution; sign-ups for walk-up volunteers; and hospitality assistance.

★ Accessibility

Tasks ensure the festival is accessible to everyone. They include placement of wheelchair ramps and accessibility banners through the venue; and assisting attendees as sight-guides.

A-Team

Tasks include being on-hand for whatever and wherever it is needed. This is a constant on-the-go position that requires flexibility and willingness to move throughout various areas of the festival.

★ Volunteer Check-In

Pre Festival: Tasks ensure smooth preparation for volunteers on the Wednesday, Thursday, and Friday prior to the festival. They include volunteer check-ins; T-shirt distribution; sign-ups for walk-up volunteers; and hospitality assistance.

During Festival: Tasks assist with the organization of volunteers and on-time arrival at assigned workstations. They include greeting and checking volunteers in upon arrival, distributing volunteer T-shirts, and escorting volunteers to workstations.

Ticket Sales

Tasks ensure smooth and efficient sale of festival tickets in a timely manner, and require accurate cash handling skills.

- Volunteers who handle money must pass a criminal background check.

Ticket Takers

Tasks facilitate the consistent flow of traffic at festival gates. They include collecting tickets; hand stamping for re-entry; checking bags; and directing foot traffic to appropriate areas.

Beverage Crew

Tasks ensure the controlled and legal access to Beverage Gardens by checking IDs and monitoring gates.

Entertainment Operations

Tasks ensure the stage/backstage area is running smoothly. They include set up/break down; equipping/monitoring/cleaning dressing rooms; monitoring access to stage area; stocking refreshments; and troubleshooting last minute timeline setbacks as needed.

Entertainment Service

Tasks involve the welcoming and service for guest speakers and performers. They include transportation, check-in and hospitality duties.

- Anyone handling or serving food products must have a current Food Handler's permit.
- Anyone operating a motor vehicle must have a valid driver's license, pass a criminal background check, and provide a DMV report. (See driver record request at www.dmv.ca.gov.)

Exhibitor Relations

Tasks involve the welcoming and service for event vendors. They include welcome check-in and assistance with questions and/or other needs.

Hospitality

Tasks include keeping hospitality areas clean, organized, and stocked.

- Anyone handling or serving food products must have a current Food Handler's permit.

Information Center

Tasks involve general resource assistance for attendees. They include distribution/explanation of festival maps, entertainment schedules, and official souvenir programs; management of Lost and Found items; and assistance with wheelchair recharging stations.

Medical Volunteers

Tasks support a wide range of medical needs that may arise during the festival.

Medical volunteers must have current and valid Basic Life Support certification for Health Care Professionals, First Aid, and CPR certification. EMTs, paramedics, nurses, doctors, and any other health professionals are encouraged to apply. Must be 18 years of age or older.

Merchandising

Tasks ensure friendly, efficient, and accurate sales of San Diego Pride merchandise and include cash handling and customer service.

Volunteers who handle money must pass a criminal background check.

Water/Ice Sales

Tasks involve sales and delivery (by motorized cart) of water and ice for Vendors and San Diego Pride teams. Requires the ability to accurately process cash and credit transactions.

Volunteers who handle money must pass a background check.

Anyone operating a motor vehicle must have a valid driver's license, pass a criminal background check, and provide a DMV report. (See driver record request at www.dmv.ca.gov.)

Photography

Tasks ensure the culture and significance of the festival is captured visually on camera, and requires the commitment of a full day shift (6-8 hours). *Note: All photos become property of San Diego Pride.

Photography volunteers must complete an interview with the Volunteer Manager and submit a small portfolio of his/her work to qualify.

Set Up and Breakdown

Tasks begin Wednesday before the festival, and continue through Monday after the festival, and are labor-intensive requiring the ability to lift at least 25 lbs. Duties include setting up/breaking down tables and chairs; putting up/taking down green screens and festival signs; and loading/unloading mini-mobiles.

Sign Crew

Tasks involve placing signs, banners, and vendor numbers around the festival as well as inventory signs.

PARADE

Parade volunteers are needed the Friday before the Parade through Saturday, the day of Parade in July:

★ Volunteer Check-In

Tasks assist with the organization of volunteers and on-time arrival at assigned workstations. They include greeting and checking volunteers in upon arrival, distributing volunteer T-shirts, and escorting them to workstations.

★ Information Center

Tasks involve general resource assistance for participants and attendees. They include distribution/explanation of parade and festival information maps and official souvenir programs; and management of Lost and Found items.

★ Staging

Tasks set-up of the staging plan, ensure an organized staging area at the start of the parade. They include the step-off of all parade contingents.

★ Finish Line

Tasks ensure the smooth flow of parade participants to prevent unnecessary traffic and parade delays by guiding participants off the parade route.

☑ Medical Volunteers

Tasks support a wide range of medical needs that may arise during the parade.

☑ Medical volunteers must have current and valid Basic Life Support certification for Health Care Professionals, First Aid, and CPR certification. EMTs, paramedics, nurses, doctors, and any other health professionals are encouraged to apply. Must be 18 years of age or older.

Parade Marshal

Tasks support event safety by walking with and monitoring contingents and spectators to ensure parade rules are being followed, and that contingents keep up a steady pace with the flow of the parade.

Photography

Tasks ensure the culture and significance of the parade is captured visually on camera, and requires the commitment of a full day shift (6-8 hours). *Note: All photos become property of San Diego Pride.

Photography volunteers must complete an interview with the Volunteer Manager and submit a small portfolio of his/her work to qualify.

Set Up and Breakdown

Tasks involve timely management of parade infrastructure before and after the event for a 1.5 mile route, and are labor-intensive requiring the ability to lift at least 25 lbs. Duties include setting up and taking down pop up tents, tables and chairs for volunteer, motorcycle, and contingent check-in points and posting parade signage, loading/unloading street signs, blockades, trash receptacles, and recycle bins.

Community Partnerships

Tasks ensure the needs of community partner booths are being met by greeting and assisting them with check-in and answering any questions they may have.

Cart Mart Volunteer/Cart Check-Out

Tasks include checking out carts to authorized people and verifying IDs to ensure that every person checking out a cart has read and signed the cart agreement prior to receiving a cart key. Duties also involve keeping an accurate log of persons checking out and returning carts and maintaining an accurate account of all carts and keys.

Dispatch

Tasks include monitoring of all radio communications at the festival and parade and connecting various managers, coordinators, and event staff to the appropriate parties. This position requires close attention to detail and careful observance of all radio communications.

PRIDE 365

Volunteers are also appreciated throughout the year in various other roles:

Front Desk/Office Administration

Tasks include basic office operations. They include answering phones, welcoming guests, answering general questions, copying, filing, and data entry.

Information Technology Committee

Tasks focus on upkeep, organization, and growth of office computer network. They include routine maintenance and software updates.

Marketing

Tasks aim to advertise and promote San Diego Pride and its events within and outside of our community, and may include assistance with graphic design and video editing and production.

Volunteer Support

Tasks directly support the Volunteer Manager by assisting with volunteer orientations, communications with volunteers, managing volunteer records, and volunteer events and meetings.

Outreach and Community Support

Tasks promote and support Pride efforts in the community. They include staffing information tables at civic events, providing assistance to other community partner organizations during their events, and providing information to the public about becoming Pride volunteers.

Supervisor and Lead Positions

Pride is always looking for exceptional leaders to help manage various departments. If a volunteer is interested in a leadership role, they should communicate directly with the Volunteer Manager to find out what positions are available and what the specific requirements may be. In order to serve in a lead position, a volunteer must be able to commit to the following minimum requirements:

- Attend a minimum of 6 monthly production meetings
- Maintain monthly contact with Volunteer Manager
- Pass a criminal background check and provide two character references
- Be willing to volunteer a minimum of 8 to 10 hours a day during Pride weekend

How to Apply to Be a Volunteer

Eligibility Requirements

In order to become a volunteer with San Diego Pride, you must meet the following eligibility requirements:

- Be at least 15 years old
- Complete an online Volunteer Application
- Attend one 1-hour Volunteer Orientation. Your designated department may require an additional 1-hour training, however this does not apply to all departments
- Read and review the San Diego Pride Volunteer Handbook
- Sign **Volunteer Acknowledgement & Receipt** of the San Diego Pride Volunteer Handbook located at the back of this handbook or electronically at by clicking [here](#)
- Submit a signed **Volunteer Agreement** located at the back of this handbook
- Understand & abide by the guidelines of the San Diego Pride Volunteer Codes of Conduct
- Be ready to listen, learn, and get work done as a new member of the San Diego Pride team!

Background Check Screening

All San Diego Pride volunteer applicants are subject to a background check. A background check will entail the provision of confidential information, including but not limited to:

- Social security number
- Driver's license number
- Previous addresses you have had in the past 7 years
- Former names you have used in the past 7 years

Note: Volunteers who are interested in working with certain departments, for example, departments whose tasks include handling money or operating motorized vehicles, will be **required** to undergo a background check.

Note: Walk-in volunteers who request to volunteer during the weekend of the Pride Festival and Parade are eligible **only** to help with the Setup and Breakdown departments.

Step-by-Step Instructions on How to Fill Out Online Applications

To volunteer for San Diego Pride, you must fill out an online volunteer application that includes a background check.

New Volunteers

1. If you are a new volunteer, begin the registration process by clicking [here](#).
2. Once there, click on the "button" to the right of the screen that reads, "Fill in an application." It is under the section that reads, "I would like to volunteer."

3. You will be taken to a page with two boxes to fill out. One if you are a new volunteer and the other if you are an existing volunteer. As a new volunteer, you want to fill out the box on the left side of the screen that reads, "I am new to MyVolunteerPage.com".
4. You will need to create a username and password. We recommend using your primary email as your username so you will not forget it. Your username is something you will use over and over again from year to year.
5. You will need to check the box "I agree with the organization's policies" stating that you have read and understand the policies of San Diego Pride. We ask that you please read all of this information.
6. After you have created a username, verified your email, and agreed to San Diego Pride's policies, you will be taken to a volunteer application that you are required to fill out as a new volunteer.
7. Once you have filled out the volunteer application you will immediately be able to sign up for shifts.
8. On the volunteer home screen click the tab that reads "Opportunities."
9. A list of volunteer departments (Accessibility, A-Team, Parade Marshal, etc.) will appear. Select the department you would like to volunteer in by clicking on the name.
10. A list of shifts with dates and times will appear.
11. Select a shift and time that you want to volunteer for by clicking the box to the right.
12. Click "Sign-up for Selected" at the bottom of the page after you have made a decision.
13. Click the "Confirm" button next to the shift you selected.
14. Click "Confirm" on the pop-up window and you're all set!

If you wish to also sign up for more than one event (Parade or Festival or Pride 365), do not log out. Just click on the event on the left and sign up for the shifts you want. Your general info should automatically carry over.

If a volunteer does not have Internet access, they can come into our office to fill out an online application using our computers.

Returning Volunteers

1. If you are a returning volunteer and have already registered through the Better Impact system, please click [here](#).
2. To the right of the page underneath the section "I would like to volunteer," click the link that reads, "Log into your account."
3. You will need your username that you used when you initially registered. We encourage you to use your primary email address if that helps you remember. If you forgot your password, don't worry--just click "Forgot Your Password" and a new one will be sent to your email address. If you cannot remember your username or password please contact San Diego Pride at volunteer@sdpride.org.
4. On the volunteer home screen click the tab that reads "Opportunities."
5. A list of volunteer departments (Accessibility, A-Team, Parade Marshal, etc.) will appear. Select the department you would like to volunteer in by clicking on the name.
6. A list of shifts with dates and times will appear.

7. Select a shift and time that you want to volunteer for by clicking the box to the right.
8. Click “Sign-up for Selected” at the bottom of the page after you have made a decision.
9. Click the “Confirm” button next to the shift you selected.
10. Click “Confirm” on the pop-up window and you’re all set!

Note: San Diego Pride reserves the right to conduct background checks on returning volunteers.

Better Impact

Better Impact is the volunteer management software of choice for San Diego Pride. As a volunteer, you will be using Better Impact to sign up for, view, and remove your volunteer shifts and to log your volunteer hours. If you are new to using Better Impact, we hope these step-by-step instructions will help you learn how to navigate the system with ease!

Signing up for a shift

1. Log in to your account.
2. Click on “Opportunities.”
3. Click on a department that you want to volunteer for within the list of options on the screen.
4. Select a shift and time that you want to volunteer for by clicking the box to the right.
5. Click “Sign-up for Selected” at the bottom of the page after you have made a decision.
6. Click the “Confirm” button next to the shift you selected.
7. Click “Confirm” on the pop-up window and you’re all set!

Removing a shift

1. Log in to your account.
2. Click on the “Schedule” tab on the top navigation bar.
3. To view shifts you are signed up for, enter the date range and click “Filter Shifts.” Any shifts you signed up for will appear. Some you may still need to confirm.
4. Select the shift you wish to remove by clicking on the box to the right of the selected shift.
5. Once selected, click the “Decline Selected” button and then follow the prompts that appear.

Logging hours

1. Log in to your account.
2. Click on the “Hours Log” tab on the top navigation bar.
 - a. You can only log hours for one department per day at a time. You will need to log hours for each day separately.
 - b. If you worked in multiple departments on the same day, you will need to log those hours separate of each other.
3. Select the activity you volunteered for, the date you volunteered, and total time volunteered.
4. Once you choose a department, the “Feedback” area will appear. We really appreciate your feedback regarding your volunteer experience and use the data to enhance the San Diego Pride volunteer program. Please be honest and offer suggestions.

5. Click “Save” to submit your response to the system.

Viewing shifts

1. Log in to your account.
2. Click on the “Schedule” tab on the top navigation bar.
3. To view shifts you are signed up for, please enter the date range and click “Filter Shifts.” Any shifts you signed up for will appear. Some you may still need to confirm.
4. Your schedule of shifts will be listed at the top of the screen.
 - a. You may also click “View Report” under “Monthly Calendar Schedule” to view your schedule in a calendar form.

*You may also view your schedule under “Monthly Calendar Schedule” on the same page by filtering specific dates. This will also allow you to download your calendar of shifts.



Post Pride

Volunteer Appreciation Party

Following the Pride weekend festivities, San Diego Pride hosts a Volunteer Appreciation Party to celebrate the hundreds of wonderful volunteers who helped to make San Diego Pride a reality. Food and refreshments will be provided. As a special bonus, volunteers who attend will be eligible for a chance to win amazing raffle prizes!

Verification of Volunteer Hours

San Diego Pride understands the value of your time and efforts in volunteering, and we hope that your time volunteering with Pride is a positive and successful experience. After your time volunteering with us, we welcome requests for a verification of your volunteer hours in efforts to support your work and internship opportunities! Please submit your request within one year of your last volunteer experience.

If you have any questions please contact the Volunteer Manager at (619) 297-7683 x101 or at volunteer@sdpride.org.



Youth Volunteers

Eligibility

Are you between 15 and 17 years old? If you answered yes, then you are eligible to participate with San Diego Pride as a Youth Volunteer! We're very excited about your interest in helping to make the Pride Festival and Parade a reality!

Below is a list of the volunteer departments that you, as a Youth Volunteer, have the opportunity to work with:

- Festival
 - Accessibility
 - Volunteer Check-in
 - Hospitality
 - Information Center
 - Photography Team **must submit a portfolio*
 - Main Gate Ticket Taker

- Parade
 - Volunteer Check-in
 - Information Center
 - Staging
 - Finish Line
 - Photography **must submit a portfolio*
 - Reviewing Stands
 - Set Up and Breakdown

In order to volunteer with San Diego Pride, you must be *at least* 15 years old and complete and submit a **Volunteer Agreement** with a parent or guardian's permission. See the complete list of eligibility requirements on page 11.

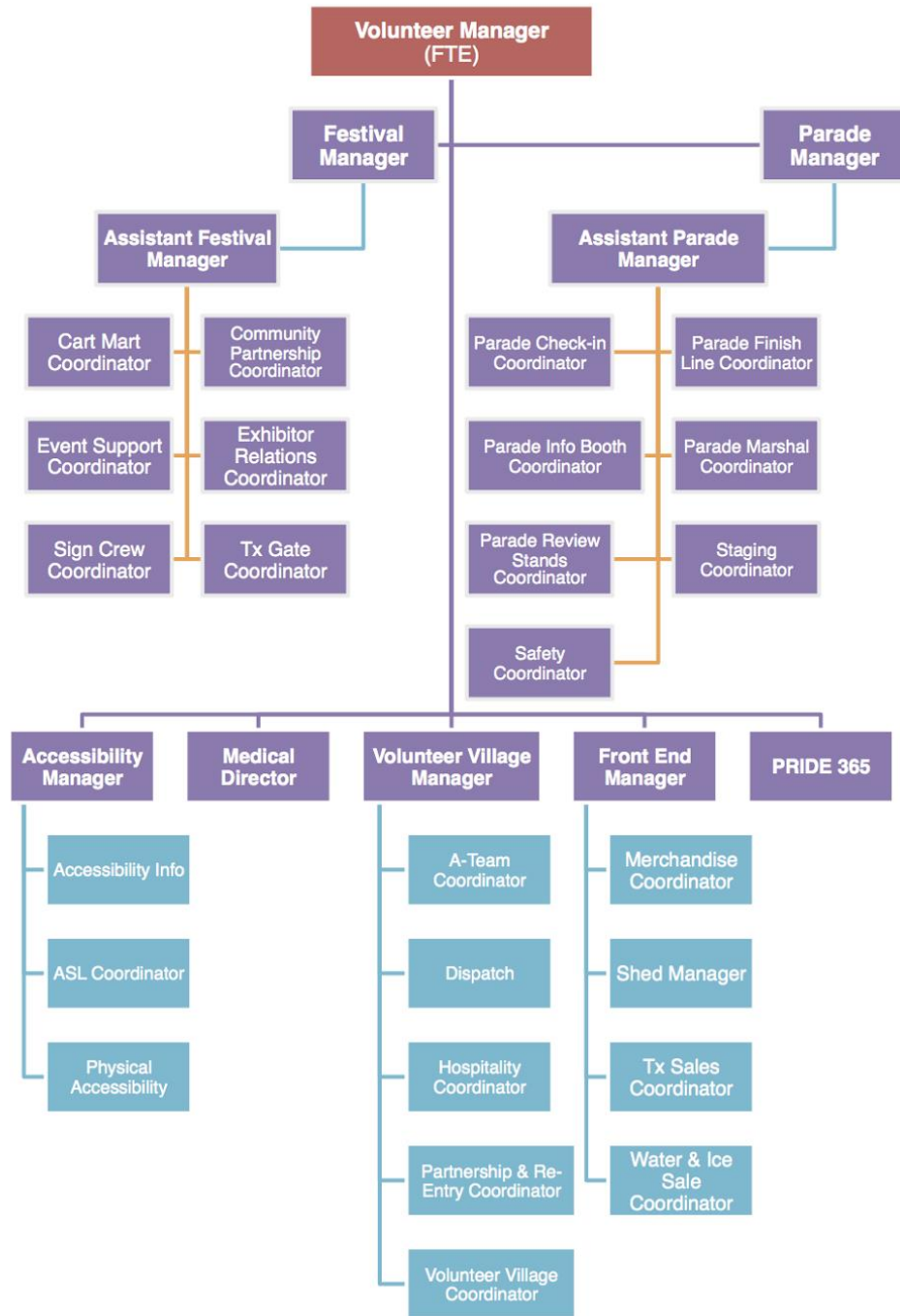
Parental permission

All San Diego Pride volunteers are required to complete and submit the Volunteer Agreement. In order to ensure that all risks of participation while volunteering for Pride are known and accounted for, parents or guardians must sign the waiver on behalf of volunteers who are younger than 18 years old.

See the **Volunteer Agreement** located at the back of this handbook.

For more information regarding youth volunteer participation, feel free to contact us directly at volunteer@sdpride.org.

Volunteer Organization Chart



Note: The Photography Team works directly with San Diego Pride’s Director of Operations.

Policies and Procedures



It is San Diego Pride's goal and priority to create a working environment in which everyone is safe and has great time. In order to ensure the safety of our staff, volunteers, and event attendees, we kindly ask that all volunteers adhere to the policies San Diego Pride has in place. Failure to comply with these policies may result in permanent dismissal from volunteer activities with San Diego Pride in the future.

Attendance Policy

Attendance and punctuality are important factors for your volunteering experience with San Diego Pride. We all work as a team and this requires that each person be in the right place at the right time.

If you are going to be late or absent for a shift, notify your immediate supervisor as far in advance as is feasible under the circumstances, preferably no later than within 24 hours of the start of your shift.

Code of Conduct

To ensure the safety and entertainment of all staff and board members, volunteers, and participants of the San Diego Pride events, San Diego Pride has established the following codes of conduct:

Language

Keep in mind that San Diego Pride is a family event. Please use appropriate language when representing San Diego Pride.

Alcohol and other drugs

San Diego Pride is committed to providing an environment that supports individual freedom while promoting individual responsibility, health and safety, and community welfare. Volunteers may not

report to work or be at work while under the influence of alcohol. Violators of this policy will be dismissed from their role.

San Diego Pride strictly prohibits the possession, use, or distribution of illicit drugs on site premises or as part of any sponsored activity. San Diego Pride volunteers and guests who violate this policy will face expulsion from the event and/or dismissal. Where appropriate or necessary, San Diego Pride will cooperate fully with law enforcement agencies.

Smoking

Balboa Park has instituted a policy of no smoking on the premises, especially in grassy areas or common walkways. Smoking is still allowed along 6th Avenue and other designated smoking areas.

Sexual harassment

Sexual harassment is unacceptable and unlawful conduct and will not be tolerated. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when they create an intimidating, hostile, or offensive environment. If an individual has violated this policy they will be subject to disciplinary action up to and including expulsion from the event and/or dismissal.

Dress code

It is the responsibility of your department coordinator to ensure proper dress code. Proper dress consists of a San Diego Pride T-shirt and shorts or pants. Shoes with a closed toe are required. For safety reasons, sandals cannot be worn. Volunteers must wear their T-shirt only when actively volunteering for a shift and representing Pride in an official capacity; therefore T-shirts must be removed or turned inside out at the end of each shift. Shirts cannot be altered, torn, or written on while volunteering.

Hygiene

Please take into consideration that you may be working in close quarters with other individuals. We may also be working in warm weather for long periods of time. To this end, please promote good personal physical hygiene as a courtesy for your team.

Safety

Safety and health must be a part of every San Diego Pride operation. Without question, it is every person's responsibility at all levels. Each volunteer is expected to exercise care and good judgment in observing safety rules and preventing accidents. Safety and health will only be achieved through teamwork, so everyone must join together in taking every reasonable measure to assure safe working conditions. If your position requires physical activity such as bending, lifting, or reaching, always use proper physical techniques to avoid injuries.

Accommodations: Volunteers needing accessibility or other accommodations should directly inform their department manager for appropriate arrangements to be made.

Alcohol: Volunteers are strictly prohibited from consuming alcohol before or during scheduled shifts, and from serving alcohol at any San Diego Pride sponsored event. Volunteers are expected to comply with all safety requirements whether established by San Diego Pride, or by federal, state, or local law. Any questions should be referred to the Volunteer Manager.

Emergencies

In case of emergency, immediately notify a manager during the festival using a radio. In the event of a **MEDICAL** emergency please contact the Medical Department on radio channel 9. **DO NOT** call 911. San Diego Pride's Medical Team is incorporated with the emergency dispatch system. When you radio an emergency please be exact with your location and as specific as possible (e.g. corner of 6th and Juniper to the right of the Information Booth). Remember to remain calm. If a manager is not accessible, call 911 immediately and notify your manager as soon as possible. This includes, but is not limited to, situations in which you directly experience or witness threat or harm, or if someone reports a situation to you. In all cases of emergency, the volunteer who experiences or witnesses the incident must complete an **Incident Report** (located at the back of this handbook) within 24 hours.

Although there are rarely any major issues that occur at the San Diego Pride events, San Diego Pride has developed the following Emergency Procedures to ensure the safety and well-being of the participants:

3 Golden Rules

The Golden Rules are used to give guidance to volunteers to help provide a safe environment for all participants.

1. We are not law enforcement. Pride has a strict hands-off policy. We will not apprehend or engage any person for any reason at any time. Should you encounter a situation that requires intervention, contact your superior in the chain of command so they may respond accordingly!
2. If you find yourself in danger, evacuate to a safe area and call for assistance. Stay calm, don't panic, and be prepared to give your exact location.
3. If you hear a radio emergency or make a radio call, stay off the air! Necessary supervisory personnel will contact you as well as provide assistance as needed.

Additional Emergency Information

This additional emergency information is provided to give volunteers and staff knowledge about specific emergency information:

- **Medical** - Call the Medical Department on the radio - they will evaluate the situation immediately. Maintain crowd control at all times. If necessary and possible, solicit help with crowd control from some of the spectators. Your excitement may incite fear and panic - keep calm and take control of the situation.
- **Fire** - Clear the area and notify dispatch immediately. Dispatch will call the fire department. In accordance with the situation, try to clear the area. Do not move vehicles, equipment, etc. unless it is necessary for the fire department to reach the scene. When clearing the area,

clear people first.

- **Emergency Help** - Fire Trucks, Ambulance, and Police Officers are standing by. Pride also has a highly trained team of Medical volunteers and they will take control of any Medical Emergency until public safety personnel arrive. When help has arrived, assist with crowd control.
- **Explosive Device/Unknown Package** - Notify the Festival Manager or anyone else from the leadership team immediately. A code black will be issued. Clear the area immediately. Do not be concerned with vehicles, objects, equipment. Remain calm, and do not panic. If you see anything that looks suspicious contact superiors immediately so they may evaluate the situation. In the meantime, clear the area and calmly ask people to leave the area.
- **Designated Areas** - Designated areas should be far enough away to ensure safety of everyone while providing access to the area for emergency personnel. This may be decided by the San Diego Police or Fire Departments. Follow their instructions and provide support and crowd control as necessary.
- **Emergency Vehicles** - Keep a fire lane open at all times. If someone or something is blocking an emergency fire lane, ask them to move immediately. Once emergency vehicles are on site, initiate crowd control and assist in any way you can. Follow the instructions of the public safety personnel.

Radio Codes

San Diego Pride has established the following radio procedures to facilitate smooth communications during the event.

A senior department may need to issue an emergency on the radio. Radio emergencies are not to be issued lightly - only issue the call if absolutely valid and necessary. Be prepared to communicate the situation, location, and stay off the radio until contacted by supervisory personnel.

The following are specific radio codes that should be used in case an emergency situation arises:

Code ADAM

Code **ADAM** is initiated upon confirmation of a lost child. If a parent or guardian approaches you and has been unable to locate their child, do your best to **QUICKLY** research and validate the situation before issuing the code. After issuing the code, be prepared to be contacted by supervisory personnel to provide a description. The entry and exit gates will be closed once the radio call is confirmed. If you hear a code **ADAM** issued, wait and listen for a description of the lost child and assist in locating efforts.

Code 415

Code **415** is only to be issued when a violent situation is in progress. Fights, overt threats, armed assailants, and out of control drug users warrant the issuance of code **415**. It is possible that the police

will respond directly to the issuance of this code - do not issue it unless there is a potentially life threatening situation.

Code Yellow

Code **Yellow** is to be issued when there is a non-violent safety situation. Examples of this code include equipment collapse, broken glass, or other incidents that create a dangerous situation.

Code Black

Code **Black** is to be issued in a terrorist situation. These situations include legitimate bomb threats, explosive devices, suspicious devices, hostage situations, or other similar threats. The difference between codes **415** and **Black** is the indication of intent to cause mass harm and casualties. Do not issue this code yourself - *verify the situation with the Safety Coordinator* - the Safety Coordinator will issue the code.

Important Note: The radios are not intended for idle chat or casual discussion. The radios are a critical tool to assist communication in emergency situations. They are not to be used for casual conversation or to discuss irrelevant topics, particularly on the main channels.

Be aware of what channel you are on at all times. Keep your department radio chatter on the appropriate channels. Stay aware. Do not use foul language on the radio—the FCC can and will fine us for broadcasting obscenities over public airwaves.

Zero Tolerance

San Diego Pride is committed to providing a safe environment for its staff, volunteers, partners, and participants and to preventing abusive conduct in any form. Every staff and volunteer is responsible for protecting this safe environment while involved in sponsored activities.

Abuse of any kind is not allowed within San Diego Pride programs and activities. This means we do not tolerate physical, sexual, emotional, or verbal abuse or misconduct of any kind.

San Diego Pride has established the following guidelines of behavior and procedures for staff and volunteers to accomplish a safe environment. All staff and volunteers are expected to follow these guidelines:

- Physical and sexual abuse, including, but not limited to, striking, hitting, kicking, biting, indecent gesturing, indecent exposure, unwanted physical contact, any form of sexual contact or inappropriate touching, and destruction or appropriation of another's property are strictly prohibited.
- Emotional abuse or verbal abuse is also prohibited. These include, but are not limited to such forms of abuse as: yelling, insulting, threatening, mocking, demeaning behavior, or making abusive statements in regard to a person's race, gender, religion, nationality, ethnicity, sex or age.

- No staff or volunteer should be in possession of dangerous weapons such a device, instrument, or substance that is used for, or is readily capable of, causing death or serious bodily injury or destruction to property. These include guns, knives, clubs, chemicals, and explosive devices.
- All staff and volunteers who believe they have been subjected to, or have witnessed, any harassing conduct should report the matter promptly to a person in their supervisory chain.
- In instances of alleged harassing conduct, San Diego Pride will take every step to ensure a fair and prompt resolution.

Grievances

San Diego Pride wants all volunteers to have safe, enjoyable, and rewarding experiences while volunteering for our organization! If you feel you have been mistreated or adversely affected by the misinterpretation or misapplication of an organizational policy, you should report the matter directly to the Volunteer Manager and complete a **Grievance Form** located at the back of this handbook. The Volunteer Manager will investigate to determine whether or not a valid grievance exists and attempt to resolve the issue among the parties involved. This may result in such steps as probationary contracts for future event participation or permanent dismissal of a volunteer. All grievances will be responded to in writing within 10 business days of submission.

Whistleblower

Reporting Responsibility

This policy is intended to encourage and enable volunteers and others to raise serious concerns internally so that San Diego Pride can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees and volunteers to report concerns about violations of San Diego Pride's code of ethics or suspected violations of law or regulations that govern San Diego Pride's operations.

No Retaliation

It is contrary to the values of San Diego Pride for anyone to retaliate against any volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, theft, or suspected violation of any regulation governing the operations of San Diego Pride. An employee or volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment or volunteer duties.

Reporting Procedure

San Diego Pride has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with the Volunteer Manager or Director of Operations. All concerns and complaints should be submitted in writing. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities. Reports of violations or suspected violations will be kept confidential to the extent possible, with the understanding that confidentiality may not be maintained where identification

is required by law, or in order to enable SD Pride or law enforcement to conduct an adequate investigation.

Volunteer Separation/Dismissal

Separation

If a volunteer chooses to separate themselves from future San Diego Pride volunteer duties, the volunteer should notify their manager or the Volunteer Manager. San Diego Pride encourages and welcomes feedback from volunteers who resign from or choose not to return for future volunteer activities.

Dismissal

San Diego Pride reserves the right to dismiss any volunteer who fails to follow the policies and procedures outlined in this handbook. A volunteer may be dismissed temporarily or permanently, based upon circumstances. A volunteer who is permanently dismissed from their duties may NOT volunteer for any future San Diego Pride-sponsored events. In such cases, the Volunteer Manager will provide official notice of the volunteer's dismissal.

Social Media/Technology/Confidentiality

San Diego Pride is committed to protecting the personal information of its staff and volunteers. Any volunteer with an San Diego Pride email address must sign a confidentiality agreement in order to have access to the organization's email system. Any unauthorized posting of SD Pride information on a volunteer's personal social media outlets will be prosecuted.

Motorized Vehicles/Carts

When checking out a cart, a volunteer must:

1. Have their name listed on the authorized cart drivers list
2. Present their driver's license
3. Complete the cart check-out form

Possession of a cart during the San Diego Pride Parade or Festival is a privilege. Anyone driving a cart during the parade or festival must maintain the cart policies at all times or the cart privilege will be revoked. During festival hours, volunteers are only allowed to drive the carts on the superhighway unless there is a medical emergency and they have been instructed to do so by a manager or a coordinator. Please see Appendix

Any volunteer driving any motorized (non cart) vehicle in the possession of San Diego Pride must submit a copy of their DMV driving record showing a clean driving record. Any volunteer driving a motorized cart in the possession of San Diego Pride must have a valid driver's license.

Money Handling

All volunteers handling cash and credit cards are required to pass a background check, have cash handling experience, and are expected to operate with integrity and care. Should a volunteer be found mishandling funds or stealing money, they will be dismissed in all volunteer capacities and ineligible to return as a volunteer in the future.



Helpful Information



Staff

Stephen Whitburn

stephen@sdpride.org

Executive Director

Fernando Zweifach Lopez Jr.

fernando@sdpride.org

Director of Operations

Sarafina Scapicchio

sarafina@sdpride.org

Director of Development

Jose Rodriguez

jose@sdpride.org

Office Manager

Jesus Sanchez

jesus@sdpride.org

Volunteer Manager

Location

3620 30th Street
San Diego, CA 92104

Contact Us

Office: (619) 297-7683

Fax: (619) 260-3096

General Email: info@sdpride.org

Website: www.sdpride.org

Check-In Locations

Parade Check-in – The Volunteer Check-in tent is located at the DMV Parking lot on the corner of Normal Street and Lincoln Street.

Festival Check-in – The Volunteer Village is located at the corner of 6th Ave. and Juniper. When you arrive at your designated check-in area, you will need present a photo ID of any kind to our volunteers at the check-In area, get your t-shirt, and receive instructions that will guide you to your volunteer position.

Shuttles

The ADA shuttle runs during all shuttle hours. Please allow at least one (1) hour before your shift if using the shuttle.

*Parade shuttles will run from the Old Navy Hospital parking lot at Park Blvd. and Presidents Way in Balboa Park. Please check the Pride Guide at sdpride.org for accurate times for Saturday and Sunday.

*Festival shuttles will run from the Old Navy Hospital to the festival near the intersection at 6th and Juniper. Please check the Pride Guide at sdpride.org for accurate times for Saturday and Sunday.

Parking

Parking will be available at the Old Navy Hospital located at Park Blvd & Presidents Way in Balboa Park, with shuttle service for both the Parade and Festival. There will be no handicapped parking adjacent to the Festival. There is a drop off at the start of the parade route (University Avenue between Centre Street and Park Blvd).

Bicycles

There is free and guarded bike parking available near the Sixth and Juniper entrance.

Special Tips

1. At a minimum, please arrive 45 minutes early at check-in to get to your workstation on time.
2. Please bring a picture ID with you to check-in and have it with you at all times. You will not be allowed to volunteer in any of the Beverage Gardens without a valid ID.
3. You will be provided a meal ticket for each 5-hour shift worked Saturday and Sunday at the festival. You can pick up your meal ticket at you department's Coordinator. Any food vendor whose booth number is in green will accept your volunteer meal ticket. (**Please Note:** if you volunteer on Wednesday, Thursday, and Friday at the festival – lunch, water and snacks will be provided on a daily basis).
4. VOLUNTEER RE-ENTRY—when you want to have access to the Festival before your shift or afterwards, you must check in at Volunteer Village like you did when you showed up for your volunteer shift.
5. Wear comfortable closed toe shoes, drink plenty of water, and wear sunscreen and maybe even a hat!
6. Please DO NOT bring any items that might need special care or storage, as we will NOT be able to secure any items at Volunteer Village.
7. Please do not leave your post during your shift unless so directed by a Supervisor, Coordinator or Manager.

8. Do not be afraid to ask your Supervisor any questions if you are unclear about any details of your duties and responsibilities.
9. If for any reason you are unhappy or have a concern, please let your Supervisor or Coordinator know immediately. If you still feel that these concerns have not been addressed, ask to speak to a Manager. Our goal is for you to have you a great volunteer experience.
10. Please note - the Pride office will be closed starting Wednesday. If you want to volunteer and help set up, please come by the Festival venue anytime between 9:00am and 5:00pm Wednesday, Thursday or Friday. Every hour counts!

We count on your commitment to volunteer and many other organizations who benefit from Pride count on your volunteer service. If for any reason you cannot fulfill your commitment, please remove yourself from your shift on the volunteer system. If you are unable to do so, send us an email immediately at volunteer@sdpride.org.

Thank you again for your volunteer support, remember to have fun and play safe!

Forms



“I have pride for love. Whatever that looks like, taste like, or sounds like, I'm for love. Anybody willing to love anyone these days should be free to do so. Viva la pride! Viva la libertad!” - **Christy Agronow**



San Diego Pride Volunteer Agreement

We are so happy that you have decided to volunteer your services to San Diego Pride! Please affirm your acceptance of the terms of this agreement, stated below, with your signature. Also, please accept our sincere thanks for your valuable contribution to San Diego Pride.

- 1. Compensation.** I understand that the services provided as a volunteer are distinct and separate from the services provided as an employee of San Diego Pride and that I will not receive compensation, payment, benefits or other valuable consideration for the services provided as a volunteer under this agreement.
- 2. Release.** I understand that San Diego Pride shall have the right to release me as a volunteer without prior notice. I understand that I do not have a formal work appointment for these particular services.
- 3. Copyright.** I understand that anything I may create (inventions, copyrightable works, etc.) during my volunteer period shall belong to San Diego Pride and I hereby assign all my rights and interests in and to such creations to San Diego Pride.
- 4. Confidentiality.** While volunteering with San Diego Pride, I agree to abide by all applicable federal, state and local rules and regulations San Diego Pride follows. I agree to follow San Diego Pride's policies and procedures presented in the Volunteer Handbook. My compliance with San Diego Pride's policies includes the responsibility to respect the highest level of privacy. I agree to not disclose or discuss any confidential information obtained from San Diego Pride, either during or after my volunteer work with the organization. This includes, but is not limited to files or databases, income figures, and staff and other volunteer's personnel data.
- 5. Best Practice.** I understand that my time with San Diego Pride may include activities that may be hazardous to me, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. I agree that as a San Diego Pride volunteer, I will choose and perform the tasks that are within my physical capability and I will not undertake tasks that are beyond my ability. I will use reasonable care in all that I do.
- 6. Liability.** I, on behalf of myself, my heirs, and my representatives do hereby expressly and specifically assume the risk of injury or harm in these activities and release San Diego Pride, its governing board, officers, employees, agents, representatives and volunteers, from all liability for injury, illness, death, or property damage resulting from the activities of my time with San Diego Pride.
- 7. Publicity.** I grant and convey unto San Diego Pride all right, title, and interest in any and all photographic images and video or audio recordings made by San Diego Pride during my work for San Diego Pride, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

I am aware of the terms and conditions of this agreement and am signing this agreement of my own free will. Further, by signing this agreement I attest to the fact that I am eighteen years of age or older. If not eighteen years of age or older, the parent or legal guardian must sign.

I expressly agree that this Agreement is intended to be as broad and inclusive as permitted by the laws of the State of California in the United States of America, and that this Agreement shall be governed by and interpreted in accordance with the laws of the State of California.

I HAVE FULLY INFORMED MYSELF OF THE CONTENTS OF THIS LIABILITY RELEASE AND ASSUMPTION OF RISK.

Volunteer's Name: _____

Volunteer's Signature: _____ Date: _____

Home Address: _____

Telephone: _____ E-mail: _____

For Youth Volunteers: IF PARTICIPANT IS UNDER 18, THE PARENT (OR GUARDIAN, IF ANY) MUST SIGN. I am the parent or legal guardian of the above participant and he/she has my permission to participate in San Diego Pride. I have read and agree to the provisions stated above for myself and for the participant. Further, I understand and agree that the sponsors and organizers of the Event are not responsible for supervision of minor participants and that if I allow the above minor to participate without my supervision, I assume all the risks from such participation.

Parent/Legal Guardian's Name: _____

Parent/Legal Guardian's Signature: _____ Date: _____

Home Address: _____

Telephone: _____ E-mail: _____

Please turn in this original signed form to the Volunteer Manager at 3620 30th Street, San Diego, CA 92104. You may also scan and email the form to volunteer@sdpride.org

Volunteer Acknowledgement & Receipt

This Volunteer Acknowledgement & Receipt may also be signed and electronically submitted online at by clicking [here](#).

I, _____, certify that I have received and reviewed the SD LGBT Pride Volunteer Handbook.

I further understand that, by signing this statement as required, I am indicating that I have read the Volunteer Handbook and I understand its contents. I also understand that this statement will become a permanent part of my volunteer personnel file.

Volunteer's Name (Please Print)

Volunteer's Signature

Date

Please turn in this original signed form to the Volunteer Manager at 3620 30th Street, San Diego, CA 92104. You may also scan and email the form to volunteer@sdpride.org.

Appendix



“I believe in the cause of equal rights for everyone, regardless of their sexual orientation. I just want to do my part towards accomplishing this worthy cause of equal rights for everyone, regardless of their sexual orientation.”- **Michael Afflalo**

