



SAN DIEGO

PRIDE

Volunteer Handbook



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

Welcome to San Diego Pride

Greetings! Welcome to the San Diego Pride Volunteer team. We are very excited you have joined the Pride team.

This handbook has been developed to provide you with 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.

Again, we are glad you've joined us and hope you'll find your volunteer service with San Diego Pride to be both meaningful and rewarding. If you have any questions, please do not hesitate to contact our Programs Manager at (619) 297-7683 or at volunteer@sdpride.org

Sincerely,

Sarafina Scapicchio & Jen LaBarbera
Interim Co-Executive Directors

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

Table of Contents

Volunteering with San Diego Pride	4
Benefits of Volunteering	4
Pride Volunteer Opportunities	5
Supervisor and Lead Positions.....	5
How to Apply to Be a Volunteer	6
Better Impact	9
Post-Pride.....	11
Youth Volunteers	12
Policies and Procedures	14
Safety	16
Emergencies.....	16
Zero Tolerance	20
Grievances	20
Whistleblower	21
Volunteer Separation/Dismissal	21
Social Media/Technology/Confidentiality	22
Motorized Vehicles/Carts	22
Money Handling.....	22
Helpful Information.....	23
Staff.....	23
Location.....	23
Contact Us.....	23
Check in locations.....	23
Parking & Transportation	23
Shuttles	24
Parking	24
Bicycles	24
Special Tips	25

San Diego LGBT Pride
3620 30th Street, San Diego, CA 92104

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

Our Mission. Fostering pride, equality 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 on 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 2,000 dedicated individuals join San Diego Pride's volunteer team 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 during Pride Week.

Benefits of volunteering for a 5-hour shift:

- **Free** San Diego Pride souvenir T-shirt (Saturday and Sunday volunteers only)
- **Free** two-day admission to the Pride Festival
- An **invitation** to our Annual Volunteer Appreciation Party where volunteers will have the chance to win numerous gifts and prizes
- **Free** access to the Pride Village rest area at the Festival with private restroom facilities, shaded dining tables, meals, 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 Job Descriptions

San Diego Pride is pleased to offer a wide range of volunteer opportunities to fit a variety of strengths and skills sets. Current available positions and descriptions can be found on [Better Impact](#), our Volunteer Management and sign up system. You can review these job descriptions to decide how you would like to participate in Pride Week or our year-round programming. If you would like further explanation of any department or position, please contact the Pride Volunteer Coordinator at volunteer@sdpride.org for more detailed information.

Pride Week

You can find information about Pride Week at <https://sdpride.org/pride/>.

PRIDE 365

Volunteer opportunities are also available throughout the year in various other roles supporting our [year-round programming](#). You can view open positions on sdpride.org/volunteer or by contacting the Pride Volunteer Coordinator at volunteer@sdpride.org or (619) 297-7863.

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 Coordinator 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 Programs Manager
- Where necessary, pass a criminal background check
- Be willing to volunteer a minimum of 8 to 10 hours each 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 additional training, however this does not apply to all departments
- Read and review the San Diego Pride Volunteer 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 working with youth and handling money 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: Walk-in volunteers who request to volunteer during the weekend of the Pride Festival and Parade are eligible to help in limited departments.

New Volunteer Info Sessions

New San Diego Pride Volunteers are encouraged to attend a New Volunteer Info Session or Department Training before their shift. New Volunteer Info Sessions are held in June. If there are currently planned New Volunteer Info Sessions, information can be found at sdpride.org/volunteer. Emails with this information will also be sent out. Department Training information, if applicable, will be sent out by Department Coordinators once volunteers sign up for a shift.

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

To volunteer with San Diego Pride, you must fill out an online volunteer application.

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 repeatedly 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, Festival Entrance, 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 are 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 additional shifts you want. Your general information will 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 of 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 encouraged 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, Festival Entrance, 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 are all set!

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 are 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.
 - a. Click on the “Hours Log” tab on the top navigation bar. 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.
2. Select the activity you volunteered for, the date you volunteered and total time volunteered.
3. 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.
4. 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 Picnic to celebrate the hundreds of wonderful volunteers who helped to make San Diego Pride a reality. If you are eligible, you will receive an invitation after Pride. 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 Programs Manager at (619) 297-7683 x101 or at volunteer@sdpride.org.

Youth Volunteers

Eligibility

Volunteers between 15 and 17 years of age are eligible to participate with San Diego Pride as a Youth Volunteer with a Youth Volunteer Agreement and Waiver signed by a Parent or Guardian. [Click here to sign the Youth Volunteer Agreement and Waiver.](#) Volunteers under 15 years of age can volunteer with their Parent or Guardian on a case by case basis. Please reach out to volunteer@sdpride.org to start the request process. 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 Youth Volunteers have the opportunity to work with:

- Festival
 - Accessibility
 - Community Partners
 - Event Support
 - Festival Entrance
 - Festival Emergency Exit Team
 - Hospitality
 - Incident Team
 - Information Booth / Guest Relations
 - Photography Team **must submit a portfolio*
 - Pride Village
 - Radio / Communications
 - Shuttles
 - Sign Crew
 - Inventory & Supply Team
 - Outreach
- Parade
 - Breakdown
 - Contingent Check-in
 - Finish Line
 - Information Booth
 - Marshals
 - Photography **must submit a portfolio*
 - Set up
 - Staging
 - Volunteer Check-in

In order to volunteer with San Diego Pride, you must be *at least* 15 years old, complete and submit a [Pride Youth Volunteer Agreement and Waiver](#) with a parent or guardian's permission. Volunteers under 18 years of age are not permitted to check IDs, handle alcohol, handle cash, or drive golf carts.

Parental permission

In order to ensure the risks of participation while volunteering with 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 Pride Youth Waiver on the Pride website at sdpride.org/volunteer/ or [here](#).

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

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 dismissal from volunteer activities with San Diego Pride in the future.

Attendance Policy

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

If you are going to be late or absent for a shift, please 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 of all staff, board members, volunteers and participants of San Diego Pride events, San Diego Pride has established the following code 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, safety and community welfare. Volunteers may not report to work or be at work while under the influence of alcohol or illegal drugs. 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 is a smoke free park and as such, no smoking is allowed in the Park or Festival. Smoking is allowed along 6th Avenue and other designated smoking areas.

Sexual harassment

Sexual harassment is unlawful and unacceptable 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. If stay to 'play' after your shift Pride Volunteer T-shirts should be removed or turned inside out at the end of your shift. Shirts can be altered, but must not cut off or alter any information or Sponsor logos on the shirt.

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. To this end, please promote good personal physical hygiene as a courtesy for your team.

Scent Safer Space

San Diego Pride's goal is to be accessible to all people. Pride recognizes that staff, volunteers and guests may be sensitive, allergic or have chemical reactions to various fragrant products and may suffer potentially serious health consequences. In order to accommodate staff, volunteers and guests who are medically sensitive to the chemicals in scented products, Pride requests that you refrain from wearing scented products, including but not limited to colognes, after-shave lotions, perfumes, deodorants, body / face lotions, hair sprays or similar products when attending and volunteering at San Diego Pride events.

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 so 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 your Supervisor or Manager. In the event of a **MEDICAL** emergency, please contact the Medical Department on radio channel 1. **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 supervisor / 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** within 24 hours. Incident Report volunteers will come to you, or you can find the incident report from at <https://sdpride.org/incident/>.

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:

Three 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, do not 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 to provide assistance as needed.

Additional 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 your supervisor or event leadership immediately. They 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 arrives, assist with crowd control.
- **Explosive Device/Unknown Package** - If you see anything that looks suspicious, contact the Festival Manager or your Supervisor / Manager immediately so they may evaluate the situation. In the meantime, clear the area and calmly ask people to leave the area. Do not be concerned with vehicles, objects or equipment. Remain calm and do not panic.
- **Designated Areas** - San Diego Police or Fire Departments will decide designated areas for gathering of Pride personnel in the event of an emergency. These will be far enough away to ensure safety of everyone while providing access to the area for emergency personnel. Follow their instructions, 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.

No Radio Codes

San Diego Pride will **NOT** use radio codes but will instead use plain speak language to communicate via the radios.

PLAIN LANGUAGE

Communication that can be understood by the intended audience and meets the purpose of the communicator. Plain language is designed to eliminate the use of codes and acronyms, and replace codes with plain language terminology that can be easily understood by all radio users.

REPORTING AN EMERGENCY

San Diego Pride has established the following radio procedures to facilitate communications during the Festival and Parade. Emergencies are to be reported to the Parade Manager / Assistant Parade Managers, Festival Manager, Assistant Festival Managers and Pride Staff.

Only the Parade Manager / Assistant Parade Managers, Festival Manager / Assistant Festival Managers and Pride Staff may issue a radio emergency. If a radio emergency is issued, all Pride personnel with radios should stay off the radio and be prepared to render assistance as directed.

The following are specific radio situations that may be used in case of a specific emergency:

LOST CHILD

If a parent or guardian approaches, a Pride volunteer and says, their child is lost, do your best to QUICKLY research and validate the situation. Upon confirmation of a lost child, report the situation and child description / information to Dispatch, who will issue the LOST CHILD radio call, along with a description of the lost child.

When a LOST CHILD call is issued, both festival entrances will be closed until the child is found. All available Pride personnel will assist in the search for the lost child. The Pride Information Booth at crossroads intersection will serve as command search central. Dispatch will notify the Festival Manager and Pride Staff.

IN THE CASE OF A MEDICAL EMERGENCY

In the event of a MEDICAL emergency, please contact the Medical Department with detailed / specific information on the situation and location. Leads will have radios and can respond. **DO NOT** call 911. San Diego Pride's Medical Team is incorporated with the emergency dispatch system and all communication with emergency medical services must go through either the medical department leads or the festival managers ONLY.

For **FESTIVAL** emergencies, contact Sav via radio on channel 1 or via cell at (719)-661-5481

For **PARADE** emergencies, contact West via radio on channel 5 or via cell at (925)-681-9802

If a suspected medical emergency is happening, the pride staff or volunteer needs to **stay with the person** to make sure they don't deteriorate and to be able to flag a medical person down. It's also important that if someone is radioing about a medical emergency, they need to **stay on the medical channel and be available to answer questions about the situation and the location until a medical personnel arrives on scene to assume care.**

The medical volunteers at both the festival and the parade wear a white shirt with a rainbow star of life on the front and a large red cross and the word "MEDICAL" on the back in bold lettering. The medical volunteers at the parade will also be wearing bright red vests that say "medical" on them for easy identification .

IN THE CASE OF NON VIOLENT / SAFETY SITUATION

In the case of a **non-violent safety** situation (equipment collapse / perimeter fence collapse), contact Dispatch with detailed / specific information on the situation and location. Dispatch will contact the specific area manager and Festival / Parade Manager.

IN THE CASE OF A VIOLENT SITUATION

In the case of a **violent situation**, contact Dispatch with detailed information and location about the situation in progress. Dispatch will notify the proper authorities. If necessary and possible, evacuate the area.

At all times, Pride personnel will follow the lead and direction of public safety personnel.

Important Note: The radios are not intended for idle chat or casual discussion. The radios are a critical tool to assist communication in emergencies. 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 Pride 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 at any San Diego Pride program or activity. 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 and verbal abuse are 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, 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 investigate and 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 bottom of sdpride.org/volunteer. The Volunteer Manager will investigate to determine whether 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. You may report your concerns via email to volunteer@sdpride.org.

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 a 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 / Golf Carts

When checking out a vehicle or golf cart, a volunteer must:

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

Possession and use of a golf cart during the parade or festival is a privilege. Anyone driving a golf cart during the parade or festival must adhere to the cart policies at all times or their cart privilege will be revoked. During festival hours, volunteers are NOT allowed to drive the golf cart on the road unless there is a medical emergency. 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 current / 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 from all volunteer capacities and ineligible to return as Pride volunteer in the future.

Helpful Information

Staff

Current Staff & Leadership Team information can be found at sdpride.org/team.

Pride Office Location

3620 30th Street
San Diego, CA 92104

Contact Us

Office: (619) 297-7683
General Email: info@sdpride.org
Website: www.sdpride.org

Check-In Locations

Parade Check-in – The Volunteer Check-in tent is located in the south DMV Parking lot on Normal Street. When you arrive at volunteer check-in area, you will need to 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.

Festival Check-in – The Volunteer Village is located near the corner of 6th Avenue and Juniper. When you arrive at volunteer village check-in, 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.

Parking & Transportation

Shuttles

If using the Shuttle to get to the Festival or Parade, please allow at least one (1) hour before your shift to ensure you arrive on time.

Parade shuttles will run from the Old Navy Hospital parking lot at Park Boulevard and Presidents Way in Balboa Park. The shuttle drop off is at the north east corner of Richmond and Essex Street, near University Avenue. Please check the Pride Guide at sdpride.org for accurate times for the Saturday Parade shuttle.

Festival shuttles will run from the Old Navy Hospital parking lot at Park Boulevard and Presidents Way 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.

ADA shuttle vans runs during all shuttle hours on Saturday and Sunday.

Parking

Free parking will be available at the Old Navy Hospital located at Park Boulevard and Presidents Way in Balboa Park, with shuttle service for both the Parade and Festival. There will be no handicapped parking adjacent to the Festival.

Bicycles

There is free and secure / guarded bike parking available at the Festival near the ticket sales booth.

More information can be found at <https://sdpride.org/parking/>.

Special Tips

1. At a minimum, please arrive 45 minutes early to 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.
3. Meals, snacks and refreshments will be provided in Volunteer Village. If you have any specific, dietary needs please notify the Programs Manager in advance at volunteer@sdpride.org.
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, 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 to help set up or on the Monday after the festival to help break down. 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!