



PACIFIC SYMPHONY



Volunteer and Intern Handbook

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Dear Volunteer,

Welcome! As a volunteer or intern with Pacific Symphony, we expect you will find your experience both rewarding and challenging. Because we also believe that the quality of our volunteers is a key to our success, we carefully select our new volunteers.

This Volunteer and Intern Handbook has been developed to help clarify policies applicable to volunteers. It contains the major policies and practices in effect at the time of publication. For situations not covered in this handbook, or for further clarification, your supervisor or I will be happy to answer any questions you may have.

I hope your volunteer relationship with Pacific Symphony will be enriching and personally rewarding.

Warmest Regards,

Abby Edmunds

Senior Director of Volunteer Services

Pacific Symphony History

Pacific Symphony, led by Music Director Carl St. Clair, is the largest orchestra formed in the United States in the last 50 years. It is recognized as an outstanding ensemble making strides on both the national and international scenes, as well as in its own community of Orange County, California.

Founded in 1978 as a collaboration between California State University Fullerton (CSUF) and North Orange County community leaders, led by Marcy Mulville, the symphony performed its first concerts at Fullerton's Plummer Auditorium as the Pacific Chamber Orchestra under the baton of then CSUF orchestra conductor, Keith Clark. Two seasons later, the symphony expanded its size and changed its name to Pacific Symphony Orchestra. Then in the 1981-1982 season, the orchestra moved to Knott's Berry Farm for one year. The subsequent four seasons led by Clark took place at Santa Ana High School Auditorium, where the symphony also made its first six recordings.

In September 1986, the Symphony moved to the new Orange County Performing Arts Center, now called the Segerstrom Center for the Arts, where Clark served as Music Director until 1990 when Carl St. Clair was named Music Director. In March 2006, the symphony embarked on its first European tour receiving an unprecedented 22 rave reviews. In 2006-07, the symphony moved into the Renee and Henry Segerstrom Concert Hall, with its striking architecture by Cesar Pelli and acoustics by Russel Johnson. In 2008, the Hall's critically acclaimed 4,322-pipe William J. Gillespie Concert Organ was inaugurated.

The symphony's innovative approaches to new works received the ASCAP Award for Adventurous Programming in 2005, and again in 2010. Also, in 2010, the League of American Orchestras named Pacific Symphony as one of the country's most innovative orchestras.

Presenting more than 100 concerts and events a year, and a rich array of award-winning education and community programs, Pacific Symphony reaches more than 300,000 people each year, from school children to senior citizens.

Pacific Symphony Mission

Pacific Symphony inspires, engages, and serves Orange County through exceptional music performances, and education and community programming.

Pacific Symphony Vision

Pacific Symphony leads a renaissance in the appreciation, accessibility, and impact of classical music in Orange County and the region, through creativity, responsiveness, and innovation.

Pacific Symphony Core Values

Excellence: We strive for the highest quality in performance, community service, and organization.

Passion: We bring determination, great energy, and vitality in our work and project a sense of pride.

Education: We seek to ensure greater understanding and appreciation of music by all ages.

Engagement: We listen to and believe in involving the community, our artists, and volunteers in shaping the future of music and ensuring its impact on the broader community.

Innovation: We embrace and anticipate change, experiment with new practices, and shape the future of classical music.

Financial Responsibility: We generate and steward programs and resources which meet the needs of present and future generations.

Volunteer Services Mission

Volunteers enthusiastically advance the mission of Pacific Symphony through the contributions of their time, talent, resources, and ambassadors.

Volunteer Services Vision

Volunteers are the window to the community and reflect the diversity of interests and backgrounds that are found in Orange County.

Volunteer Expectations

Pacific Symphony is serious about its treatment of volunteers. We appreciate your service, and we mean it. We want your volunteer experience to be a productive and rewarding one.

Pacific Symphony commits to the following:

- To provide adequate information, training, and assistance to meet your assigned task.
- To provide supervisory support and feedback on your performance.
- To be receptive to your comments regarding ways to better accomplish volunteer tasks.
- To respect the unique skills and needs of each volunteer and treat volunteers as equal partners in working towards the accomplishment of Pacific Symphony's goals and mission.

The volunteer commits to the following:

- To perform your volunteer duties to the best of your ability.
- To maintain a professional standard of conduct, with integrity and honesty.
- To abide by all policies, practices, and guidelines contained in this Volunteer Handbook.
- To reliably report for every volunteer assignment, to be punctual, and to notify the appropriate supervisor in advance in case of any unavoidable absence.
- To notify the Director of Volunteer Services if any difficulties or conflicts arise in the performance of your volunteer duties.

Standards of Conduct

Patron Relationships

Volunteers must be polite, courteous, and attentive to every Symphony patron and client. Always smile, be friendly and welcoming. If a situation arises where you do not feel comfortable or capable of handling the problem, or if you do not know an answer to a patron/client question, **your supervisor should be contacted immediately.**

Drugs and Alcohol

The use, possession, distribution, sale, or purchase of alcohol, illegal drugs, or controlled substances while performing volunteer duties is strictly prohibited. Violation of this policy will not be tolerated and could lead to dismissal from the volunteer program.

Smoking and Vaping

Smoking and vaping or the use of electronic cigarettes is not allowed in the Pacific Symphony offices or the Renée and Henry Segerstrom Concert Hall.

Confidentiality

In the course of your volunteer work you may have access to confidential information regarding Pacific Symphony financial matters, its programming, employees, donors, patrons, or subscribers. It is your responsibility not to divulge such information to any person outside of Pacific Symphony. Any breach of this policy will not be tolerated and may, as determined by Pacific Symphony management, be cause for dismissal from the volunteer program.

Media Contact

Volunteers might be approached for interviews or comments by the news media. Only the President of Pacific Symphony, or his/her designee, may comment on issues or events that have an impact on Pacific Symphony.

Volunteer Policies and Practices

Onboarding Process

Volunteer and Intern candidates must complete an online volunteer or intern application, sign the Volunteer and Intern Handbook, engage in one or more personal interviews to determine their skills and ability to perform needed volunteer tasks, and submit to a criminal background check. False or misleading information on the volunteer or intern application is cause for not being accepted as a volunteer.

Age Requirement

Ages 12-15 Requirement - complete online Volunteer Application, Zoom or in-person interview, signed parent/guardian permission form on file (Volunteer and Intern Handbook), parent/guardian is required to also complete the previous 3 items and to volunteer with the youth.

Ages 16-17 Requirement - complete online Volunteer Application, Zoom or in-person interview, signed parent/guardian permission form on file (Volunteer and Intern Handbook).

Ages 18 and above Requirement - complete online Volunteer Application, Zoom or in-person interview, signed Volunteer and Intern Handbook, receive Background Check clearance.

Volunteer Vaccination Status

Pacific Symphony volunteers are not required to be vaccinated for COVID-19.

Volunteer Time Commitment

Volunteers must commit to a minimum of three months of service to Pacific Symphony. Since some volunteering occurs in the Pacific Symphony office and other roles are at the Henry and Renee Segerstrom Concert Hall, volunteer time commitment varies.

Attendance and Punctuality

Volunteers are relied upon to be present and punctual for every volunteer assignment they accept. Excessive absenteeism or tardiness may lead to corrective action or dismissal.

If you are unable to report for a scheduled assignment, you must inform your supervisor in advance as soon as possible.

Volunteer Department Policy

Pacific Symphony volunteers are expected to behave civilly, politely, and with tolerance for all other volunteers, staff, patrons, and guests. Volunteers will treat others with the utmost respect, both in verbal and written communications. Volunteers will exercise kindness and work to create harmony within the Volunteer Program and Pacific Symphony. Volunteers who do not cooperate with this standard of behavior will not be allowed to continue in their volunteer role.

Dress Code

The personal appearance of volunteers contributes significantly towards a favorable public impression of Pacific Symphony. Volunteers are expected to dress in a professional manner for office assignments and at the Concert Hall. For certain education and community event assignments a dress code may be specified, such as the official Pacific Symphony Red Volunteer t-shirt or a white top with black skirt/slacks.

Volunteer Behavior While Volunteering

Pacific Symphony volunteers are not allowed to eat or drink (except water) while volunteering, except if their supervisor has allotted time for lunch or dinner during their volunteer shift. Snacking, or eating food/drinks meant for donors and subscribers is never allowed. All volunteers should eat prior to arriving for their volunteer shift.

Volunteer Badges

When a volunteer lanyard/badge is provided to you, in the Symphony office, in the Concert Hall, or at an event, it must be worn during the entire time of your volunteer assignment.

Recording of Volunteer Hours

Your name is already entered in Pacific Symphony's volunteer database, the Volgistics Volunteer Information Center (VicNet) program. Attached are instructions about how to log in and record your volunteer hours (Exhibit B). Please record your hours at the end of every volunteer assignment.

Volunteer Benefits

Concert Hall volunteer assignments provide one seat for the performance, and parking reimbursement is available, if desired.

Volunteer Benefit Tiers (currently on hold but will resume in the 2024-2025 season)

Tier 1: 6-11 hours - **A benefit of League Membership only** – Volunteers receive 1 voucher (value=2 tickets) for a Pacific Symphony Concert during the concert season (restrictions apply)

Tier 2: 12-47 hours – Volunteers receive 1 voucher (value=2 tickets) for a Pacific Symphony Concert during the concert season (restrictions apply)

Tier 3: 48 hours and above – Volunteers receive 2 vouchers (value=4 tickets) for a Pacific Symphony Concert during the concert season (restrictions apply)

Volunteer Agreement

It is expressly understood and agreed by Pacific Symphony and the volunteer that the purpose of this agreement is to establish and maintain an effective working relationship. This agreement represents the seriousness with which we treat our volunteers and their contributions to the Symphony. Its purpose is to assure you of our commitment to do the very best we can to make your volunteer experience with Pacific Symphony a productive and rewarding one.

Pacific Symphony agrees to and commits to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of Volunteer Services.
2. To ensure supervisory support and to provide feedback on the volunteer's performance.
3. To be receptive to any comments from the volunteer regarding ways in which we might better accomplish our respective tasks.
4. To respect the skills and needs of the volunteer, and to treat the volunteer as an equal partner of Volunteer Services and Pacific Symphony, jointly responsible for the completion of its goals and the fulfillment of its mission.

The volunteer agrees to serve as a Pacific Symphony volunteer and commit to the following:

1. To perform my volunteer duty to the best of my ability.

2. To complete all requirements (background check if age 18 or older) as outlined by Volunteer Services.
3. To be punctual to those shifts for which I am scheduled. In case of a conflict, I will be responsible for notifying a supervisor, and scheduling an alternate shift ahead of time. I will provide advance notice to my assigned department and Volunteer Services in case of leave of absence.
4. To conduct myself with the utmost professionalism, and to abide by Pacific Symphony's Confidentiality Agreement.
5. To adhere to Volunteer Services policies and procedures and for the agreed upon time commitment and attendance. The I.D. Badge or lanyard must be worn at all times while volunteering.
6. If scheduled for the Pacific Symphony office, to participate in up to 2 offsite volunteer opportunities with Pacific Symphony.
7. To notify the Volunteer Services Department of any difficulties or conflicts that may arise.

Volunteer Confidentiality Agreement

I, the undersigned, in consideration of my participation as a Volunteer with Pacific Symphony, hereby agree to the following Confidentiality Agreement.

I understand that I may be given access to confidential and/or proprietary information to the extent necessary to perform my duties as a Volunteer with Pacific Symphony. I shall not, at any time either during or after this participation with Pacific Symphony, make unauthorized disclosures or unauthorized use of any information that is proprietary or confidential by Pacific Symphony. Proprietary information includes, but is not limited to, all information, data, reports, analyses, processes, know-how, designs, plans, marketing data, business plans and strategies, negotiations and contracts, research, and volunteer, intern, donor or vendor lists, compilations, trade secrets, and confidential information, whether in written, oral, or electronic form. Confidential information includes, but is not limited to, any personal information of any Pacific Symphony employee, agency partner, or donor, whether in written, oral, or electronic form.

All employer records or information, relating to Pacific Symphony or its volunteers, interns, agency partners, and donors are confidential, and I will treat all matters accordingly. This includes any information protected under applicable state or federal privacy law. No Pacific Symphony related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of Pacific Symphony) may be removed from Pacific Symphony premises without permission from Pacific Symphony staff. Additionally, the contents of Pacific Symphony's records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for an authorized business purpose and/or required by law. I will not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside Pacific Symphony. If I am unsure about the confidential nature of specific information, or whether specific information may be protected under state or federal law, I will ask the Pacific Symphony staff member supervising my actions as a project for clarification before disclosing the information.

Proprietary information and trade secrets are created at substantial cost and expense to Pacific Symphony. Unauthorized use or disclosure of confidential or proprietary information would cause irreparable injury to Pacific Symphony. I agree that monetary damages would not be a sufficient remedy for any breach of this agreement by me, and that, in addition to all other remedies, Pacific Symphony shall be entitled to seek (a) specific performance and (b) injunctive or other equitable relief as a remedy for such breach, and I further agree to waive any requirement for any bond in connect with such remedy.

When I cease my participation as a Volunteer with Pacific Symphony, I will return all Pacific Symphony-related information and property that I have in my possession, including without limitation documents, files, records, manuals, information stored on a personal computer, personal data assistant or computer disk, supplies, and equipment or office supplies.

Contact Information

Abby Edmunds

Senior Director of Volunteer Services

(714) 876-2353

Aedmunds@pacificsymphony.org

Pacific Symphony

17620 Fitch Avenue, Suite 100

Irvine, CA 92614

(714) 755-5788

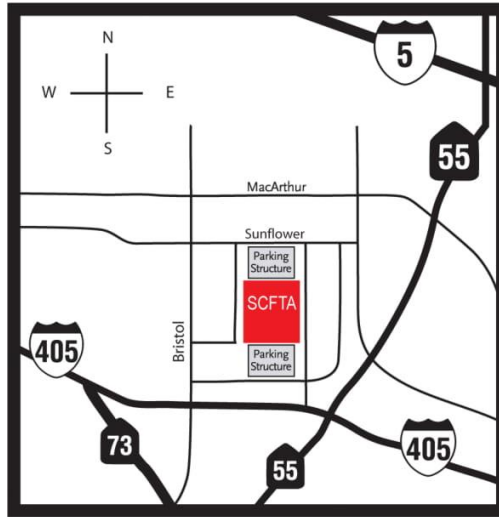
Renée and Henry Segerstrom Concert Hall

600 Town Center Drive

Costa Mesa, CA 92626

(714) 556-2121

Segerstrom Center for the Arts



Maps not drawn to Scale





Volunteer Services

Volunteer Parking Reimbursement Policy

Pacific Symphony recognizes that volunteer time and contributions are vital to our success and achievement. Pacific Symphony will reimburse volunteers for reasonable parking expenses incurred while performing volunteer services at evening and afternoon concerts on behalf of Pacific Symphony at the Henry and Renee Segerstrom Concert Hall during the annual concert season.

This reimbursement will be for no more than \$15 per concert.

To seek reimbursement, please complete the appropriate reimbursement form and submit it by the 10th day of the month following the qualified volunteer role. A completed form, along with all itemized and dated receipts (original), must be included. *As part of the symphony's fiscal policies, receipts are required for reimbursements.*

Please complete the attached form and mail it to:

Pacific Symphony
17620 Fitch, Suite 100
Irvine, CA 92614
ATTENTION: ABBY EDMUNDS

Name _____ Phone _____

Home Address _____

Email _____

Concert(s):	Date:	Parking Fee (up to \$15)
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
	TOTAL	_____

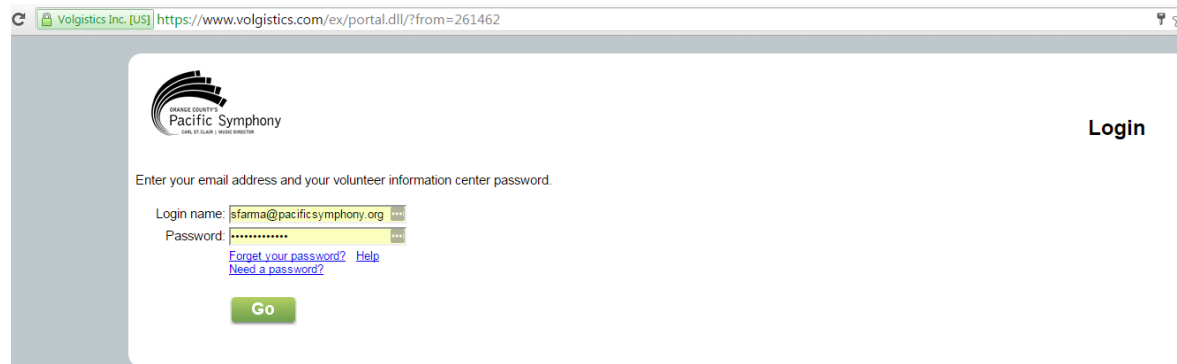
VICNET – THE WAY TO TRACK YOUR VOLUNTEER SERVICE

Congratulations and thank you for becoming a Pacific Symphony Volunteer.

In order to receive credit for your valued service, you must log your service hours in our Volgistics VICNET program. This program is available from any internet connected device. Your service hours should be entered each time that you volunteer

From your browser, go to the following web address:

<https://www.volgistics.com/ex/portal.dll/?from=261462>



The screenshot shows a web browser window with the address bar displaying "Volgistics Inc. [US] https://www.volgistics.com/ex/portal.dll/?from=261462". The page content includes the Pacific Symphony logo (Orange County's Pacific Symphony, 1948-1954 • 1954-PRESENT), a "Login" button, and a login form. The form prompts the user to "Enter your email address and your volunteer information center password." It has a "Login name" field containing "sfarma@pacificsymphony.org" and a "Password" field with masked characters. Below the password field are links for "Forgot your password?" and "Need a password?". A green "Go" button is at the bottom of the form.

Save this web address in your Browser "Favorites" list so that you can easily enter your service hours each day that you volunteer:

Alternatively, you can go to the [Pacific Symphony](#) website under the Support and Events tab and click on Become a Volunteer\Volunteer Opportunities. There will be links to the VICNET on this page.

When you log on to the website:

Use your email address as your login name
Your initial password is: PS0volunteer1

The first time that you log on, **please change your password** (6-30 characters long) from the Account Tab. Then choose the **Time Sheet Tab** to post your hours. You need only select the **Date, Assignment in which you volunteered, and the number of hours you served**. Press CONTINUE, confirm, and you're done.



You can also schedule yourself for volunteer opportunities here under the My Schedule tab or check your service hours under the My Service tab.

If you have questions about using VICNET, please call our office at: (714) 876-2353 or send an email to the Volunteer Office: aedmunds@pacificsymphony.org.

Thank you for being a Pacific Symphony volunteer!



REQUIRED:

In conclusion, please sign, scan, and return by email (or mail) this page as evidence that you have read, understood, and will follow the directives and guidelines stated in the Pacific Symphony Volunteer Handbook.

Email to: VolunteerServices@pacificsymphony.org

Mail to: Pacific Symphony 17620 Fitch, Suite 100 Irvine, CA 92614 ATTENTION: Abby Edmunds

Volunteer Signature

Name Printed or Typed

Date

All volunteers must be age 12 or older to volunteer with Pacific Symphony. For all volunteers under the age of 18, the consent of a parent/guardian is required. For all volunteers ages 12-15, a parent/guardian is required to volunteer with the youth. For volunteers ages 16-17, they may volunteer without a parent/guardian present as long as they and the parent/guardian have signed above and below. Ages 18 and above can volunteer alone.

By executing this document, I hereby provide this consent on behalf of the minor named above and hereby represent and warrant that I am the parent/guardian of such minor.

Signature of Parent/Guardian

Parent/Guardian Mobile Number

Name Printed or Typed

Parent/Guardian Email

Date