

Pasadena **SYMPHONY AND POPS**



Volunteer Handbook

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Thank you for volunteering for the Pasadena Symphony and POPS!

Dear Volunteer,

Welcome!

We are so grateful you've chosen to share your time and talents with us. Volunteers like you are essential to creating the warm, vibrant, and unforgettable experiences our audiences cherish. Whether you're helping behind the scenes or greeting guests with a smile, your support plays a vital role in bringing music to life in our community.

This Volunteer handbook will provide you with helpful information as you get started. If you ever have questions or need assistance, our team is always here for you.

Thank you for being part of our musical journey — we're so glad to have you with us!

Pasadena Symphony and POPS History

The Pasadena Symphony Association is a 501(c)(3) non-profit organization, founded in 1928 by Conductor Reginald Bland. Originally named the Pasadena Civic Orchestra, its first members were mostly volunteer musicians, many of whom were students of Bland. The annual operating budget was a mere \$3,500, which was funded entirely by the City of Pasadena. Because of the tremendous support it continually received from the local community, the Pasadena Symphony grew into a nationally recognized, fully professional orchestra. The Pasadena Symphony Association officially merged the Pasadena Symphony and POPS in 2007.

Over the past 90 years, the Pasadena Symphony has artistically matured into one of the top performing symphonic ensembles in southern California, comprised of the most gifted and sought after musicians from the motion picture film industry. With extensive credits in the film, television, recording and orchestral industry, the musicians of Pasadena Symphony and POPS are the most heard in the world.

The Pasadena Symphony and POPS performs in two of the most extraordinary venues in the United States: Ambassador Auditorium, known as the Carnegie Hall of the West, and the luxuriant Los Angeles Arboretum & Botanic Garden.

A hallmark of its robust education programs, the Pasadena Symphony Association has served the youth of the region for over five decades through the Pasadena Youth Symphony Orchestras of over 700 gifted students in grades 4-12 from more than 129 schools all over Southern California. The PYSO Symphony tours often and makes guest appearances at local venues throughout the year, and was even featured on the popular television show GLEE.



Pasadena Symphony and POPS Mission

The mission of the Pasadena Symphony Association is to provide musical concerts of the highest quality ranging from orchestral performances to world-renowned artists in recital, and to provide the broadest access to youth education programs and the performing arts through community engagement and digital innovation.

Pasadena Symphony and POPS Vision

In the belief that music enriches and transforms the individual and the community, the Pasadena Symphony Association serves as a curator of classical, popular and new music with an unwavering pursuit of excellence and inclusion.

Personnel and Volunteer Code of Conduct

The Pasadena Symphony and POPS (PSA) is committed to creating a safe, comfortable, and enjoyable environment in which all individuals – patrons, staff, artists, and volunteers are treated with humanity, respect, and dignity.

All patrons will be treated in a consistent, professional, and courteous manner by PSA personnel and volunteers. Patrons who engage in behavior detrimental to the culture of the PSA, including but not limited to using abusive, threatening, or obscene language, gestures, or behaviors toward other patrons and/or PSA personnel, will be immediately ejected from the venue without a refund.

The following policies are a guide for expectations at Pasadena Symphony and POPS events:

- Play your part in creating a safe, comfortable, and enjoyable environment.
- **If You See Something, Say Something**- If you notice any suspicious activity, safety concerns, or potentially threatening situations, report them immediately. Comply with requests from PSA personnel and security regarding facilities operations – including late seating, drinks to seats and restricted areas – and emergency response procedures.
- Sit only in your ticketed seats and show your tickets when requested.
- Do not interfere with the performance or artists in any way.
- In the concert hall, photography and recording are not allowed.



VOLUNTEER POLICIES

Onboarding Process

Volunteer candidates must complete an online volunteer or intern application and sign the Volunteer Handbook. Some volunteers may even be asked to engage in an interview to determine skills or interests for specialized volunteer roles or complete a background check and/or mandated reporter training. False or misleading information on the volunteer or intern application is cause for not being accepted as a volunteer, or dismissal of current volunteer status.

Age Requirement

- Ages 14-18 Requirement - complete online Volunteer Application, signed parent/guardian permission form on file (Volunteer Handbook), parent/guardian is required to also complete the previous items
- Ages 18 and above Requirement - complete online Volunteer Application, signed Volunteer Handbook

Assembly Bill 506 (AB 506) Compliance

Effective January 1, 2022, under Assembly Bill 506 (AB 506), adult volunteers (18 years and older) who serve in certain capacities within our Youth Orchestras or Education Programs may be classified as “regular volunteers.” This applies to individuals who have direct contact with children and volunteer for more than 16 hours per month or 32 hours per year. If your role meets these criteria, additional requirements may apply to ensure compliance with AB 506 and to help maintain a safe environment for all participants. These volunteers must complete Mandated Reporter Training, focused on recognizing and reporting child abuse and undergo a fingerprint-based (Live Scan) background check, through the California Department of Justice.

Volunteer Dress Code:

To maintain a polished and professional appearance that reflects the standards of the Pasadena Symphony and POPS, volunteers are expected to adhere to the following dress code unless otherwise instructed for special events:

Standard Volunteer Attire:

- Top: White button-down dress shirt or blouse (long or short sleeves)
- Bottom: Black dress slacks, pants, or a knee-length black skirt. Black shorts (of appropriate length) are also permitted when volunteering for the POPS series.
- Shoes: Black or dark-colored closed-toe dress shoes
- Socks: Dark socks (if wearing slacks) or neutral/dark hosiery (if wearing a skirt)

Additional Guidelines:

- Clothing should be clean, pressed, and in good condition.
- Volunteers working outdoors or assisting with setup may be advised to wear more practical footwear or outerwear as needed.
- A name badge or volunteer lanyard may be provided and should be worn at all times during your shift.

Volunteers who do not comply with the dress code may be asked to adjust their attire or reschedule their shift.

VOLUNTEER EXPECTATIONS

As a valued member of our symphony community, volunteers play a crucial role in supporting the orchestra's mission and ensuring a positive experience for patrons, performers, and staff. The following expectations help ensure consistency, professionalism, and a rewarding environment for all.

Professional Conduct

- Represent the orchestra with courtesy, enthusiasm, and respect.
- Maintain a positive, welcoming attitude when interacting with patrons, staff, artists, and fellow volunteers. Physical contact should always be appropriate and respectful to the setting.
- Refrain from using offensive, profane, or aggressive language or behavior.
- Follow all safety procedures and event guidelines as directed by staff.
- Refrain from using personal devices or engaging in disruptive behavior while on duty.
- Maintain confidentiality regarding internal matters, donor information, or artist interactions.
- Any breach of this policy will not be tolerated and may, as determined by Pasadena Symphony and POPS management, be cause for dismissal from the volunteer program.
- Do not consume alcohol or use any substances that may impair your judgment or performance while serving as a volunteer

Punctuality & Reliability

- Volunteers are relied upon to be present and punctual for every volunteer assignment they accept. Arrive on time and check in with your designated supervisor.
- If you are unable to fulfill a scheduled shift, notify us as early as possible so a replacement can be arranged.
- Be prepared to stay through the end of your assignment unless otherwise directed.
- "No-shows" without communication or excessive tardiness will be noted and may restrict future volunteer opportunities.

Training & Communication

- Attend any required orientations or training sessions.
- Stay informed through emails, volunteer updates, and pre-event briefings.
- Ask questions if you are unsure of your duties- staff and senior volunteers are here to help.

Teamwork & Flexibility

- Be willing to assist in various roles as needed, including front-of-house support, event assistance, or administrative tasks.
- Adapt to changes in assignments or procedures with a positive attitude.
- Treat all members of the team with respect and cooperation.

Commitment to the Mission

- Understand and support the orchestra's mission to bring high-quality music to the community.
- Share in creating a welcoming, inclusive atmosphere for patrons of all backgrounds.

The Pasadena Symphony and POPS reserves the right to release a volunteer from the program at its discretion, with or without cause and at any given time.

VOLUNTEER PERSONAL CONDUCT POLICY

The Pasadena Symphony and POPS is committed to maintaining a safe, respectful, and inclusive environment for all volunteers, staff, performers, and patrons. All volunteers are expected to act with integrity, professionalism, and sensitivity toward others. The following policies outline our expectations and zero-tolerance approach to inappropriate behavior.

Harassment Policy

The Symphony Orchestra strictly prohibits any form of harassment, including but not limited to:

Sexual harassment: Includes unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature. This may include:

- Inappropriate or offensive comments, jokes, or gestures
- Unwanted touching or physical contact
- Display of sexually explicit or suggestive material
- Repeated or unwanted attention of a personal nature

Verbal or physical harassment: Includes abusive, threatening, or derogatory language or behavior that demeans, intimidates, or offends another person.

Discriminatory harassment: Includes conduct based on race, color, religion, sex, gender identity, sexual orientation, age, disability, national origin, or any other protected characteristic. All individuals have the right to work and volunteer in an environment free from harassment.

Harassment will not be tolerated under any circumstances and may result in immediate dismissal from the volunteer program.

Reporting Harassment or Misconduct

If you witness or experience any form of harassment, discrimination, or inappropriate behavior:

- Report it immediately to the designated supervisor.
- All reports will be taken seriously and handled confidentially to the fullest extent possible.
- Retaliation against individuals who report concerns in good faith is strictly prohibited.

We are committed to a thorough and impartial review of all complaints and will take appropriate action to protect our community.

Alcohol & Drug Policy

- Volunteers must not consume alcohol or be under the influence of alcohol, drugs, or impairing substances during their volunteer shifts.
- Alcohol may only be consumed after the volunteer shift, and only if the volunteer is of legal drinking age and not performing additional duties.
- The possession, use, or distribution of illegal drugs on orchestra property or at orchestra events is strictly prohibited.
- Volunteers taking prescription medications that could impair their ability to safely perform tasks must notify the volunteer coordinator if adjustments are needed.

Consequences for Violations

Violations of any conduct policies may result in:

- Verbal or written warnings
- Immediate removal from the event or venue
- Dismissal from the volunteer program
- Reporting to legal authorities, if applicable



GENERAL EMERGENCY PROCEDURES

Detailed site-specific emergency procedures and policies will be provided as part of volunteer training and orientation on the event day.

General Guidelines

- Stay calm. Your calm demeanor will help reassure patrons.
- Follow instructions from the House Manager, PSA or venue staff, or emergency personnel.
- Do not panic or speculate in front of guests.
- Assist patrons as needed, especially those with mobility issues, disabilities, or children.
- **Never put yourself in danger. Always prioritize your safety and the safety of those around you.**

If a fire alarm sounds:

- Stop what you are doing.
- Direct patrons to the nearest exit calmly and quickly, if it is safe for you to do so.
- **Do NOT use elevators.**
- Proceed to the designated evacuation location or safe meeting point.
- Report any patrons who need help to staff or emergency responders.
- Wait for the “all clear” before returning.

If there is a medical emergency or someone is injured, ill, or unconscious:

- Notify the House Manager, medical personnel, or nearest staff member immediately.
- Do not move the individual unless directed by emergency personnel.
- Ask nearby guests to give space and remain calm.
- Assist with guiding emergency responders to the person.
- If applicable, provide a detailed witness statement to accompany the incident report

If a child or vulnerable person is reported missing (or separated):

- Alert the House Manager or security personnel immediately
- Ask for a description (name, age, clothing, location last seen).
- Do not announce publicly unless instructed.
- If the person is found:
 - Keep them calm and stay with them.
 - Wait with them until staff or the responsible party arrives.

Suspicious person or package or if you see something unusual or someone behaving suspiciously:

- Do not touch or approach suspicious packages or bags.
- **If You See Something, Say Something.** Notify the House Manager or security discreetly.
- Observe and describe what you saw: location, time, appearance, actions.
- Do not confront individuals
- Follow evacuation or lockdown instructions if issued.

After Any Emergency

- Assist with any crowd control or cleanup as directed.
- Debrief with the House Manager or supervisor.
- Take care of yourself — emergencies can be stressful.

VOLUNTEER AGREEMENT

This agreement between the Pasadena Symphony and POPS and the volunteer reflects a mutual commitment to building a positive and effective working relationship. It underscores the value we place on our volunteers and the meaningful contributions they make to our organization. Our goal is to ensure that your experience as a volunteer is both productive and rewarding, and that you feel supported, respected, and engaged throughout your service.

Pasadena Symphony and POPS agrees to and commits to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet their responsibilities
2. To provide supervisory support, offer performance feedback, and remain open to volunteer input on improving our work.
3. To respect the skills and needs of the volunteer, and to treat the volunteer as an equal partner of the Pasadena Symphony and POPS, jointly responsible for the completion of its goals and the fulfillment of its mission.

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

1. To perform my volunteer duty to the best of my ability for the agreed upon time commitment and attendance
2. To complete all required onboarding steps, including a background check if applicable
3. To be punctual for all scheduled shifts and to notify my supervisor in advance to reschedule if a conflict arises.
4. To conduct myself with the utmost professionalism, and to abide by Pasadena Symphony and POPS's Code of Conduct and Confidentiality Agreement.
5. To notify my supervisor of any difficulties or conflicts that may arise.
6. **To acknowledge that I have read, understood, and agree to abide by the policies and procedures outlined in the Pasadena Symphony and POPS Volunteer Handbook and as expressed in any in-person trainings or orientations**

By signing below, or on the online volunteer application, you acknowledge that you have read, understood, and agree to the terms of this Volunteer Agreement.

Volunteer Signature

Date

Printed Name

For all volunteers under the age of 18, the consent of a parent/guardian is required.

I, the undersigned, am the parent or legal guardian of the minor named above. I have read and understand the above Volunteer Agreement and agree to its terms on behalf of the minor named above.

Signature of Parent/Guardian

Date

Printed Name

VOLUNTEER CONFIDENTIALITY AGREEMENT

As a volunteer with the Pasadena Symphony Association (PSA), you may have access to confidential, sensitive, or proprietary information about the organization, its patrons, donors, performers, staff, or operations. We expect all volunteers to maintain the highest level of integrity and discretion at all times.

By volunteering with PSA, you agree to the following terms:

Confidential Information

“Confidential Information” includes but is not limited to:

- Personal information about patrons, donors, staff, or artists
- Financial records or donor contributions
- Internal documents, discussions, or plans not intended for public release, such as programming, promotions, or security procedures
- Any other non-public information obtained through volunteer service

Confidentiality and Media Policy

You agree that:

- You will not disclose, copy, or discuss any confidential or non-public information outside of PSA
- Confidential information must be used solely for purposes related to your volunteer role.
- You will follow all instructions regarding data privacy, donor handling, and backstage access.
- Volunteers must not share confidential or behind-the-scenes information on social media, including unauthorized photos, private conversations, or unreleased performance details.
- Public promotion of PSA events is encouraged only using official content provided by the organization.

Duration of Agreement

Your duty to maintain confidentiality remains in effect indefinitely, continuing beyond the end of your volunteer service.

Consequences of Breach

Any violation of this confidentiality agreement may result in immediate dismissal from the volunteer program and could expose the volunteer to legal action or liability if damages arise from unauthorized disclosure.

Acknowledgment

By continuing as a volunteer and signing below, or on the online volunteer application, you acknowledge that you have read, understood, and agree to this confidentiality policy as a condition of your participation.

Volunteer Signature

Date

Printed Name

LIABILITY WAIVER

By signing this document, I, the undersigned volunteer, or the parent/legal guardian of the volunteer if under 18 years of age, acknowledge and agree to the following terms and conditions in consideration for being allowed to volunteer with the Pasadena Symphony Association (hereinafter referred to as “the Organization”).

I understand and acknowledge that volunteering may involve certain risks, including but not limited to physical activity, the lifting or moving of objects, interactions with the public, and travel to and from event locations. I voluntarily assume all risks associated with participation in volunteer activities, whether occurring on or off the premises of the Organization, and whether arising out of negligence or otherwise. I release, waive, and hold harmless the Pasadena Symphony Association, its directors, officers, employees, agents, and affiliates from any and all claims, liabilities, demands, losses, damages, or causes of action that may arise from or relate to my (or my minor child's) volunteer work with the Organization. In the event of an emergency, I authorize the Pasadena Symphony Association and its representatives to obtain medical treatment for me or, if applicable, for my minor child. I understand that I am solely responsible for the costs of any such treatment and that the Organization does not provide health or accident insurance coverage for volunteers. I affirm that I (or my minor child) am physically and mentally capable of participating in volunteer activities and that any limitations or medical concerns have been disclosed to the Organization in writing.

I further understand and agree that participation is entirely voluntary and that either I or the Organization may terminate this volunteer relationship at any time and for any reason.

If I am the parent or legal guardian of a volunteer under the age of 18, I certify that I have legal authority to sign on behalf of the minor, and I agree to all terms outlined above on their behalf.

By signing below, or on the online volunteer application, I confirm that I have read this waiver in its entirety, that I fully understand its contents, and that I agree to be legally bound by its terms.

Volunteer Signature

Date

Printed Name

For all volunteers under the age of 18, the consent of a parent/guardian is required.

I, the undersigned, am the parent or legal guardian of the minor named above. I have read and understand the above Liability Waiver and agree to its terms on behalf of the minor named above.

Signature of Parent/Guardian

Date

Printed Name

MEDIA AND DEPICTION RELEASE

As part of your participation as a volunteer with the Pasadena Symphony Association (PSA), you may be photographed, videotaped, or otherwise recorded during concerts, events, rehearsals, or other official activities.

By participating in PSA volunteer activities, you grant the organization the right to:

- Photograph, film, and/or record your image, likeness, and voice
- Use these recordings in print, digital, or broadcast formats for promotional, archival, or educational purposes
- Publish these materials without compensation, restriction, or further approval required

These materials may appear in PSA publications, social media, websites, advertisements, press releases, fundraising materials, and other official content. PSA retains full ownership of all resulting media and may use it indefinitely.

Opt-Out

If you **do not wish to be photographed or recorded**, please notify the volunteer coordinator in writing before your first volunteer assignment. While we will make every reasonable effort to honor your request, we cannot guarantee exclusion from all group images or event footage. I understand that if I choose to opt out of this Media and Depiction Release, it may impact my volunteer assignment, and I may be restricted from roles in public areas.

By volunteering with the Pasadena Symphony Association and signing below, or on the online volunteer application, you acknowledge and accept this media release policy unless you have opted out in writing.

Volunteer Signature

Date

Printed Name

For all volunteers under the age of 18, the consent of a parent/guardian is required.

I, the undersigned, am the parent or legal guardian of the minor named above. I have read and understand the above Media and Depiction Release and agree to its terms on behalf of the minor named above.

Signature of Parent/Guardian

Date

Printed Name

MEDICAL CARE AND EMERGENCY RELEASE AUTHORIZATION

The health and safety of our volunteers are a top priority at the Pasadena Symphony Association (PSA). While we do not anticipate medical emergencies, it is important to be prepared in the event that one occurs during your volunteer service.

By participating as a volunteer, you acknowledge and agree to the following:

Emergency Medical Care Consent

In the event of an accident, injury, or medical emergency during your volunteer service, and if you are unable to communicate your wishes, you authorize the Pasadena Symphony Association to:

- Secure emergency medical treatment deemed necessary or advisable by emergency personnel, including transport to a hospital or medical facility
- Provide emergency contact and basic identification information to first responders or medical professionals

You understand that:

- PSA staff and representatives are not medical professionals and will act only in good faith to facilitate care
- You are responsible for all medical expenses incurred as a result of injury or treatment
- PSA is not liable for any injury, illness, or condition that may arise during or as a result of volunteer activities, except as required by law

Emergency Contact Information

All volunteers are encouraged to keep their emergency contact information up to date with the volunteer coordinator.

If you have any medical conditions, allergies, or specific concerns that emergency responders should be aware of, please inform the volunteer coordinator confidentially.

By signing below, or on the online volunteer application, you acknowledge that you have read, understood, and agree to the terms of this Medical Care and Emergency Release Authorization.

Volunteer Signature

Date

Printed Name

For all volunteers under the age of 18, the consent of a parent/guardian is required.

I, the undersigned, am the parent or legal guardian of the minor named above. I have read and understand the above Medical Care and Emergency Release Authorization and agree to its terms on behalf of the minor named above.

Signature of Parent/Guardian

Date

Printed Name

CONTACT INFORMATION

Volunteering & Questions
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Artistic Operations Coordinator
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POLICY UPDATE DISCLAIMER

The Pasadena Symphony Association reserves the right to modify, amend, or update any policies, procedures, and guidelines contained in this Volunteer Handbook at any time, with or without prior notice. Volunteers will be informed of any significant changes as soon as practicable. Continued participation in the volunteer program constitutes acceptance of and agreement to abide by the current policies in effect.