



2023 TOUR HANDBOOK

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VOLUNTEER TOUR HANDBOOK

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Diversity, Equity & Inclusion

Carolina Crown complies with all applicable anti-discrimination laws and does not illegally discriminate against, or give preferential treatment to any individual or group on the basis of age, race, gender, color, economic status, ethnicity, linguistic heritage, cultural background, national origin, ancestry, religious creed, marital status, employment status, housing status, sexual orientation, gender identity or veterans status or distinction that is protected by law in the selection of participants.

Youth Protection Statement

Carolina Crown is committed to providing a safe and healthy environment for every constituent who participates in our organization. Crown takes harassment and misconduct very seriously and has been actively working for many years to put the very best practices in place to ensure the safety and well-being of everyone in our organization. We serve many young people of various ages and backgrounds, and we strive to be very clear about what is, and is not, acceptable behavior. We have recently reviewed our existing policies and found they were completely relevant and up to date and being enforced to protect our students and staff as completely as possible. Since performing the audit, we have made additional changes and updates to our policies. We are committed to reviewing and updating policies as often as needed to make sure that our organization is as safe as it possibly can be for all of our constituents.

[Click Here for Crown Youth Protection Policies](#)

All members of our organization, including Board members, staff and volunteers, must read and become familiar with these policies and expectations. Members and staff must sign and agree to these policies before they interact with our organization in any significant way.

INTRODUCTION

Carolina Crown is extremely grateful for the many volunteers that have donated their time, skills and resources to our organization over the years. The care and devotion they have demonstrated are a major reason why Carolina Crown is considered a “family” by nearly all that come in contact with the organization. We thank you for joining our volunteer ranks, and welcome you to the CrownFAMILY!



As the following pages will show you, Carolina Crown depends on volunteers to perform many of the corps’ most vital jobs while on the road every summer. Our volunteers mend, alter, and launder uniforms, prepare meals, help fix whatever is broken—you name it, volunteers help make it happen.

Volunteering for Carolina Crown can be hard, demanding work, but we’re confident you’ll find it to be more than worthwhile when you see the grateful look on a hungry member’s face as you serve them a hot meal, or the great way the uniforms you altered look out on the field.

You’ll also have a chance to meet wonderful people from across the country, make lasting friendships, and be a part of a truly unique and special activity.

This handbook, although not all-inclusive, is aimed at giving our volunteers an idea of what being a Carolina Crown volunteer is all about. We hope you will familiarize yourself with the various volunteer positions available, see what it’s like to travel with Carolina Crown during our summer tour, and ask questions if anything is not clear or not adequately covered. We’ve also included a few tips and guidelines for making your experience (and the members’) the best it can be. Remember, Carolina Crown can’t do this without you—so read on, and join up! You’ll be glad you did!

Below are your best sources for additional information or clarification of the information in this handbook:

Joe Roach - Director joe@carolinacrown.org

Ryan Brannan – Assistant Director ryan@carolinacrown.org

Cody Crawford – CFO/COO cody@carolinacrown.org

THE MEMBER'S SUMMER EXPERIENCE



The summer of drum corps begins mid-May when the members and staff “move-in” to a location where they will rehearse. At Crown, this is referred to as “Spring Training.” Members bring with them all of the items that they will need for tour, and begin extensive rehearsals and conditioning as they prepare for the summer ahead. During spring training members rehearse and condition from early in the morning until late at night.

Members travel by bus all summer. Their bus seat is their home. They sleep and shower in various gyms, band rooms, cafeterias, hallways, etc. They are assigned a bus seat, usually by caption/section. Depending on the distance between housing sites, their time on the bus for sleeping/relaxing can vary from a couple of hours to all night. This will typically be followed by some time sleeping on the floor at the new housing site, or what we call “floor time.”

Because the members are traveling by bus and living from housing site to housing site, the members have all of their personal items in one suitcase and what they can fit under their seat and half of a “bay” above their seat on the bus. This means that the members must pack lightly and leave many items behind. The time spent on the bus is invaluable to the members. This is where most of the friendships and stories take place. The buses are truly a home for two months.



Most days on tour are structured the same for the members: wake, breakfast, rehearsal, lunch, rehearsal, ensemble (where all captions rehearse together), run-through (perform show at end of ensemble), EPL (Eat, Pack, Load), travel to show site, perform show, snack, board buses and ride to next housing site, unload buses and get some sleep on the floor. On rehearsal days, there will be a similar schedule, but there will be more hours of rehearsal instead of traveling to and performing the show.

WHO CAN VOLUNTEER?



Just about anyone! Our volunteers are parents of current and past members, Crown alumni, fans, and supporters of all kinds. If you think you would like to join us on tour, and you enjoy the thrill of watching a group of performers doing something that they love at a level that matches an Olympic athlete, this is for you. We would love nothing more than to have you join us!

HOW CAN I HELP?

This is usually the first question a new volunteer has for us. The answer: There is a wide variety of ways to lend a hand. Most of the ways you can help out fall into the categories listed below. Of course, on any given day our needs in certain areas are greater than others, so we request that volunteers are flexible and willing to jump in wherever help is needed. Some days we need extra help on the food truck, some days we need a few extra people to help with uniform maintenance and laundering. There are some jobs for which we can ALWAYS use more help, and these jobs are the most rewarding.

Uniform Crew

It takes a lot of hard work behind the scenes to keep Carolina Crown looking great throughout the summer. This process begins at our winter camps. As members are contracted, the uniform crew takes measurements and begins to alter uniforms to fit each member. Carolina Crown is well known for changing parts of our uniform, and this takes a lot of work to prepare before tour.

As the season progresses, alterations become necessary as the members lose weight or add muscle. Buttons fall off, holes appear, seams rip, etc. Washing the uniforms after every two to three performances also become necessary once the corps begins performing regularly in mid-June. Our beautiful flags and guard costumes are also thrown into the mix at this point. While creating and altering these flags and costumes is taken care of by professional designers, we rely on volunteers to help with mending and washing throughout the season.

As you can imagine, all this sewing, washing and maintenance takes a lot of time and work. Ideally, we like to have 3-5 people with us during the Spring Training weeks and 2-3 people during traveling weeks to help keep all of our flags and uniforms in pristine condition. We also need people who can come help just for the day, especially to assist with the laundering of the uniforms. While we certainly need some volunteers who are experienced sewers, you don't need to be an expert (or even know how to sew at all) to help! Our experienced volunteers can teach you to do most anything we need—and you probably already know how to do laundry!



Medical Professionals

As you might expect with such a large group of people, most days we will have members (and staff) report various ailments from headaches, colds, and bronchitis to ankle sprains, shin splints, and muscle aches. The corps provides a wide variety of over-the-counter first-aid products for sick and injured participants, distributed and monitored by the athletic training staff.

Our Athletic Trainers monitor many of these ailments, but we are always looking for doctors, nurses, trainers, EMTs, and other medical professionals who are willing to lend a hand while we are in a town near you. A healthy member is a happy, productive member.

Food Truck Crew

Carolina Crown provides four meals per day to all members, staff and volunteers—that's about 200 people! Meal preparation takes place on our mobile food service vehicle, AKA the "Food Truck." The food truck is a full-service kitchen built into a semi-trailer, and travels with us wherever we go.

Volunteering on the food truck can be one of the most physically demanding jobs on tour, but it is also one of the most fun and rewarding, and where many long-term TeamCROWN friendships are made. Daily tasks include cleaning (dishes, counters, etc), cooking (baking, boiling, chopping, stirring), and serving meals. When you see how thankful the members are for the meal you've provided, or hear "Thanks, this looks great," you'll see why volunteers return even after their member ages out. And watching the kids perform each night makes it all worth it!

Each day on the food truck, the team will be led by a food truck manager. This person will collaborate with the admin staff to arrange the daily menu, assign jobs to other volunteers, maintain food inventory, schedule volunteer shifts, and ensure all meals are prepared properly and on time.

As you can probably tell, it takes a lot of time and organization to prepare delicious, nutritious meals prepared properly and on time each day. But the volunteers don't need to worry about planning menus, finding recipes, or procuring food on their own—we take care of all that. In fact, you don't even need to be a good



cook (or even cook at all!!!!) to help. Just bring a positive attitude and a willingness to work hard, and we'll take care of the details.

Ideally, we need at least 4-6 volunteers to staff the food truck at all times (even more is great so we can schedule in shifts!). We can make do with fewer, but the more people we have, the easier and more fun the work!

Whether you can help for the day, a weekend, or a week or more, the food truck is a great place for almost everyone to help.

Help Out in Your Hometown!

In addition to help with sewing, uniform upkeep, food preparation, and medical services, the corps also needs volunteers who can help while the corps is stopped in their area. So, if you are unable to join the corps on tour, there are several great ways you can help when we're in your hometown.

Do you know a local doctor who might be willing to make a last-minute appointment for a sick or injured member? Do you know a business who might like to donate a treat? You're an expert in your hometown, and we need your expertise! You know where the laundromats and health facilities are, and we need your help to find them. In addition, everywhere we go, Carolina Crown needs volunteers with cars to help with errands like grocery shopping, airport runs (to pick up and drop off staff members), and trips to the hardware store. If you arrive at one of our housing sites with a car, we can often use your assistance. There's always something we need to do!

Another great way to help while we're in your area is to give members of our touring volunteer staff a break. You'll truly be a hero if you offer to do the dishes after lunch or help prepare dinner so that one of them can catch a nap or get a chance for a luxurious 15-minute shower.

We also need help with laundering the corps and guard uniforms. This task must be completed after every 2-3 performances, and the more help we have with this, the better.

WHAT SHOULD I EXPECT ON TOUR?

Crown Volunteers travel with the corps, riding on the vehicle know as “The Entertainer”. This vehicle is an entertainer coach with a table, 13 bunks and an office. During your stay you will be assigned a bunk on this vehicle based on need and length of time on tour.



Luggage space is limited on **The Entertainer**, but there is a reserved bay under the bus for your luggage. You may bring a small bag of your belongings onto **The Entertainer**, enough to be stored on your bunk with you. Be prepared to get much of your sleep done while riding in this vehicle, as all travel occurs at night and the days are busy. Your luggage will be stored under a bus and may not be readily available to you at all times so plan on always carrying an “overnight kit”. Your bunk will become your home, a place to store items and make yourself comfortable.

You’ll travel with us wherever we go, just like a staff member. With the exception of emergency situations, you will NEVER ride on a member bus.

At housing sites, which are usually schools, we set aside special rooms for our staff & volunteers to sleep, usually one or two rooms, often a band or chorus room. Since we are fortunate to have a vehicle with bunks, most people just stay on **The Entertainer** to sleep. Shower facilities vary from site to site, but are generally, school or stadium locker rooms. Each day the schedule will be posted on the white board on the food truck doors. This schedule will include meal and departure times, as well as rehearsal and performance times. Please remember to look at it each day. If you need to do laundry, we are able to assist with a visit to a laundromat.



For any shows that occur while you’re traveling with us, you’ll be given a corps “staff pass” that will allow you to attend for free. This pass allows for general admission seating. You’ll always be able to watch the show without having to worry about paying. And, you’ll always have time to watch Carolina Crown perform, and will often be able to watch some or all of the other corps perform as well.

Be prepared to pitch in! Even if you sign up for a specific job (sewing, cooking, etc.), you may be asked to help out in other areas as we need it and as new needs arise. If you’ve come to work on the food truck and we need you to help at the laundromat with uniform cleaning, we appreciate your flexibility!

WHEN SHOULD I COME ON TOUR?

It depends! You should discuss your availability with Nancy Coates our Tour Director. Nancy is in charge of all volunteer scheduling and can be reached at nancy@carolinacrown.org. We always need help, so whenever is best for you would be great! However, with that said, there are inevitably times when we need more help than others; for instance, we are often in greater need of assistance during Spring Training weekends and the early touring season than during the final month of tour. So, if you have a bit of flexibility in your schedule, let Nancy know!



She has to make sure that ALL positions are covered for the entire summer, so she might ask you to come at a different time than the period you initially mentioned. If you can switch, great—if not, just let her know. We'd love to have you whenever you can make it.

A schedule of summer tour dates is located at www.carolinacrown.org on the Calendar. Also, you can click the Support tab, then go to the CrownVOLUNTEER page. There you will find the tour “teams” under the bullet “2023 Tour Sign-up”. These are only suggested timeframes. You can sign up for a whole team or just the days that work for your schedule. We look forward to you joining us on the road!!

HOW WILL I GET ON AND OFF TOUR?

There are several options for joining and leaving tour. Unless we're staying in one spot for several days (as we do in May and early June), bringing your own car usually isn't possible. It is very difficult to drive at night and then help out during the day! Most of the time, you'll have to jump on and off in different cities, so arranging transportation can be tricky, and communication with Nancy is key. If you are close to the Fort Mill/Charlotte area (or within a reasonable distance), for some teams we offer a shuttle from Fort Mill to wherever we are, and a return shuttle at the end of the "team" stint. If you'd like to fly in or out of a city near us, we can arrange rides to and from the airport for you—just let us know in advance the particulars of your travel arrangements. Please check with Nancy before you book your flight to be sure that the times and airports you are using will work with our schedule. We also may be able to help with ride sharing if other people from your area are coming to help. One popular way to make a trip easier (and more affordable) is to begin or end your journey in a town near you (where someone can drop you off or pick you up) and then fly going the other way.

WHAT SHOULD I BRING ON TOUR?

Not too much! The best advice we can give you is **DON'T BRING MORE THAN YOU CAN CARRY!** You'll be responsible for loading and unloading your own luggage and sleeping gear, and storage space is limited. So, we recommend bringing only what you think is necessary. Of course, there are several essential items, some of which you might not think of at first, so here's a list:

- Shower Shoes (flip flops)
- (2) Towels
- Toiletries (you might want to keep bottles in Ziploc bags to avoid spills)
- Clothes you don't mind getting dirty!
- Clothes for hot weather—shorts, t-shirts, tank tops.
- Comfortable pants, socks, sweatshirt, and other items to help keep you warm on a sometimes-cold **Entertainer!**
- Comfortable shoes
- A couple of casual outfits to wear to shows
- Sleeping bag and/or sheet & blankets (it can sometimes get cold at night, so bring enough to keep warm)
- Pillow (earplugs are helpful too for sleeping on a moving vehicle)
- Camera
- Sunscreen
- Hat
- Sunglasses
- A POSITIVE ATTITUDE!

ARE THERE ANY GUIDELINES FOR VOLUNTEERS?

Every organization operates a little differently, and Carolina Crown is no exception. Our methods and scheduling will undoubtedly not be what is used in your band program or other similar organization where you have volunteered in the past. The basic guidelines below should be followed to make everyone's experience a pleasant one.



Members are under the direct supervision of Carolina Crown faculty and administrators. We ask, unless you witness a dangerous situation, that you do not interfere with corps operations. Talk to us privately about concerns or suggestions you have. You'll find us to be very responsive. We will assist you in communicating your concerns to the proper corps administrator.

When not working an assigned shift, you are welcome to observe rehearsals. We

ask that you understand that a focused environment exists and you should not distract members or staff. This includes periods of time during which members are meeting with staff/admin, as well as time before/after rehearsals when members must focus on pre/post rehearsal duties. Close up videotaping of your member can be very distracting and somewhat embarrassing. Please use discretion.

If time and schedule permit you to communicate with a member after a performance or rehearsal, please wait until we have dismissed from our post-event meeting to approach them.

The buses are "home" to the members and should be treated as such. We ask that you do not enter them unless a rare situation arises where you are assigned to travel on one.

Members and volunteers seldom have enough time to go out to a meal or "get away" from the corps while on tour. Normally there will not be an opportunity for overnight stays away from the corps while on tour. Members are not permitted to stay overnight away from the corps. Volunteers are expected to be with the corps at all times during the period they have volunteered for, unless previously discussed with administration.

When the corps arrives at the school, you will often not know this because you will be sound asleep on **The Entertainer!** The administration team will park the food truck at this time and set-up the basic needs (electricity & water hook-ups). The morning crew will need to be prepared to do basic unloading and set-up of the remaining items.

Volunteers are provided passes for shows while on tour. You must return the passes to the tour manager before you leave tour! DCI only allots a certain number of passes for each corps, so it's important your pass is handed in to be used by the next team of volunteers. If you return on tour as a volunteer, we will again provide you with a pass

Schedules are made in advance by corps administration based on the best information available at the time. Changes will occur, sometimes at the last minute! Please be flexible! Trust us; we don't make changes without good reason!

Carolina Crown will not accept responsibility for lost, stolen, or damaged personal belongings of any member, faculty, or volunteer. We highly recommend not carrying a large amount of cash or other valuables to camps or on tour. You should keep all cash and other valuables in your possession at all times and not left in vehicles or housing sites.

The rules established by our host at our rehearsal/housing facilities must be adhered to. All facilities must be left in at least as good of condition as they were found. You are responsible for following all our host's rules and cleaning any area used/occupied during your stay.



There is NO SMOKING OF ANY KIND at any Carolina Crown housing site or on Carolina Crown vehicles. The drinking of alcohol is also prohibited while at "work" with Carolina Crown and/or before, during, or around any rehearsal, performance or public appearance of the corps. "At work" includes that time period between the beginning of the day (or arrival at our facility), and the close of rehearsals or a performance/competition. Volunteers will not drink to the point of public drunkenness at any time. You may also not engage in the use of illegal drugs during the time of your activity with Carolina Crown.

As a member of the CrownFAMILY you are expected to act appropriately at all times. Remember, you are an "ambassador" of our organization and should act accordingly in all dealings with our members, parents, other volunteers, members of other corps, adjudicators, and of course, our fans!

EVERY member of the CrownFAMILY is required to immediately report incidents/violations of the following organizational policies if observed: Sexual Harassment; Use of Banned Substances; Serious Injury/Illness; Significant Property Damage. Should you witness an incident/violation in one of these areas you should immediately notify corps administration. Except in an attempt to prevent imminent injury, illnesses, or damage, do NOT try to handle such incidents on your own! If you are unsure, REPORT it!

Always try to be supportive and optimistic when around our members. Remember, being on the road away from home can be very stressful to some. After a long day of rehearsing in the hot sun they don't want to be reminded how many hours they have been at it, how high the temperature got, how long the bus ride is that night, or how far they are behind their closest competitor. Our positive support and leadership is critical to our members' tour being an experience they will remember for a lifetime!

WHAT ARE THE BENEFITS OF VOLUNTEERING?

We believe that volunteering is the absolute best way (next to marching!) to find out what drum corps is all about. Volunteering with Carolina Crown gives you a chance to be part of "TeamCROWN". It can also be an incredibly rewarding experience. You'll receive a thousand "thanks" a day for your hard work, and you'll get a chance to meet and interact with wonderful people from across the country on a daily basis. Most of all, you'll become a part of the Carolina Crown family, and you can take great pride in the contribution you've made to making 2023 another great year. When you sit down to watch Carolina Crown performs after a long day of working and traveling, you'll see what we mean! And, if you plan to tour with us, don't forget that you'll be able to attend all DCI shows free of charge while you're traveling with the corps!

Policy Statement on Harassment

Carolina Crown is committed to creating and maintaining a positive and healthy atmosphere for its members, staff and volunteers. Essential to this is an environment that is free from any form or threat of harassment. Harassment is a form of discrimination, and includes any conduct that adversely affects a positive learning environment, including but not limited to actions or comments that are sexual in nature, violent or threatening violence, hazing, or demeaning, that the perpetrator knew, or reasonably should have known, would be unwelcome. Harassment leads to adverse impacts to the person(s) experiencing harassment as well as those around them, and negatively impacts the camaraderie we value.

Harassment can take many forms, but generally involves conduct, comments, or display that is insulting, intimidating, humiliating, hurtful, demeaning, belittling, malicious, degrading or otherwise causes offense, injury or potential injury, discomfort, personal humiliation or embarrassment to a person or group of persons.

Carolina Crown expressly prohibits harassment of any kind under any and all circumstances.

Sexual Harassment

Carolina Crown has adopted the definitions and policies of the Equal Employment Opportunity Commission as to sexual harassment. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

- Submission to such is made either directly or indirectly a term or condition of participation;
- Submission to or rejection of such conduct is used as the basis for participation decisions which affects a Member, a Volunteer or Faculty
- Such conduct has the purpose or the effect of unreasonably interfering with a Participant's routine performance, or that creates an intimidating, hostile or offensive working or learning environment.

The following are some examples of conduct that may be considered sexual harassment and, therefore, are prohibited by this policy:

- Repeated unwelcome and offensive sexual flirtations, advances or propositions;
- Verbal or written abuse of sexual nature;
- Graphic verbal or written commentaries about a person's body or behaviors;
- Display of sexually suggestive objects or pictures;
- Continued or repeated suggestive sexual comments or remarks;
- Insults, humor or jokes about a person's sex, gender, sexual orientation or traits relating to sex;
- Continued or repeated touching, pinching or brushing a person's body;
- Insults, humor or jokes about a person's sex, gender, sexual orientation or traits relating to sex;
- Continued or repeated touching, pinching or brushing a person's body.

Sexual harassment does not refer to occasional, socially acceptable compliments. It refers to behavior that is unwelcome, personally offensive or sufficiently severe or repeated so that it alters the conditions of employment or learning, or creates an abusive or unproductive environment.

Hazing

Hazing includes, but is not limited to:

- Any direct or indirect action or inaction that causes or poses a risk of harm to the mental or physical health or safety of one or more people;
- Subjecting or encouraging any person to commit an act or omission for the purpose of causing shame, abuse, insult, humiliation, intimidation or disgrace; or
- Any physical assault or battery, or threat thereof.

Carolina Crown expressly prohibits hazing under any and all circumstances and between and among our members, staff and volunteers.

Bullying

Bullying will not be tolerated. In this context, “bullying” includes actions, whether threatened or real, towards or against any individual or group, whether by actions, words, gestures, symbols, or verbal or physical intimidation of any kind. It is designed to intimidate, embarrass, coerce, or shame an individual or group. Bullying is utterly inconsistent with who we are and what we strive to be.

Relationships

The member, staff, and volunteer relationship is very important to insure good communication and respect for each other. However, it is the policy of Carolina Crown that members are prohibited from engaging in romantic or sexual relationships with staff or volunteers. Violations of this policy will result in dismissal of all parties from participation in the organization.

Duty to Report Violations

It is the affirmative obligation of all members, staff, volunteers and management to immediately report in good faith any violation of the law or of the policies of the Carolina Crown to either the Executive Director, an immediate supervisor, or any other staff member with whom you are comfortable discussing the matter. Should circumstances prevent such immediate reporting, any violation shall be reported as soon as possible. For ease and clarity of reporting you may also complete the online report via the Carolina Crown web site under Membership Info Harassment Reporting.

Upon receiving any such report, appropriate action shall be taken to protect the health, welfare and rights of the reporting parties, supervisors, witnesses, and any other individuals involved. The nature of the complaint, the identity of the reporting party, and any other individuals involved shall be kept confidential until the Executive Director reviews the matter. If the Executive Director is the subject of any report, then the President or another independent member of the Board of Directors shall review such report. Confidentiality shall apply and remain to the maximum degree possible.

Carolina Crown shall take any and all measures they feel appropriate to investigate any violation of law or the policies of the Carolina Crown, including interviews with the individuals involved and witnesses to any conduct, and review of written and electronic communications. Should a complaint be substantiated, disciplinary action is in the sole and absolute discretion of the Executive Director

shall be taken, up to and including termination of the individual's relationship with the Carolina Crown and reporting the incident to appropriate civil or law enforcement officials.

Similarly, false reporting will also not be tolerated. Should it be determined after appropriate investigation that an allegation was brought based upon revenge, anger, dislike or any other improper motive, the individual or individuals making the false report are subject to immediate disciplinary action as set forth above, in the absolute and sole discretion of the Executive Director.

Other Questions?

If you have other questions about volunteering, how to sign up, or anything else Crown related, please feel free to contact Nancy!

Thank you!!

We hope to see you along the road.

Acknowledgement of Receipt

I, _____, acknowledge that I have received and thoroughly read a copy of the 2023 Tour Handbook. As a member of Carolina Crown, I agree to adhere to all the rules and expectations stated in the Member Handbook.

MEMBER SIGNATURE DATE PARENT/GUARDIAN SIGNATURE (if under the age of 18)

DATE



EMERGENCY PREPAREDNESS GUIDE

FOR
LIFE THREATENING
EMERGENCIES,
CALL **911**

EMERGENCY CONTACTS

- Joe Roach - Director - joe@carolinacrown.org
- Ryan Brannan – Assistant Director - ryan@carolinacrown.org

EMERGENCY PROCEDURES

Have a general understanding of the emergency procedures, evacuation routes, and safe haven for the Corps. Anyone who finds themselves in an emergency situation should apply the following:

- Be Aware of what is safest First
- Evaluate Your Emergency Scenario
- Communicate the Emergency to Others
- Take Immediate Action

In the event of any emergency (weather, medical, or other), immediately contact 911 and state your full name, location, and emergency. Do not hang up the phone until instructed to do so by the Emergency Medical Dispatcher. After the call, contact the corps director or designated individual (Staff or Admin) as soon as possible to report the emergency. Many locations (performance sites, housing sites, etc.) may have other means of communicating emergency reports, such as alarm buttons or manual pull levers. Make sure you know which method is the best option to pursue accordingly to the case of emergency.

HEALTH TEAM

Health Team staff members ensure the physical and emotional well-being of corps members and staff throughout pre-season training and the traveling tour. The health team coordinator will be charged with facilitating scheduling for rehearsal days and tour. At least one health team representative should be present each day of spring training and tour.

All health team individuals must present valid credentials. Upon arriving to a rehearsal site, team members should report to the health team coordinator if present, or Operations Manager to exchange information. Team members should remain in centralized locations familiar to all corps members in case of emergency, and provide contact information to administrative representatives on duty.

Administrative team are to advise health team members on location of emergency cards and discuss any important member information, i.e. members with frequent injuries, chronic conditions, etc. Any physical restrictions from a member's medical provider or physician must be respected.

FIRST AID

The Kitchen truck has one storage bay dedicated to medical supplies. All health team members are to regularly check, stock and refill or request for refill as needed. Health team representatives should report any missing items to health team coordinator. In addition, first aid kits are to be located with the following people and/or in the following locations:

Traveling between site locations:

- Kitchen Truck (medical supply bay)
- Entertainment Coach

During rehearsal:

- Kitchen Truck (med bay)
- Health Team

Additionally, a defibrillator will be stored in Kitchen Truck med bay if needed. Health Team members are to carry medical team backpack at all times while on duty, during rehearsal or at shows.

Should a member need medical assistance, he/she should contact the Administrative Assistant or report to the Kitchen Truck to contact health team member by radio if possible. Instructional staff members should contact an Administrative Assistant if medical assistance is needed and individual is unable to move to the Kitchen Truck.

EMERGENCY PREPAREDNESS

AVOID PUTTING YOURSELF, CORPS MEMBERS, STAFF AND/OR
VOLUNTEERS AT RISK AT ALL TIMES

In Transit

All vehicles traveling with the corps are to follow the same designated route between sites, except for Lead Support Vehicles and/or Merchandise vehicles who must travel earlier or later than the corps. Prior to departure, designated routes should be discussed with all drivers to examine all upcoming routes. Routes should be adjusted accordingly for any low clearances, highway alternates, windy roads, etc.

The Lead Support Vehicle should maintain awareness for any potential road hazards and/or inclement weather. All potential road hazards should be relayed to all other drivers. These hazards may include but are not limited to:

- Hanging wires
- Low clearance or tree branches
- Poor road conditions (i.e. construction, street closures, limited visibility, etc.)
- Traffic accidents

Discuss with housing site contact(s) local weather monitoring radio stations and resources. Continuously monitor all developing weather conditions surrounding current site or future sites which could affect driver's ability to operate a vehicle safely.

All weather warnings must be communicated to all other drivers immediately.

At Housing Site Locations

Safe haven (Meeting Place for Corps)

A safe haven is defined as a designated place of refuge or security. Safe havens per housing site are to be designated by the lead Administrative Assistant as advised by the housing contact.

If evacuated to a safe haven:

1. Take count of all members, staff members, and volunteers
2. If a member is missing, send a team of Admin or Staff members to search for member IF conditions are safe enough to do so.
 - a. Maintain constant communication and updates between search party and staff
3. If a member is injured, a staff member should remain with member until medical assistance arrives
 - a. Communicate situation to other staff members and make location known

Rehearsal Schedules

Administrative Staff will notify Instructional Staff if severe weather conditions will modify the designed rehearsal schedule.

Tear down and loading procedures will continue as normal unless otherwise noted by staff. Members and staff should report to safe haven location if necessary.

EMERGENCY SITUATIONS

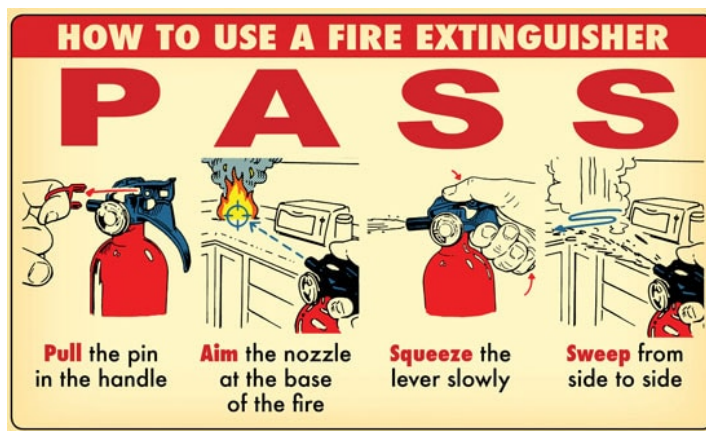
Fire Response

Maintain awareness of any fire hazards. This includes, but is not limited to:

- Flames or embers
- Visible grey smoke
- Abnormal amounts of heat
- Smell of smoke
- Dry grass, areas of potential brush fires

In the event of fire or potential fire, evacuate area immediately. Request assistance from other staff members and volunteers if evacuating the corps from the area. Report the fire immediately and monitor if safe to do so until fire officials arrive.

If fire erupts within a building, pull fire alarm easiest accessible.



Earthquake Response

Look around places where you spend time (rehearsal field, sleeping area, etc). Identify safe places so that when the shaking starts, you drop to the ground, cover your head and neck with your arms, and if a safer place is nearby, crawl to it and hold on. Before an earthquake occurs, secure items that could fall and cause injuries.

* If you are inside a building:

- Stay where you are until the shaking stops. Do not run outside. Do not get in a doorway as this does not provide protection from falling or flying objects, and you may not be able to remain standing.
- Drop down onto your hands and knees so the earthquake doesn't knock you down. Drop to the ground (before the earthquake drops you!)
- Cover your head and neck with your arms to protect yourself from falling debris.

- If you are in danger from falling objects, and you can move safely, crawl for additional cover under a sturdy desk or table.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as light fixtures or furniture.

* If you are outside when you feel the shaking:

- If you are outdoors when the shaking starts, move away from buildings, stadium lights, streetlights, and utility wires. Once in the open, “Drop, Cover, and Hold On.” Stay there until the shaking stops. This might not be possible in a city, so you may need to duck inside a building to avoid falling debris.

* If you are in a moving vehicle when you feel the shaking:

- If you are in a moving vehicle, stop as quickly and safely as possible and stay in the vehicle. Avoid stopping near or under buildings, trees, bridges, overpasses, and utility wires. Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that the earthquake may have damaged.

When the shaking stops, look around. If there is a clear path to safety, leave the building and go to an open space away from damaged areas. If you are trapped, do not move about or kick up dust. Tap on a pipe or wall or use a whistle, if you have one, so that rescuers can locate you. Be prepared to “Drop, Cover, and Hold on” in the likely event of aftershocks.

Tornado Response

* Listen to NOAA Weather Radio or to commercial radio or television newscasts for the latest information. In any emergency, always listen to the instructions given by local emergency management officials. Be alert to changing weather conditions. Look for approaching storms.

Look for the following danger signs:

- Look for the following danger signs:
 - Dark, often greenish sky
 - Large hail
 - A large, dark, low-lying cloud (particularly if rotating)
 - Loud roar, similar to a freight train.
 - If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

In case of a Tornado Evacuation, Go to a pre-designated area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of a small interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. In a high-rise building, go to a small interior room or hallway on the lowest floor possible.

If you are outside, lie in an area noticeably lower than the level of the roadway and cover your head with your arms and a blanket, coat or other cushion if possible. Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries. Do not get under an overpass or bridge. You are safer in a low, flat location.

Hurricane Response

Learn community hurricane evacuation routes and how to find higher ground. Determine where you would go and how you would get there if you needed to evacuate. If in a high-rise building, when high winds are present, be prepared to take shelter on a lower floor because wind conditions increase with height, and in a small interior room without windows. When flooding may be occurring, be prepared to take shelter on a floor safely above the flooding and wave effects.

- Stay indoors during the hurricane and away from windows and glass doors.
- Keep curtains and blinds closed.
- Do not be fooled if there is a lull; it could be the eye of the storm – winds will pick up again.
- Take refuge in a small interior room, closet, or hallway on the lowest level.
- Stay alert for extended rainfall and subsequent flooding even after the hurricane or tropical storm has ended.
- Avoid drinking or preparing food with tap water until you are sure it's not contaminated.

Motor Vehicle Incidents

A car accident can be a traumatic and scary experience. It's important to act quickly to ensure that everyone involved is safe and that all legal steps are followed. Knowing how to take action after a car accident can also protect you from frivolous lawsuits and ensure that you receive the appropriate compensation for any injuries or damage to your vehicle.

Important notes:

- Stay on scene. Leaving the scene of any accident, whether you are at fault or not, can result in penalties ranging from having your license suspended to fines and jail time.
- Stay calm. Take a few deep breaths and steady yourself. The calmer you are, the better you will be able to handle the situation.

Immediately following an accident:

- Assess any injuries starting with you, then your passengers, and then anyone who may be involved outside of your vehicle. If necessary, call 911 and request an ambulance. Do not move anyone who is complaining of neck or back pain unless they are in immediate danger (i.e. fire, oncoming traffic, etc)
- Call the police. Even in a minor accident, calling the police will create an official report of the accident and protect you in the case the other party sues or disputes your account of the accident.
 - In some states, police reports are only created if there are injuries involved. If this is the case, file a state vehicle accident report, available at police stations or on the Department of Motor Vehicles website.
 - Write down the name and badge numbers of the police officers on scene in case they need to be reached at a later time.
- Move your vehicle off to the side of the road if possible. If you cannot move your vehicle, set up cones/flares and turn on your hazard lights.
- Exchange information with any other parties involved in the accident. Important information to include:
 - Name

- Phone number(s)
- Make/Model of any other vehicles
- License plate numbers
- Insurance info (company, policy number, and insurance agent contact info)
- Be polite, but do not apologize. If you say “I’m sorry,” you may be admitting guilt and legal liability for the accident.
- Talk to witnesses. Write down their account of the accident and their contact information with their permission.
- Take pictures. Take pictures of any damage on all vehicles or other objects that may have been involved with the collision.
- Follow communications protocol.